

**State of Wisconsin
Department of Health Services**

**Medicaid Management Information System
(MMIS) and Fiscal Agent Services
Procurement**

Request for Proposal (RFP)

S-0419 DMS-17



Date: January 13, 2017
(revised April 7, 2017)

PROPOSALS MUST BE SEALED & ADDRESSED TO:

Remove from proposer list for this commodity/service. (Return this page only.)

AGENCY ADDRESS:

See Section 2.4

REQUEST FOR PROPOSAL

THIS IS NOT AN ORDER

PROPOSER (Name and Address)

Proposal envelope must be sealed and plainly marked in lower corner with due date and Request for Proposal # **S-0419 DMS-15**. Late proposals will be rejected. Proposals MUST be date and time stamped by the soliciting purchasing office on or before the date and time that the proposal is due. Proposals dated and time stamped in another office will be rejected. Receipt of a proposal by the mail system does not constitute receipt of a proposal by the purchasing office. Any proposal which is inadvertently opened as a result of not being properly and clearly marked is subject to rejection. Proposals must be submitted separately, i.e., not included with sample packages or other proposals. Proposal openings are public unless otherwise specified. Records will be available for public inspection after issuance of the notice of intent to award or the award of the contract. Proposer should contact the person named below for an appointment to view the proposal record. Proposals shall be firm for acceptance for sixty (60) days from date of proposal opening, unless otherwise noted. The attached terms and conditions apply to any subsequent award..

Proposals MUST be in this office no later than

~~April 18,~~ May 9, 2017, 2:00 p.m. CT

Name (Contact for further information)

Greg Smith

Phone

(608) 261-5999

Date

January 13, 2017
(Revised April 7, 2017)

Quote Price and Delivery FOB

Destination, Freight Prepaid

Public Opening

No Public Opening

Description

Medicaid Management Information System (MMIS) and Fiscal Agent Services

The Wisconsin Department of Health Services (DHS), Division of Medicaid Services (DMS), through its Bureau of Strategic Sourcing (BSS), has issued this solicitation to establish a contract for an experienced best-of-breed Supplier to execute and complete a Takeover and Enhancement of the current WI DHS MMIS (and related systems) and existing fiscal agent services.

Payment Terms: Per Contract

Delivery Time: Per Contract

We claim minority bidder preference [Wis. Stats. s. 16.75(3m)(b)(3)]. Under Wisconsin Statutes, a 5% preference may be granted to CERTIFIED Minority Business Enterprises. Bidder must be certified by the Wisconsin Supplier Diversity Program. If you have questions concerning the certification process, contact the Wisconsin Supplier Diversity Program, 6th Floor, 101 E. Wilson Ave., Madison, Wisconsin 53703, (608) 267-9550. **Does Not Apply to Printing Bids.**

We claim disabled veteran owned business bidder preference [Wis. Stats. s. 16.75(3m)(b)(3)]. Under Wisconsin Statutes, a 5% preference may be granted to CERTIFIED Disabled Veteran Owned Businesses. Bidder must be certified by the Wisconsin Supplier Diversity Program. If you have questions concerning the certification process, contact the Wisconsin Supplier Diversity Program, 6th Floor, 101 E. Wilson St., Madison, Wisconsin 53703, (608) 267-9550. **Does Not Apply to Printing Bids.**

We are a work center certified under Wis. Stats. s. 16.752 employing persons with severe disabilities. Questions concerning the certification process should be addressed to the Work Center Program, State Bureau of Procurement, 6th Floor, 101 E. Wilson St., Madison, Wisconsin 53702, (608) 266-5462.

Wis. Stats. s. 16.754 directs the state to purchase materials which are manufactured to the greatest extent in the United States when all other factors are substantially equal. Materials covered in our bid were manufactured in whole or in substantial part within the United States, or the majority of the component parts thereof were manufactured in whole or in substantial part in the United States. Yes No Unknown

In signing this proposal we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

We will comply with all terms, conditions and specifications required by the state in this Request for Proposal and all terms of our proposal.

Name of Authorized Company Representative (Type or Print)

Title

Phone

Fax

Signature of Above

Date

Email:

**Medicaid Management Information System (MMIS)
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APPENDICES

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~~(revised 3/10/2017)~~

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1.0 GENERAL INFORMATION

1.1 Introduction

Wisconsin's Department of Health Services (DHS) has an annual benefits budget of approximately \$9 billion, serving 1.2 million State citizens. Approximately 74,000 providers support the program, with 41 million claims processed annually. The current Medicaid Management Information System (MMIS) is a real-time multi-payer system. DHS has been engaged in planning activities to leverage the MMIS to serve as a basis for meeting broader State health planning and IT operational needs. Objectives include promoting an enterprise view of program support, integrating Public Health outcomes and data (vital statistics, immunization information, disease information and patterns, etc.) to achieve integrated health outcomes in DHS administered programs and services member community, aligning the DHS IT architecture with MITA, and bringing the benefits of health information technology such as Electronic Health Records (EHR) and Health Information Exchange (HIE) to the Medicaid program. To achieve these goals, DHS will need to improve and align DHS's data and its data architecture by following these high-level, MITA-based strategies:

- Evaluate and pursue emerging technologies as appropriate to ensure that the DHS workforce remains productive, nimble and responsive to changing needs.
- Evaluate potential IT investments with an enterprise perspective, seeking where possible to leverage investments to avoid silos and redundant expenditures and instead maximize the return on investments and seek broader, integrated solutions.
- Employ the “Build Once, Reuse Often” strategy, where application and data strategies and designs will, when feasible, follow a component-based, Service-Oriented Architecture, resulting in solutions being built once, reused often and maintained easily over time.
- Establish and evaluate IT plans and investments within the framework of the Medicaid Information Technology (MITA), in order to promote coordination and enhance prospects for maximizing federal funding and standardize processes.
- Manage information as a strategic Enterprise-Wide resource, using best practices in data management, application design, security and integration.

1.2 Purpose

The Wisconsin Department of Health Services (DHS), Division of Medicaid Services (DMS), through its Bureau of Strategic Sourcing (BSS), has issued this solicitation to establish a contract

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for an experienced best-of-breed Supplier to execute and complete a Takeover and Enhancement of the current WI DHS MMIS (and related systems) and existing fiscal agent services.

DHS is preparing for the increasing number of healthcare reform initiatives and modernization projects taking place over the next several years. To plan and manage for these future changes, the State of Wisconsin has undertaken several projects, including the MITA State Self-Assessment (MITA SS-A), this solicitation and subsequent modular services solicitations scheduled in future years. DHS will take advantage of these projects to shift toward a model that continually improves and modernizes the Wisconsin Medicaid Enterprise and achieves the following MITA capability goals over the next three-to-five years.

DHS will strategically and incrementally modernize and modularize the MMIS through this and other planned solicitations. DHS has identified targeted functionality that will be carved out of the current MMIS and modernized as stand-alone Modules or as Enhancement Components to improve the current system over the seven-year modernization and Enhancement period. This solicitation includes:

The **Takeover and Operations Component** of this contract will involve successful continuation of all systems and services currently provided by HP Enterprises, the incumbent MMIS Supplier. DHS will require several Enhancements to the current contracted MMIS services during and after the Takeover period, with sequential replacement of specific Modules and components over the course of the project.

The **Enhancement Components** are improvements to services, functionality, or capabilities within the current MMIS. These Enhancements are structured in a way that they can be appropriately priced and managed as a group with a fixed cost and timetable for completion. As Enhancement Components are implemented into the MMIS system, DHS may consider carving out additional Modules if DHS decides that this approach would achieve its overall business needs.

Future solicitations planned by DHS as part of the overall efforts to modernize and modularize the Wisconsin Medicaid Enterprise include:

The **System Integration Services** will be responsible for ensuring a comprehensive, end-to-end solution results from future Modules and Enhancements working together to provide complete business functionality. The System Integration services will be the single point of accountability as the systems are implemented, configured, and maintained. DHS is currently planning to procure System Integration services as a separate contract from the Takeover, Enhancements, and MMIS Modules contracts. The RFP vehicle that is currently planned for the System Integration includes both System Integration and EA PMO services and is two RFPs that could result in up to two contracts.

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The **Enterprise Architecture and Project Management Office** services will provide DHS with Wisconsin Medicaid Enterprise Architecture and System knowledge, expertise, leadership, consulting, and support as the MMIS is transitioned from the current single-system state to a multi-system integrated, interoperable, and modular state. As the MMIS is being transformed, DHS recognizes that analysis and decisions will need to be made in regards to how existing business services and the data, applications, and technology are leveraged to support those services that will be impacted.

The **Independent Verification and Validation** services will provide DHS a well-defined standard process for examining the organizational, management, and technical aspects of a project to determine the effort's adherence to industry standards and best practices, identify risks, and make recommendations for remediation, where appropriate. The IV&V Supplier will comply with and support all Federal requirements defined in 45 CFR Part 95.626 and independently test and attest that Deliverables meet requirements.

The **Modules** are planned collections of MMIS business functionality and processes that can be implemented through a collection of IT and services. Any proposed IT functionality can reside in any physical location and is a grouping of capabilities that will be implemented, tested, and certified as a single group of capabilities. These MMIS Modules will then represent a contractual carve-out from the awarded MMIS contract that can be easily replaced in the future at lower risk, cost, and duration. The intended structure for the Module RFP(s) should allow for easy separation of Modules to promote broad competition from systems and services Vendors and to allow for the flexibility of contracting additional Modules at a later date. In order to provide Vendors a reference point for the magnitude and scope of the planned Modules, the following table provides a brief overview of the anticipated and projected Modules DHS will seek as part of a future solicitation cycle(s).

Table 1: Module Descriptions

Module	Description
Module 1: Enterprise Data Warehouse	This Module will include the hardware and software that provides the functionality and infrastructure needed to support the data analytics, program integrity, and information management needs of the Medicaid program. This Module will include the data model and structure to be loaded to the Medicaid data center, which is necessary to support the data analytical needs of DHS.
Module 2: Data Analytics	This Module will include the business services, software tools, and program integration necessary to support user access to DHS-required data analytics. Functionality will include predictive modeling, business intelligence, dashboards, and reporting.
Module 3: Program Integrity	This Module will provide the functionality to support identification and reduction of fraud, waste, and abuse. The Module is to be the primary collection point of program integrity information and will support the communication and sharing of program integrity data/utilization review data across the Wisconsin Medicaid Enterprise.

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Module	Description
Module 4: Pharmacy Pricing Consultation	This Module will provide the services and any functionality necessary to provide drug reimbursement pricing support, as well as cost and rate scenario support for decision making.
Module 5: Pharmacy MTM	This Module will provide Pharmacy Medication Therapy Management (MTM) services and any functionality necessary to provide medication-related action planning, as well as electronic document management.
Module 6: Enrollment Services	This Module will provide capabilities and functions for plan assignment, plan details, plan-specific information, and plan counseling. It must enable plan maintenance and monitoring.
Module 7: Member Services	This Module will contain all current capabilities and functions for Member-related document processing for all integrated programs, including waiver services. This Module will include Member call center services and operational support for eligibility determination management.
Module 8: Care Management	This Module will include systems and services to support integrated Long Term Care (LTC) program care management functions. Member care management functions include documentation of Member outcomes, development of individual service plans, creation of Member service authorizations and data necessary to support quality and reporting needs for LTC programs.

Additionally, DHS believes that the overall resulting process for the MMIS solicitation encompasses the following program goals:

- **Procure solutions that support the Wisconsin Enterprise programs and policies.**

Through the solicitation of solutions that enhance or bring new process improvements to DHS, it is envisioned that these changes will enable providers and Members to achieve improved Member health outcomes by providing exceptional customer service and more effectively identifying, monitoring and reporting key performance measures to promote value-based services.

- **Design and procure systems to incorporate emerging technologies to ensure that the DHS workforce remains productive, nimble, and responsive to changing needs.**

Through the solicitation of new, agile technologies, DHS looks to enhance project, process, system governance and organizational structures to appropriately assign authority, responsibility, and accountability in support of the DHS mission, vision, and goals. Additionally, these technologies would allow DHS to optimize the workforce through human resource policy and procedure improvements, more effective marketing of the organization, staff development and succession planning, and by ensuring employees are in positions to succeed.

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- **Procure solutions from an enterprise perspective, seeking where possible to leverage investments to avoid silos and redundant expenditures and instead maximize the return on investments and seek broader, integrated solutions.**

Through the solicitation of solutions that employ the “Build Once, Reuse Often” strategy, DHS will not only be efficient with State and Federal funds, but will also support and enable an Enterprise-Wide environment where application, data strategies, and designs will follow a component-based, Service-Oriented Architecture, resulting in solutions being built once, reused often, and maintained easily over time.

- **Procure solutions that align with the MITA framework to promote coordination and enhance prospects for maximizing Federal funding and standardize processes.**

Through the solicitation of solutions that align with the current MITA framework, DHS will capture and utilize enhanced federal funding rules enabling Wisconsin to modernize, streamline, and make the MMIS more efficient in managing DHS program participants.

- **Procure solutions that allow DHS to manage information as a strategic Enterprise-Wide resource, using best practices in data management, application design, security, and integration.**

Through this solicitation, DHS will embrace collaborative data-sharing technologies including an Enterprise-Wide data warehouse with timely, accessible, and usable information that meets reporting and decision support needs for DHS. This will include the definition and implementation of a sustainable data management and governance framework.

- **Procure solutions through a phased approach to maximize both short and long-term value, implementing business intelligence and predictive analytics tools for use with existing data repositories while working toward using the DHS enterprise data warehouse.**

Through this solicitation, DHS recognizes both the long and short-term impacts of an Enterprise-Wide modernization project of this size and magnitude. The evolution and availability of state resources to manage this project will take time and will be better served by a phased/staggered approach to full realization of the DHS vision. Therefore, DHS has segmented the full solicitation process through smaller, incremental solicitations that will allow DHS to manage its resources effectively and efficiently.

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1.3 Scope of Work

The Supplier will be required to complete the following scope of work:

1.3.1 Overall Project Implementation and Initiation

This must include a complete set of Project Management Plans, including the Project Staffing Management Plan, the Risk Management Plan, and a text summary of the Microsoft Project Plan that details the approach used in the project plan. Takeover planning results in defined baselines for the current MMIS' engineering, testing, operation, data flows, and support of the current MMIS enterprise and new production operations computing environment. Additionally, DHS views a shared, mutual understanding between DHS and the Supplier of all the detailed tasks, activities, milestones, and Deliverables, as well as the methods, procedures, tools, and techniques defined within the Supplier's structured methodology, which is key to the success of the Takeover effort. Therefore, DHS expects the Supplier to host appropriate project kickoff meeting(s) for Takeover planning to confirm the current MMIS technology services and operations support requirements detailed in the contract. The kickoff meetings will result in high level requirements from the Supplier to establish a firm detailed Takeover, plan baselines, and include roles and responsibilities of both the Supplier and DHS. The kickoff meeting(s) produce the detailed roadmap for the successful outcome of Takeover and Operations. The purpose of the defined roadmap is to advance the timeline objectives of DHS for a rapid start of the current MMIS Takeover.

- Completion and DHS approval of a comprehensive project timeline/work breakdown structure (WBS) as outlined in Section 5.1.2.
- Completion and DHS approval of all Implementation and Deliverables requirements as outlined in Section 5.1.3.
- Completion and DHS approval of all Project Start-Up, Initiation, Staffing, and Facility requirements and activities as outlined in Sections 5.1.4 and 5.2.16.

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1.3.2 Global Project Management and Administration

This must include all project management, administrative responsibilities and coordinated efforts that work in support of the overall success of the entire MMIS and Fiscal Agent Takeover, maintenance, and operations project. These business areas operate in parallel of functional business areas; however, more often than not, they have a direct and immediate impact on the overall contract with DHS. Therefore, DHS envisions these defined areas as critical, foundational elements to a collaborative, transparent, and fully engaged relationship with the Supplier, and as such, these areas should be fully supported and maintained for a successful project outcome.

- Completion and establishment of all Global Project Management and Administration requirements and activities as outlined in Section 5.2

1.3.3 Takeover and Operations of MMIS Business and Service Areas

The Takeover Component of this contract will involve successful continuation of all systems and services currently provided by HP Enterprises, the incumbent Supplier. The Supplier will be required to implement, operate, and maintain all infrastructure, including all hardware, software, middleware, and licenses necessary for successful continuation of operations for all systems and services under the scope of work. This includes the Wisconsin Immunization Registry (WIR) as DHS expects the Supplier to implement, operate and maintain all infrastructure necessary to run this system as a result of this procurement. Current State-owned infrastructure for WIR will not be utilized after successful takeover and will be returned to DHS upon successful turnover of the current MMIS and FA contract. Additionally, the Supplier will be required to implement, operate, and maintain all infrastructure, including all hardware, software, middleware, and licenses necessary for successful continuation of operations for all systems and services under the scope of work. Additionally, the Supplier will be required to maintain all functionality and services identified through system Takeover and those additionally improved through system modernization and Enhancement. When Module systems and services are functional, as defined by Table 1: Module Descriptions ~~Table 1: Module Descriptions~~ in Section 1.2, the systems and services replaced by a Module will be carved out from the Supplier's oversight, control, and management. This carve out will include remaining contractual, operational, and financial obligations awarded under this RFP that were subsequently replaced by the modular implementation.

- Completion of all MMIS Business Area and Service-Based Operational requirements and activities as outlined in Section 5.3.

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1.3.4 Enhancements

To help mitigate overall risk of full system replacement, DHS has determined that some additional Enhancements could be made within the core MMIS components. These Enhancements focus on increasing operational efficiencies and system performance. This focus includes expanding program integration and support into the existing Enterprise ForwardHealth system and fully supporting the integration of the Long Term Care programs into the Wisconsin Medicaid Enterprise MMIS. Wisconsin Medicaid Waiver and long-term care program functions have historically been maintained in various enterprise systems. As part of this solicitation, DHS intends to further integrate LTC program business functions into the enterprise MMIS. Besides LTC integration, twelve other areas have been identified where efficiencies, similar to a system modification request, could be made during the Takeover phase, but not extending past 36 months after contract execution.

For the purposes of this RFP, an Enhancement Component will be used to describe a collection of improvements to services, functionality, or capabilities within the current MMIS. These Enhancements are structured in a way that they can be appropriately priced and managed as a group with a fixed cost and timetable for completion. DHS is currently pursuing these Enhancements; however, depending on the Vendor response to the individual Enhancement scopes, requirements, cost, and estimated timelines for completion, DHS may determine pursuit is not in the best interest of DHS, and consequently may not issue funding/contract authority to the Supplier to support their completion. Vendors must submit a proposed solution for each Enhancement.

- Completion of all contracted/awarded and DHS-approved Enhancements Requirements and activities as outlined in Section 5.4.

1.3.5 Modules Implementation

In general terms, the Modules Component of this contract will involve working with DHS to identify what should and should not be included in each carve-out and working with DHS and each Module Supplier to plan, execute, and maintain the carve-out. The MMIS Supplier will continue to be responsible for the ongoing operation and maintenance of the remaining, albeit incrementally reduced, MMIS business functionality.

1.3.6 Collaboration and Cooperation with all Project Support and Module Suppliers

DHS has determined, as required by CMS, that additional Project Support Suppliers will need to be contracted in order to provide assistance and autonomous project oversight, integration, quality assurance, and validation/verification services to assist in a successful project delivery and outcome. The timeline to procure these Suppliers is expected to run parallel to the overall

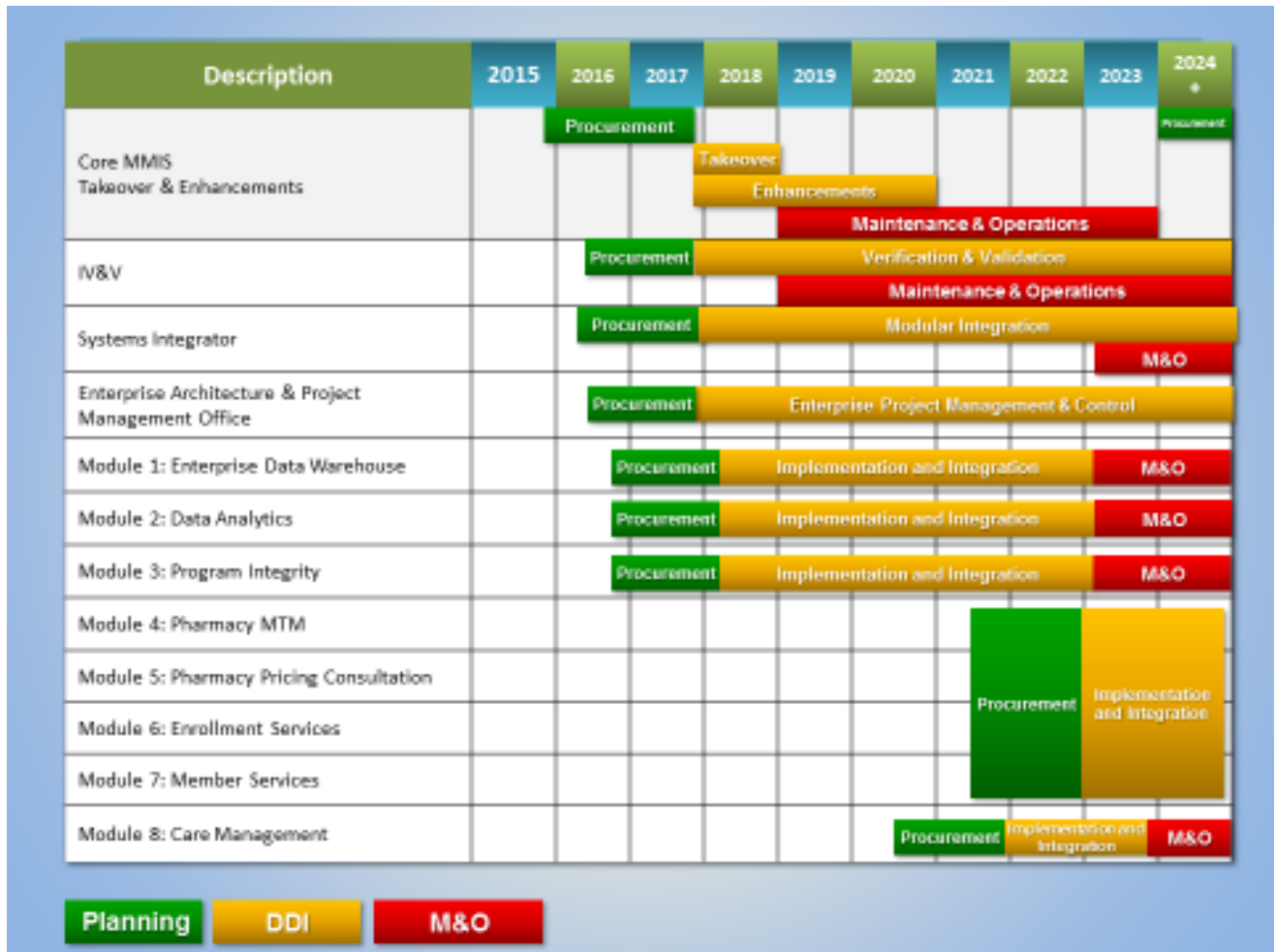
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MMIS Takeover and Enhancement project; however, the specific timeline has not yet been determined. Many of the global and business/functional project requirements, when and where appropriate, reference, require, and encourage a collaborative relationship between Suppliers. Inherent to the success of this project, the Supplier must work proactively with and collaborate in tandem with any and all Project Support and Module Suppliers as they are contracted.

1.4 Estimated Project Timeline

Figure 1: Estimated Project Timeline represents the planning, implementation, and operations timeline and tasks envisioned by DHS. This timeline represents the expectations for all Vendors; however, DHS will allow each Vendor to propose timeline adjustments that represent risk reduction, cost savings, or increased implementation efficiency to DHS while still meeting all requirements.

Figure 1: Estimated Project Timeline



DHS expects the final schedule to differ from the schedule presented above, but seeks to ensure this initial timeline presents the following key schedule requirements:

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1. The Takeover Component for the new contract will begin prior to the end date of the current contract. The schedule above allows twelve months for a Takeover period.
2. The Enhancements component overlaps the Takeover Component, as some contract management and reporting Enhancements will begin on day one of the new contract, and other Enhancement activities will continue over the full thirty-six-month period.
3. Modules will be implemented in a timeline that most effectively meets the needs of the contract while considering availability of DHS staff and other resources to support the project. The timeline above presents a staggered view of implementing Modules, while completing them as soon as possible. DHS expects this final timeline configuration to adjust based on the results of the Module solicitations and contract awards.

1.5 Background/History

1.5.1 Current MMIS Configuration

DHS currently contracts with several Suppliers to provide services that complement or supplement the MMIS contracted systems and services provided by the current MMIS and Fiscal Agent Services Supplier, HP Enterprise Services. Table 2: Current Contracts Impacting the MMIS Solicitation presents a list of these contracts, the services provided, and the contract start and end dates.

Table 2: Current Contracts Impacting the MMIS Solicitation

Contract	Supplier	Start Date	End Date
Data Warehouse and Analytics	HP Enterprise Services	11/10/13	11/9/18
Program Integrity (Fraud and Abuse)	HP Enterprise Services	11/10/13	11/9/18
Pharmacy	HP Enterprise Services	11/10/13	11/9/18
Enrollment Services	Automated Health Systems, Inc. AND Aging and Disability Resource Centers	12/1/18 Annual	11/30/18 Annual
Member Services	HP Enterprise Services AND Wisconsin Physicians Service Insurance Corporation	11/10/13 2/26/15	11/9/18 2/25/17
Care Management	MicroPact	1/1/16	12/31/17

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1.5.2 Current Environment

DHS is the single State agency responsible for administering the Medicaid program in Wisconsin. DHS is responsible for a vast array of programs and services, including long term care; substance abuse; mental health and public health; regulation and licensing of a variety of facilities; nutrition assistance programs such as FoodShare and WIC; the FamilyCare long-term managed care program; Medical Assistance; and health care for low income families, elderly, and disabled persons. Current DHS program population data can be located with the Procurement Library at <https://www.dhs.wisconsin.gov/business/mes/index.htm>.

Throughout the Wisconsin Medicaid Enterprise, DHS processes claims, encounters, and other transactions for a wide array of Member populations. To provide greater insight into the current environment, DHS is providing Vendors access to a Procurement Library as part of this solicitation to supplement the information contained within this RFP. Vendors can locate the Procurement Library at <https://www.dhs.wisconsin.gov/business/mes/index.htm> and retain responsibility for accessing and reviewing all information provided. Information contained within the Procurement Library will include current operations, systems, and infrastructure. DHS is limited to the level of system and operational information that can be published as part of the procurement library due to the potential security risks. DHS will provide additional system and operational information to the Supplier.

1.5.3 MITA SS-A

DHS completed a MITA SS-A on April 20, 2015.

1.6 Procuring and Contracting Agency

This RFP is issued by the Wisconsin Department of Health Services, Bureau of Strategic Sourcing (BSS), which is the sole point of contact for the State of Wisconsin during the selection process. The person responsible for managing the solicitation process, referred to hereafter as the Procurement Manager, is Greg Smith.

Any contact or communication with any employee or officer of the State of Wisconsin concerning this RFP except the Procurement Manager is strictly prohibited from the date this RFP is released until the date the notice of intent to award is issued. The Procurement Manager may authorize in writing contact or communication with another State employee or officer as circumstances dictate. Vendors who hold a current Contract with DHS or other another State agency may continue to communicate with the appropriate Contract Administrator regarding the performance of that current Contract.

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1.7 Vendor Questions and Clarifications

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document through the anticipated two rounds of questions and clarifications by the Vendor Written Inquiries Due Dates specified in section 1.10 Calendar of Events. Questions must be submitted to the Procurement Manager in writing using the MMIS & FA RFP Vendor Question Submittal Sheet available for download on VendorNet (<http://vendornet.state.wi.us>). Email the completed question submittal sheet as a Word attachment to:

DHSProcurement@dhs.wisconsin.gov

Subject Line: Questions S-0419 DMS-17 [company name]

If at any time prior to the due date a Vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP or its appendices, the Vendor should immediately notify the Procurement Manager of the issue in writing and request modification or clarification of the RFP document.

In the event that it becomes necessary to provide additional clarifying data or information or to revise any part of this RFP, supplements or revisions will be posted on VendorNet (<http://vendornet.state.wi.us>).

1.8 Intent to Respond

To assist DHS to manage and plan for responses to this solicitation, DHS requests notification from entities indicating that they intend to propose to this RFP. Notification may be sent via email to DHSProcurement@wi.gov by 2:00 p.m. CT on Due Date listed in Section 1.10, Calendar of Events. Use the subject line:

Intent to Respond S-0419 DMS-17 [company name].

1.9 Reasonable Accommodations

DHS will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If a Vendor needs accommodations at any time during this RFP process, please contact Greg Smith, Procurement Manager at DHSProcurement@wi.gov.

1.10 Calendar of Events

Listed below are dates and times of actions related to this solicitation. The events with specific dates must be completed as indicated unless otherwise amended by DHS. In the event that DHS finds it necessary to change any of the specific dates and times in the calendar of events listed

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below, it will do so by issuing an amendment to this RFP. There may or may not be a formal notification issued for changes in the estimated dates and times.

Table 3: Solicitation Timeline

Event	Date
Date of issue of the solicitation (Posted to VendorNet)	January 13, 2017
Initial Round of Vendor Written Inquiries Due (deadline for submitting written inquiries, questions, and requests for clarification)	February 7, 2017, 2:00 p.m. CT
Posting of Answers to Inquiries for Initial Round of Questions (anticipated deadline for VendorNet posting of answers to submitted written inquiries)	Week of February 20, 2017 (Estimated)
Second Round of Vendor Written Inquiries Due (deadline for submitting written inquiries, questions, and requests for clarification)	March 14, 2017, 2:00 p.m. CT
Posting of Answers to Inquiries for Second Round of Questions (anticipated deadline for VendorNet posting of answers to submitted written inquiries)	Week of March 27, 2017 March 20, 2017 March 27, 2017 (Estimated)
Intent to Respond (optional): Reference Section 1.8	April 4, 2017, March 28, 2016 April 4, 2017, 2:00 p.m. CT
Submissions Due (late submissions will not be accepted)	April 18, 2017 May 9, 2017, 2:00 p.m. CT
Demonstrations and Site Visits: Reference Section 2.8 (if needed)	June 5-26 – June 23 July 14, 2017 (Estimated)
Notification of Intent to Pursue Contract Negotiations	Week of July 4 31, 2017 (Estimated)
Contract Start Date	October - November 2017 (Estimated)

1.11 Contract Term

The MMIS and Fiscal Agent Takeover and Enhancement contract shall be effective on the date indicated on the purchase order or the execution date of the accompanying contract and shall run for six (6) years from that date, to include one (1) year of Takeover and five (5) years of Maintenance and Operations, with options by mutual agreement of DHS and the Supplier, to renew for five (5) additional one-year terms.

1.12 Number of Contracts

It is the intention of DHS to award a single contract for the services required in this RFP. However, the Supplier shall not have exclusive rights to provide all services covered under the contract during the term of the contract(s) or any extension thereof.

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1.13 VendorNet Registration

Registration on the State of Wisconsin's VendorNet System (<https://vendornet.wi.gov/>) is available free of charge to all businesses and organizations. By registering on VendorNet, a Vendor may register for a Vendors list for any commodity or service the Vendor is interested in providing to the State. VendorNet also provides automatic email notification each time a State Agency, including University of Wisconsin System campuses, posts a Request for Proposal with an estimated value over \$50,000 in their designated commodity and or service area(s). Only registered Vendors with a valid email address at the time an RFP is posted will receive email notifications of amendments. Vendors who obtain the RFP from a third party, through the State of Wisconsin Public Notices website, or by any other means assume the responsibility for checking for updates to the RFP.

2.0 PREPARING AND SUBMITTING A RESPONSE

2.1 General Instructions

The evaluation and selection of a Supplier and the negotiation of the contract will be based on the information submitted in the Vendor's proposal and may include the best and final offer process (BAFO), a review of references, any required on-site visits, demonstrations, and/or oral interviews. Failure to respond to the requirements in the RFP may be the basis for rejecting a submission. Proposals shall fully describe the approach and solution, but not include marketing or other materials that are not requested in the RFP or that add little or no value to DHS's understanding of the Proposal.

Elaborate submissions (e.g., expensive artwork, illustrations, advanced modeling techniques) beyond what is sufficient to present a complete and effective Vendor submission are neither necessary nor desired. Audio and/or videotapes are not allowed.

No mention of the content of Vendor's cost proposal is permissible in the response to any other section of this Request for Proposal other than in the cost proposal itself.

2.2 Incurring Costs

The State of Wisconsin is not liable for any cost incurred by Vendors in replying to this RFP.

2.3 Faxed or Emailed Proposals

Faxed or Emailed Proposals will **NOT** be accepted.

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2.4 Submitting a Proposal

Materials may be submitted via Common Carrier, US Postal Service, or hand-delivered. Vendor shall use the appropriate address below depending on Vendor’s submission method.

<u>COMMON CARRIER ADDRESS</u>	<u>USPS ADDRESS</u>	<u>HAND-DELIVERED PROPOSALS</u>
Department of Health Services Attn: Greg Smith 1 West Wilson Street Madison, WI 53703	Department of Health Services Attn: Greg Smith 1 West Wilson Street PO Box 7850 Madison, WI 53707-7850	Department of Health Services Main Reception Desk, First Floor Attn: Greg Smith 1 West Wilson Street Madison, WI 53703 Directions to the 1 W. Wilson St. building

All Proposals **MUST** be received and time-stamped no later than submission due date and time. **Proposals that are not time-stamped will be considered late and rejected.** Receipt of a Proposal by the State mail system does not constitute receipt of a Proposal by DHS.

All materials must be packaged, sealed, and clearly marked with the following information on the **outside** of the package. Failure to put this information on the outside of the package may delay routing to the correct room and Procurement Manager.

Vendor's name and address
MMIS and FA Services
RFP No. S-0419 DMS-17
Attn: Greg Smith

2.5 Format of Proposal Response

Vendors must submit their materials in **BOTH** hard copy (paper) and electronic format.

2.5.1 Hard Copies of Technical Proposal

Vendors must submit **one original signed Technical Proposal and 14 copies.**

The Proposal should be well organized and each page marked by a page number, the name of the responding Vendor, and the solicitation number (S-0419 DMS-17). The response should be typed and submitted on 8.5 x 11-inch paper bound securely. Font size and style throughout the Proposal must be 12-point font or greater with the exception of resumes and any applicable diagrams and footnotes.

DHS reserves the right to disqualify any Proposals that do not follow the required formatting.

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2.5.2 Electronic Copies of Technical Proposal

Vendors must submit **two non-password protected CDs**, one containing the entire technical proposal response **including** any proprietary information, and the other containing the entire technical proposal response **excluding** the proprietary information reported on the Designation of Confidential and Proprietary Information form [DOA – 3027](#). The CDs must be labeled as follows:

DISC ONE
Proposal Response
Proprietary Information Included
MMIS and FA Services
Name of Vendor
Solicitation S-0419 DMS-17

DISC TWO
Proposal Response
No Proprietary Information Included
MMIS and FA Services
Name of Vendor
Solicitation S-0419 DMS-17

NOTE: Only information that is identified as a proprietary and confidential on form [DOA – 3027](#) will be treated as such by DHS. Vendors may not label or identify their entire submission as confidential. It is the Vendor’s responsibility to verify that the information provided on Disc Two omits the proprietary information designated on DOA-3027.

2.5.3 Hard Copy of Cost Proposal

Vendors must submit, on up to 8.5 x 14-inch paper, **one (1) signed hard copy** of the cost proposal in a separate, sealed envelope labeled with the following information:

COST PROPOSAL
MMIS and FA Services
Name of Vendor
Solicitation S-0419 DMS-17

NOTE: Each worksheet within Appendix A - Cost Proposal Workbook is formatted with required paper size, orientation, margins, and data repetition and/or breaks within rows and columns for the inclusion and visibility of all data on the printed hard copy. Additionally, each worksheet contains the DHS required headers and footers. Vendors shall refrain from altering the print formatting, headers, or footers. It is recommended that Vendors select the “print entire workbook” option when printing which should automatically enforce the print format set for each worksheet, dependent on the printer and printer settings being utilized by the Vendor. The hard copy cost proposal should be printed single-sided, in color, bound on the long left side for pages in portrait orientation, and bound on the long top side for pages in landscape orientation.

The following paper size, orientation, and page total for each worksheet is provided to assist Vendors with printing and organizing the hard copy cost proposal:

- Cost Proposal Cover Page: ~~8.5 x 11-inch paper~~ [8.5 x 14-inch paper](#) ~~8.5 x 14-inch paper~~, landscape orientation, 1 page.

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- Schedule A – Takeover Costs by Milestones: ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, portrait orientation, 1 page.
- Schedule A.1 – Staffing Takeover Costs: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 3 pages.
- Schedule A.2 – Other Takeover Costs: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 1 page.
- Schedule B - Global Project Management and Administration Costs: 8.5 x 14-inch paper, landscape orientation, 1 page.
- Schedule B.1 - Global Project Administration Staffing Costs: 8.5 x 14-inch paper, landscape orientation, 3 pages.
- Schedule B.2 – Other Global Project Management and Administration Costs: 8.5 x 14-inch paper, landscape orientation, 2 pages.
- Schedule C - Annual Maintenance and Operations Costs: 8.5 x 14-inch paper, landscape orientation, 4 pages.
- Schedule C.1 – Annual Maintenance and Operations Staffing Costs: 8.5 x 14-inch paper, landscape orientation, 5 pages.
- Schedule C.2 – Annual Maintenance and Operations Other Costs: 8.5 x 14-inch paper, landscape orientation, 2 pages.
- Schedule D - Enhancements Costs: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 6 pages.
- Schedule D.1 – Staffing Enhancements Costs: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 3 pages.
- Schedule D.2 – Other Enhancements Costs: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 3 pages.
- Schedule E – MMIS Operations Carve-Out Projections: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 1 page.
- Schedule E.1 – Other MMIS Operations Carve Out Projections: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, portrait orientation, 2 pages.
- Schedule E.2 – Other MMIS Operations Carve Out Projections: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, portrait orientation, 1 page.
- Schedule F – Rate Card: ~~8.5 x 14-inch paper~~; ~~8.5 x 11-inch paper~~ 8.5 x 14-inch paper, landscape orientation, 3 pages.

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- Schedule G – Key Personnel Listing, Rates and Count: 8.5 x 14-inch paper, landscape orientation, 2 pages.

2.5.4 Electronic Copy of Cost Proposal

In the same sealed envelope with the hard copy cost proposal, Vendors must submit **one (1) non-password protected CD**, containing the cost proposal labeled with the following information:

DISC THREE
Cost Proposal
MMIS and FA Services
Name of Vendor
Solicitation S-0419 DMS-17

2.5.5 Electronic Copy of Financial Statements

Vendors must submit **one (1) non-password protected CD** containing financial statements as described in RFP section 3.7, Financial Statements and labeled with the following information:

DISC FOUR
Financial Statements
MMIS and FA Services
Name of Vendor
Solicitation S-0419 DMS-17

(Hard copy submittal of the contents of disc four is not needed or desired.)

2.6 Proposal Organization and Content

Vendors must comply with the following format requirements. DHS reserves the right to exclude any responses from consideration that do not follow the required format as instructed below.

Proposals shall be organized and presented in the order and by the numbers assigned in the RFP with each heading and subheading separated by tabs or otherwise clearly marked. DHS is not imposing a page limit to the complete Technical Proposal response submittal. However, Vendors are cautioned against submitting Technical Proposal responses that contain extraneous/superfluous marketing materials that are not directly responsive to the RFP and/or are excessive in length and page counts. Page limits are indicated throughout Section 4.0 Vendor Solutions and within Section 2.6.1 Technical Proposal, where appropriate. DHS has provided these recommended limits in an effort to manage evaluation committee workload and thereby improve the efficiency and effectiveness of the evaluation process. These recommendations

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communicate what DHS sees as a reasonable maximum for the amount of material necessary to provide a response directed to and focused on the item the committee members will be scoring. These are **recommended** page limits, and meeting or exceeding a recommended page limit will have no effect on the scoring

2.6.1 Technical Proposal

Transmittal Letter

A transmittal letter must accompany the RFP package. It must be on official business letterhead of the prime Vendor submitting the proposal and must be signed in ink by an individual authorized to legally bind the Vendor.

The Transmittal Letter must stipulate the following:

1. The Vendor is the prime Contractor and is a corporation or other legal entity;
2. A statement identifying any and all Subcontractors that will be responsible for fulfilling requirements of this RFP as appropriate;
3. The Technical and Cost Proposal are valid for a minimum of one (1) year from the proposal due date;
4. The person signing this proposal is authorized to make decisions on behalf of the Vendor's organization as to the prices quoted and that the person has not participated, and will not participate, in any action contrary to this statement;
5. Assurance that the Vendor will agree to execute and fulfill a Contract according to the conditions and terms specified in this RFP;
6. That the entire proposal including costs is predicated upon the requirements, terms, and conditions of this RFP, the posted Questions and Answers, all its attachments, and any supplements or revisions thereof;
7. Vendor certifies that they have disclosed any potential real or perceived conflict of interest with the provider community that may interfere with fair competition or be in the best interest of DHS; and
8. That an individual authorized to legally bind the Vendor is signing this Transmittal Letter.

Disclosure Statement

Any Vendor, other than a political subdivision of the State, must include a written statement with their submission that discloses and provides relevant information on any of the following conditions should they exist:

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- A. An officer or an employee of the contracting or procuring agency, or his or her immediate family owns or controls, directly or indirectly, any equity, or is associated with the Vendor;
- B. The Vendor currently employs, or has offered or agreed to employ, any person who is or has been an officer or employee of the contracting or procuring agency within the 12-month period preceding the solicitation; or
- C. The Vendor has a contract for materials, supplies, equipment, or contractual services with the contracting or procuring agency or provides or anticipates providing materials, supplies, equipment, or contractual services during the term of the contract to, a person or organization that is regulated by, or receives State funds from, the contracting or procuring agency.
- D. Additionally, Vendors must include a written statement with their submission that discloses and provides relevant information on any of the following conditions should they exist:
 - 1. Any administrative action or lawsuit, threatened or pending, that regards;
 - a. A financial matter that could significantly affect the organization's solvency or financial ability to successfully perform under this contract;
 - b. A matter that has been or would be brought against the organization as a party to a contract by another party to that contract; or
 - c. A licensing or regulatory matter that would affect the organization's credentials or ability to perform under this contract.
 - 2. Any past contract actions brought against the organization for breach of contract or any contracts that were terminated because of the organization's breach or financial instability within the last ten (10) years.

If none of the above conditions exists, the Vendor must include a written statement to that effect, with their submission.

If the Vendor is a subsidiary, this information must also be submitted for all parent companies. If the Vendor will use Subcontractors, associated companies, or others to complete the work of the project, the Vendor's responses must include pertinent Subcontractor information.

Tab 1 – Vendor Proposal Table of Contents

The Technical Proposal shall contain a Table of Contents that includes beginning page numbers for each section. In addition, this section of the proposal shall include complete cross-references from each part, section, and subsection of the Vendor's Technical Proposal back to the appropriate section and subsection of the RFP and Addenda.

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Tab 2 – Executive Summary

It is recommended that the Executive Summary not exceed 30 pages. Charts, tables, or other explanatory graphics are included in the recommended page count.

The Executive Summary shall condense and highlight the contents of the Technical Proposal in such a way as to provide evaluators with a broad understanding of the entire proposal. It should contain a concise overview summarizing the Vendor's understanding of the requirements of this RFP, the proposed schedule, qualifications of key personnel, and operational structure for handling Maintenance and Operations responsibilities. The Vendors should emphasize the most important features offered by the proposed approach and methodology. The Executive Summary should conclude with a discussion of the corporate commitment to the performance of this contract, taking into consideration the Vendor's other commitments.

Tab 3 – Vendor Required Forms

Vendors shall complete and include the following documentation items for review in this section:

1. Cover Sheet, Request for Proposal Form (DOA-3261) – the second page of this solicitation
2. Appendix E – Mandatory Response to Vendor Requirements
3. Certification Regarding Debarment and Suspension (F-01788)
4. Vendor Information Form (DOA – 3477)
5. Vendor References – Include the Vendor Reference form (DOA – 3478)
6. Designation of Confidential and Proprietary Information Form (DOA – 3027)
7. U.S. Department of Agriculture Certification Regarding Drug-Free Workplace Requirements (Form FNS-730)
8. U.S. Department of Agriculture Certification Regarding Lobbying – Contracts, Grants, Loans and Cooperative Agreements (Form FNS-732)

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NOTE REGARDING TABS 4 THROUGH 22: *Recommended page limits are included for each tab. Whenever possible, charts, tables, or graphics should be included and incorporated in the narrative response and page count within the tab. If a chart, table, graphic, or supplemental materials singularly exceeds one (8.5" x 11") page in size, Vendor may optionally reference that item in the narrative response, and clearly label and place it under Tab 23 - RFP Attachments. Be sure to make the cross-reference clear so that the Evaluation Committee can easily locate the material. There are no recommended page limits for Tabs 23 through 26.*

Tab 4 – Vendor Response to Section 4.1 Vendor Qualifications and Experience

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS's response prompts as listed in Section 4.1 – Vendor Qualifications and Experience of this RFP. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 50.

Tab 5 – Vendor Response to Section 4.2 Project Design, Development, and Implementation (DDI) Solution

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS's response prompts as listed in Section 4.2 Project Design, Development, and Implementation (DDI) Solution of this RFP. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 150.

Tab 6 – Vendor Response to Section 4.3 Systems and Operations Takeover Implementation Solution

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS's response prompts as listed in Section 4.3 – Systems and Operations Takeover Implementation Solution. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 500.

Tab 7 – Vendor Response to Section 4.4 Maintenance and Operations Solution

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS's response prompts as listed in Section 4.4 Maintenance and Operations Solution. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 500.

Tab 8 – Vendor Response to Section 4.5 Enhancements Solution Prompts 4.5.1 through 4.5.8

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS's response prompts as listed in Section 4.5 – Enhancements Solution Prompts 4.5.1 through 4.5.8. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

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Tab 9 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.9

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.9. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 10 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.10

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.10. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 11 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.11

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.11. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 12 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.12

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.12. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 13 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.13

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.13. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 14 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.14

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.14. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 15 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.15

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.15. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

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Tab 16 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.16

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.6. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 17 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.17

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.17. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 18 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.18

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.18. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 19 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.19

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.19. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 20 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.20

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.20. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 21 – Vendor Response to Section 4.5 Enhancements Solution Prompt 4.5.21

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.5 – Enhancements Solution Prompt 4.5.21. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 400 pages total for Tabs 8 through 21.

Tab 22 – Vendor Response to Section 4.6 Module Carve-Out Solution

Provide a clear, comprehensive, descriptive, and cohesive response to all of DHS’s response prompts as listed in Section 4.6 – Module Carve-Out Solution. Follow all instructions and provide all materials as requested and laid out within Section 4.0 Vendor Solutions. Recommended page limit: 50.

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Tab 23 – RFP Attachments

Provide additional information that is considered essential to an understanding of the submission and therefore, must be referenced within the narrative response of the proposal. This might include diagrams, excerpts from manuals, or other explanatory documentation that would clarify and/or substantiate the submission. Any material included here shall be referenced elsewhere in the document and labeled with the name of the solicitation section that the additional information is supporting.

Tab 24 – Point-by-Point Exceptions

Point-by-point exceptions as described in section 7.0.

Tab 25 – Vendor Definitions, Glossary, and Acronyms

Provide a glossary of all abbreviations, acronyms, and technical terms used to describe the services or products presented. This glossary shall be provided even if these terms are described or defined at their first use in the submission response.

Tab 26 – Requirements Traceability Matrix

Include completed Appendix D: Requirements Traceability Matrix (RTM). The RTM will be used by the RFP evaluation committee as a tool to locate Vendor responses to each requirement contained within Section 5.0 of the RFP.

The RTM will also be used to document and track the project requirements from the proposal through all phases of the project. The Supplier is responsible for this document throughout the life of the contract. Additions, modifications, and deletions to these requirements post contract award shall be added upon DHS approval. A current version of the matrix must be maintained at all times and the vendor shall not modify the format of the RTM without prior approval of DHS. This document is required to be maintained as part of the Project Management Website deliverable as indicated in Section 5.1.3.2. In the event of conflict between the requirements listed within Appendix D and those within the RFP, the requirement(s) listed within the RFP take precedence.

2.6.2 Cost Proposal

Provide all cost information on Appendix A: Cost Proposal Workbook according to the instructions provided within Appendix A: Cost Proposal Workbook and section 6.0 Cost Proposal Submission and Milestones. DHS will only accept completed forms/worksheets, as presented and only contained in Appendix A. Inclusion of additional information not requested in the Cost Proposal Workbook, or alteration of the forms, in any way, may be grounds for Vendor proposal disqualification. Include all costs for furnishing the product(s) and/or service(s) included in this proposal. Failure to provide any requested information in the prescribed format may result in disqualification of the proposal. The Cost Proposal must be signed (as designated on the Cover Page) and dated by an authorized Vendor signatory.

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2.7 Multiple Submissions

Multiple submissions from a single Vendor will be permissible; however, each proposal must conform fully to the requirements for response. Each such proposal must be separately submitted and shall be labeled as Submission #1, Submission #2, etc., on each page included in the response.

2.8 Demonstrations and Site Visits

Based on the initial evaluation of the Technical proposals, top scoring Vendors may be required to present demonstrations, participate in interviews, and/or entertain site visits by DHS staff to support and clarify their Proposals, if requested by DHS. DHS will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the Vendor. Failure of a Vendor to interview or permit a site visit on the date scheduled may result in rejection of that Vendor's proposal.

The successful demonstration of the Vendor's product(s) and/or service(s) does not constitute acceptance by DHS.

2.9 Withdrawal of Proposals

Proposals shall be irrevocable until Contract award unless the proposal is withdrawn. Vendors may withdraw a response at any time up to the proposal closing date and time. To accomplish this, the written request must be signed by an authorized representative of the Vendor and submitted to the Procurement Manager. If a previously submitted response is withdrawn before the deadline, the Vendor may submit another response at any time up to the submission closing date and time.

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3.0 VENDOR SELECTION AND AWARD PROCESS

3.1 Preliminary Review

The Procurement Manager will review all proposals to ensure compliance with submittal requirements. DHS shall be the sole judge as to Vendors' compliance with the Proposal instructions.

Proposals that do not comply with Vendor Qualifications or Mandatory Specifications **will be** disqualified. However, DHS reserves the right to waive any Vendor Qualification or Mandatory Specification if no Vendor is able to satisfy that qualification or specification. Proposals that do not comply with Contract Terms and Conditions **may** be disqualified. DHS in its sole discretion retains the right to accept or reject any or all Proposals, or accept or reject any part of a Proposal, if deemed to be in the best interest of DHS.

3.2 Evaluation Criteria

DHS will score submissions using the criteria shown in Table 4:

Table 4: Scoring Criteria

Solicitation Section	Points
Vendor Qualifications and Experience	1,000
Technical Proposal	6,500
Cost Proposal	2,500
Total	10,000

3.3 Method of Award

3.3.1 Technical Evaluation

The evaluation committee will evaluate submissions accepted through the preliminary review process and score against the chosen criteria.

The committee may request oral demonstrations or interviews and perform financial stability and/or litigation analysis. DHS reserves the right to request and consider any information, regardless of the source, including but not limited to information identified in the submission or resulting from communication with other entities involved with projects of similar size and scope.

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Information requested may include, but is not limited to, project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (e.g., poor quality Deliverables, contract disputes, work stoppages), overall performance, and whether or not the firm or individual would be considered for future engagements.

3.3.2 Cost Calculation

Step 1: DHS will select the same specific proposed costs (market basket) from each Vendor's cost proposal to determine the proposal cost used to score the cost proposals. The market basket items will be determined prior to RFP issuance and will be made public as part of the Intent to Award Notification (Section 3.8), but not before.

Step 2: DHS will use the following formula to score Vendor cost proposals. Proposal cost is the market basket value calculated for each Vendor's cost proposal:

$$\text{(Lowest proposal cost (constant) / Proposal cost being scored} \times 2,500 \text{ maximum cost points)} \\ \text{rounded to nearest integer} = \text{Cost Points Awarded.}$$

3.3.3 Rankings

Cost points awarded will be added to the averaged evaluation committee technical scores to arrive at each Vendor's total score. Award will be made on the basis of the highest point score by a responsive and responsible Vendor.

State of Wisconsin certified Minority-owned business enterprises (MBEs) and Disabled Veteran-Owned Businesses (DVBs) Vendors may receive up to a 5% preference on their total score. See sections 8.1 and 8.2 for more information.

3.4 Best and Final Offer (BAFO)

After the initial scoring of the Proposals, the highest scoring Vendors may receive requests to provide a best and final offer (BAFO). BAFOs can be related to either the cost proposal, technical proposal, or both and will be evaluated against the original criteria by the evaluation committee. The BAFO scores will be used to adjust the points given, and the award will be granted to the highest scoring Vendor.

Vendors should **NOT** assume that the BAFO process will be used when submitting their initial Proposals.

3.5 Right to Reject Proposals

DHS reserves the right to reject any and all submissions and may negotiate the terms of the Contract, including the award amount, with the selected Vendor prior to entering into a Contract.

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If Contract negotiations cannot be concluded successfully with the highest scoring Vendor, DHS may negotiate a contract with the next highest scoring Vendor.

3.6 Vendor References

The Proposal response must include a completed Vendor Reference Form (DOA-3478) listing at least four (4) names or companies with whom the Vendor has done business similar in size and scope as required by this RFP.

DHS will determine which, if any, references to contact and reserves the right to exclude a Vendor from further consideration at any point during the solicitation process should DHS determine that one or more references are unsatisfactory, inadequate, or inappropriate.

DHS may also utilize eVendorCheck, an online reference checking process. If used, Vendors will receive a preliminary email with further instructions on how to submit references via eVendorCheck. Additional information about this process is available at: www.eVendorcheck.com.

3.7 Financial Statements

Vendors and each Subcontractor (if any) must be able to substantiate their financial stability. Independently audited financial statements for the last three (3) completed fiscal years along with additional supporting documentation (Income Statement, Statement of Cash Flows, Balance Sheet, and Statement of Change in Financial Position along with all auditors' notes) must be submitted electronically with the proposal. If the Vendor is a subsidiary, the parent company must be identified and the consolidated audited financial statements of the parent company must be submitted. Vendor name is to be included on each page submitted.

If Vendors and/or Subcontractors have a D-U-N-S Number, also submit electronically a Dun and Bradstreet financial report for the most recent five (5) years.

If no audit was required, please explain why and instead electronically submit two (2) years of financial statements certified by two (2) officers of the Board of Directors, and the Chief Financial Officer/Financial Manager.

DHS may also request reports on financial stability from independent financial rating services to substantiate a Vendor's stability.

3.8 Intent to Award Notification

All Vendors who respond to this solicitation will be notified in writing or via electronic mail of DHS's intent to award the contract as a result of this RFP.

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3.9 Protest and Appeals Process

The protest and appeals process applies to Requests for Proposals for services that result in a contract greater than \$50,000. Any protest of this solicitation or intent to award must be made in writing and based on an alleged violation of a Wisconsin State Statute or a provision of the Wisconsin Administrative Code.

The **Notice of Intent to Protest** must be filed in writing and received no later than five (5) business days after the Notice of Intent to Award is issued.

The **actual Protest** must be filed in writing and received within ten (10) business days after the Notice of Intent to Award is issued.

Protest documents must be sent to the DHS Secretary with a copy to the DHS Director of the Bureau of Strategic Sourcing at the following addresses:

DHS Secretary's Office
Wisconsin Department of Health Services
1 West Wilson Street, Room 650
Madison, WI 53703

Copy to:
Director, Bureau of Strategic Sourcing
Wisconsin Department of Health Services
1 West Wilson Street, Room 672
Madison, WI 53703

The decision of the DHS Secretary may be appealed to the Department of Administration (DOA) within five (5) business days of issuance. Appeals must be made in writing and as specific as possible.

Appeals documents must be sent to the DOA Secretary with a copy to the DHS Director of the Bureau of Strategic Sourcing at the following addresses:

DOA Secretary's Office
Wisconsin Department of Administration
101 East Wilson Street, Floor 10
P.O. Box 7864
Madison, WI 53703-7864

Copy to:
Director, Bureau of Strategic Sourcing
Wisconsin Department of Health Services
1 West Wilson Street, Room 672
Madison, WI 53703

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4.0 VENDOR SOLUTIONS

Section 4.0 outlines proposal response specifications for responding Vendors. In order for responding Vendors to familiarize themselves with the current MMIS and Fiscal Agent operations, Vendors should read, review, and plan their clear, succinct, cohesive, and comprehensive technical proposal response for the takeover, enhancements, operational, and carve-out solutions presented within this RFP according to, and inclusive of, the following information and artifacts:

- a. Procurement Library: <https://www.dhs.wisconsin.gov/business/mes/index.htm>;
- b. RFP Section 1.0 General Information, including:
 - Section 1.1 Introduction
 - Section 1.2 Purpose
 - Section 1.3 Scope of Work
 - Section 1.4 Estimated Project Timeline
 - Section 1.5 Background/History
- c. RFP Section 5.0 Vendor Requirements (all Sections within)
- d. RFP Section 7.0 Special Contract Terms and Conditions

To continuously advance the systems and operations vital to the Wisconsin Medicaid Enterprise, DHS seeks Vendors that can provide clear, comprehensive, descriptive, and cohesive solutions to meet the business needs listed throughout this RFP.

DHS expects Vendors to propose innovative and actionable solutions that provide the greatest value to Stakeholders while clearly articulating the resulting efficiencies that will be gained, and improvements proposed for current performance metrics and service delivery.

The Vendor's proposed solutions must also provide continuous and ongoing quality improvement and optimization of all services and systems throughout the resulting contract period. In order to realize these improvements, Vendors must demonstrate and present a cohesive and comprehensive understanding of global project and contract management principles that set the foundation for a collaborative, communicative, and transparent relationship between DHS and the Supplier.

General Overview and Instructions:

- a. Section 4.0 Vendor Solutions provides sectional Technical Proposal response prompts, instructions, and structure for Vendor Technical Proposal responses.
- b. Vendors must follow the Technical Proposal organization and content instructions as presented in Section 2.6, while aligning with the DHS delineated response and prompt structure (for all requested information) as presented in Section 4.0.

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- c. Vendors must follow all instructions and prompts for developing proposal responses as presented in Section 4.0.
- d. DHS may consider proposals not addressing or following the sectional prompts non-responsive.
- e. DHS expects Vendors to provide complete responses within each section. A Vendor's complete response in one section cannot simply be a reference to another section response.
- f. Vendors must address all requirements within the RFP in the proposal response. Specific locations of requirements within the proposal response must be completed as part of Appendix D – Requirements Traceability Matrix.
- g. Vendors are required to incorporate the applicable global administration and project deliverable requirements listed in Sections 5.1 and 5.2 in all proposal responses requested in Section 4.0.
- h. DHS strongly encourages Vendors to cite actual experience and relevant examples from related engagements.
- i. Vendors are cautioned against submitting Technical Proposal responses that contain extraneous/superfluous marketing materials that are not directly responsive to the RFP. DHS seeks and strongly encourages Technical Proposal responses that are tailored to the specific needs of DHS as outlined within this RFP.

4.1 Vendor Qualifications and Experience

Purpose: Section 4.1 Vendor Qualifications and Experience outlines the proposal response directions necessary for a clear, comprehensive, descriptive, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, and the requirements documented in Section 5.1.1 in order to prepare the required narrative prompt response. It is recommended that the Vendor's response not exceed 50 pages.

Narrative Prompt: DHS is seeking information regarding the Vendor's corporate qualifications and experience that is presented in a clear, comprehensive, descriptive, and cohesive response that accounts for and incorporates the following items:

4.1.1 – Provide the current markets served by the organization.

4.1.2 – Provide information for the clients served for contracts executed since January 2000 that includes the following information:

4.1.2.1 – client/contract name, contract term (including optional years), annual and total contract values, description of contract services, sub-contractors utilized.

4.1.2.2 – Indicate specific private and/or public experience directly related to the RFP requirements.

4.1.2.3 – Indicate MMIS/FA specific experience.

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4.1.2.4 – Indicate MMIS/FA specific takeover (systems and operations) experience.

4.1.2.5 – Provide the technology system platform(s) and technology for the supported MMIS and related systems.

4.1.2.6 – Provide annual unique members served per client/contract.

4.1.2.7 – Provide annual unique fee-for-service providers served per client/contract.

4.1.2.8 – Provide annual unique claims and encounters processed/adjudicated.

4.1.3 – Provide a description of how the proposed organizational approach, structure, and qualifications will meet the requirements of this RFP over the length of the contract. If the Vendor is proposing to use new contractual relationships to support the proposed solution, please also provide each contractor's ability and experience.

4.2 Project Design, Development, and Implementation (DDI) Solution

Purpose: Section 4.2 Project Design, Development, and Implementation (DDI) Solution outlines the proposal response requirements necessary for a clear, comprehensive, descriptive, relevant, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, and the requirements in section 5.0 in order to prepare the required narrative prompt response. It is recommended that the Vendor's response not exceed 150 pages.

Narrative Prompt: DHS is seeking the Vendor's innovative, integrated, overall solution that encompasses the DDI scope areas of Systems Takeover, Operational Takeover, and Enhancements through the operational go-live for each scope area. It is expected that the integrated, overall solution should cover the complete DDI period starting at project initiation through successful implementation of all Enhancements and be presented in a clear, comprehensive, descriptive, relevant, and cohesive proposal response that accounts for the following items:

4.2.1 – Provide proposed overall, integrated project approach, including necessary DHS resource dependencies, for completing the DDI period of the project.

4.2.2 – Provide approach for managing the three (3) major scope areas, systems takeover, operational takeover, and enhancements during the thirty six (36) month DDI period.

4.2.3 – Provide the integrated plan and approach for managing the project schedule during DDI.

4.2.4 – Provide approach for project staffing and resourcing during DDI.

4.2.5 – Provide approach for managing communications during DDI, including proposed processes, tools, frequency, and modes of contact.

4.2.6 – Provide approach for managing quality during DDI, including required deliverables and applicable testing.

4.2.7 – Provide approach for managing risk during DDI.

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4.2.8 – Provide approach for managing the Contract during DDI.

4.2.9 – Provide approach for managing the transition of current systems and operations to the new Contract, including approach for transitioning system and/or operational changes that are in progress under the existing contract.

4.3 Systems and Operations Takeover Implementation Solution

DHS currently anticipates a 12-month Takeover period that encompasses the takeover of both the systems and operations as defined and included within this RFP. Section 4.3 outlines the proposal response requirements for the overall takeover solution. Additionally, the Systems and Operation Takeover Implementation Solution section further requires Vendors to provide their proposed takeover solution separated by system and operational activities, as outlined by the sub-sectional response prompts. It is recommended that the Vendor's response overall response to Section 4.3 not exceed 500 pages.

4.3.1 Transition and Takeover of System

Purpose: Section 4.3.1 Transition and Takeover of System outlines the proposal response requirements necessary for a clear, comprehensive, descriptive, relevant, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, and requirements in Section 5.0 in order to prepare the required narrative prompt response. It is recommended that the Vendor's response not exceed 250 pages.

Narrative Prompt: DHS is seeking the Vendor's innovative solutions for the transition and takeover of all systems during the anticipated Takeover period as presented through a clear, comprehensive, descriptive, relevant, and cohesive proposal response that accounts for and is inclusive of the following items:

4.3.1.1 – Provide experience in the systems takeover of the Grievances and Appeals (Section 5.3.1) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.2 – Provide experience in the systems takeover of the Benefit Plan Administration (Section 5.3.2) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.3 – Provide experience in the systems takeover of the Benefit Plan Rate Administration (Section 5.3.3) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

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4.3.1.4 – Provide experience in the systems takeover of the Service Authorization (Section 5.3.4) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.5 – Provide experience in the systems takeover of the Call/Contact Center (Section 5.3.5) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.6 – Provide experience in the systems takeover of the Claims and Encounters (Section 5.3.6) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.7 – Provide experience in the systems takeover of the Provider Enrollment (Section 5.3.7) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.8 – Provide experience in the systems takeover of the Member Eligibility (Section 5.3.8) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.9 – Provide experience in the systems takeover of the Member Enrollment (Section 5.3.9) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.10 – Provide experience in the systems takeover of the Financial Services (Section 5.3.10) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.11 – Provide experience in the systems takeover of the Data Warehouse, Exchange, and Analysis Services (Section 5.3.11) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/ Name for this business area for systems takeover.

4.3.1.12 – Provide experience in the systems takeover of the Third Party Liability Services (Section 5.3.12) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.13 – Provide experience in the systems takeover of the Estate Recovery (Section 5.3.13) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.14 – Provide experience in the systems takeover of the Pharmacy Benefit Management (Section 5.3.14) business area. Please provide information for the clients served for contracts

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executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.15 – Provide experience in the systems takeover of the Portal (Section 5.3.15) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.16 – Provide experience in the systems takeover of the Public Health (Section 5.3.16) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.17 – Provide experience in the systems takeover of the Recipient Notice (Section 5.3.17) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.18 – Provide experience in the systems takeover of the eHealth (HIT/HIE) (Section 5.3.18) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.19 – Provide experience in the systems takeover of the Provider/Partner Contract Compliance (Section 5.3.19) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.20 – Provide experience in the systems takeover of the Program Integrity and Utilization Management (Section 5.3.20) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for systems takeover.

4.3.1.21 – Provide integrated project approach and methodology for the systems takeover across all twenty (20) business areas including:

- Incorporation of global project management requirements,
- System takeover and transition, and
- DHS resource dependencies

4.3.1.22 – Provide approach for managing the major scope for the systems takeover across all twenty (20) business areas.

4.3.1.23 – Provide approach for managing the project schedule during systems takeover across all twenty (20) business areas.

4.3.1.24 – Provide approach for project staffing and resourcing during systems takeover across all twenty (20) business areas.

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4.3.1.25 – Provide approach for managing and reporting communications during systems takeover, including proposed processes, tools, and modes of contact across all twenty (20) business areas.

4.3.1.26 – Provide approach for managing quality during systems takeover, including required project deliverables and applicable testing across all twenty (20) business areas.

4.3.1.27 – Provide approach for managing risk during systems takeover across all twenty (20) business areas.

4.3.1.28 – Provide approach for managing the contract during systems takeover.

4.3.2 Transition and Takeover of Operations

Purpose: Section 4.3.2 Transition and Takeover of Operations outlines the proposal response requirements necessary for a clear, comprehensive, descriptive, relevant, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, and requirements in section 5.0 in order to prepare the required narrative prompt response. It is recommended that the Vendor's response not exceed 250 pages.

Narrative Prompt: DHS is seeking the Vendor's innovative solutions for the transition and takeover of all operations of the MMIS and FA Services during the anticipated Takeover period as presented through a clear, comprehensive, descriptive, relevant, and cohesive proposal response that accounts for and is inclusive of the following items:

4.3.2.1 – Provide experience in the operational takeover of the Grievances and Appeals (Section 5.3.1) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.2 – Provide experience in the operational takeover of the Benefit Plan Administration (Section 5.3.2) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.3 – Provide experience in the operational takeover of the Benefit Plan Rate Administration (Section 5.3.3) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.4 – Provide experience in the operational takeover of the Service Authorization (Section 5.3.4) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

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4.3.2.5 – Provide experience in the operational takeover of the Call/Contact Center (Section 5.3.5) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.6 – Provide experience in the operational takeover of the Claims and Encounters (Section 5.3.6) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.7 – Provide experience in the operational takeover of the Provider Enrollment (Section 5.3.7) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.8 – Provide experience in the operational takeover of the Member Eligibility (Section 5.3.8) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.9 – Provide experience in the operational takeover of the Member Enrollment (Section 5.3.9) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.10 – Provide experience in the operational takeover of the Financial Services (Section 5.3.10) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.11 – Provide experience in the operational takeover of the Data Warehouse, Exchange, and Analysis Services (Section 5.3.11) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.12 – Provide experience in the operational takeover of the Third Party Liability Services (Section 5.3.12) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.13 – Provide experience in the operational takeover of the Estate Recovery (Section 5.3.13) business area. Please provide information for the clients served for contracts executed since

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January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.14 – Provide experience in the operational takeover of the Pharmacy Benefit Management (Section 5.3.14) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.15 – Provide experience in the operational takeover of the Portal (Section 5.3.15) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.16 – Provide experience in the operational takeover of the Public Health (Section 5.3.16) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.17 – Provide experience in the operational takeover of the Recipient Notice (Section 5.3.17) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.18 – Provide experience in the operational takeover the eHealth(HIT/HIE) (Section 5.3.18) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.19 – Provide experience in the operational takeover of the Provider/Partner Contract Compliance (Section 5.3.19) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.20 – Provide experience in the operational takeover the Program Integrity and Utilization Management (Section 5.3.20) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for operations takeover.

4.3.2.21 – Provide integrated project approach and methodology for the operational takeover across all twenty (20) business areas including:

- Incorporation of global project management requirements,
- Operational takeover and transition, and
- DHS resource dependencies

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4.3.2.22 – Provide approach and methodology for meeting all optimized operations requirements across all twenty (20) business areas in Section 5.3 upon operational go-live.

4.3.2.23 – Provide approach for managing the major scope for the operational takeover across all twenty (20) business areas.

4.3.2.24 – Provide approach for managing the project schedule during operational takeover across all twenty (20) business areas.

4.3.2.25 – Provide approach for overall, integrated project staffing and resourcing during operational takeover across all twenty (20) business areas, including a comprehensive approach to the DHS expectation of flexible and responsive staffing and preparedness to implementation of the optimized requirements.

4.3.2.26 – Provide approach for managing and reporting communications during operational takeover, including proposed processes, tools, and modes of contact across all twenty (20) business areas.

4.3.2.27 – Provide approach for managing quality during operational takeover, including required deliverables and applicable testing across all twenty (20) business areas.

4.3.2.28 – Provide approach for managing risk during operational takeover across all twenty (20) business areas.

4.3.2.29 – Provide approach for managing the contract during operational takeover.

4.4 Maintenance and Operations Solution

Purpose: Section 4.4. Maintenance and Operations Solution outlines the proposal response requirements necessary for a clear, comprehensive, descriptive, relevant, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, and requirements in Section 5.0 in order to prepare the required narrative prompt response. It is recommended that the Vendor's response not exceed 500 pages.

Narrative Prompt: Upon completion of a successful takeover of all operations and systems, DHS is seeking the Vendor's innovative solutions for the ongoing maintenance and operations phase of the MMIS and FA Services contract as presented through a clear, comprehensive, descriptive, relevant, and cohesive proposal response that accounts for and is inclusive of the following items:

4.4.1 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Grievances and Appeals (Section 5.3.1) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

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4.4.2 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Benefit Plan Administration (Section 5.3.2) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.3 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Benefit Plan Rate Administration (Section 5.3.3) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.4 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Service Authorization (Section 5.3.4) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.5 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Call/Contact Center (Section 5.3.5) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.6 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Claims and Encounter (Section 5.3.6) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.7 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Provider Enrollment (Section 5.3.7) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.8 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Member Eligibility (Section 5.3.8) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.9 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and

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operations of the Member Enrollment (Section 5.3.9) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.10 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Financial Services (Section 5.3.10) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.11 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Data Warehouse, Exchange, and Analysis Services (Section 5.3.11) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.12 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Third Party Liability Services (Section 5.3.12) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.13 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Estate Recovery (Section 5.3.13) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.14 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Pharmacy Benefit Management (Section 5.3.14) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.15 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Portal (Section 5.3.15) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.16 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Public Health (Section 5.3.16) business area. Please provide information for the

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clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.17 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Recipient Notice (Section 5.3.17) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.18 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the eHealth (HIT/HIE) (Section 5.3.18) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.19 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Provider/Partner Contract Compliance (Section 5.3.19) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.20 – Provide ability and demonstrated experience, based on the RFP scope of work, requirements, and past engagements, for ongoing management of day-to-day maintenance and operations of the Program Integrity and Utilization Management (Section 5.3.20) business area. Please provide information for the clients served for contracts executed since January 2000 that includes the Client/Contract Name for this business area for day-to-day maintenance and operations.

4.4.21 – Provide approach and methodology, across all twenty (20) business areas, for ongoing management and day-to-day maintenance and operations, including incorporation of the global project management requirements, communications, reporting, risk, budget, contract management, and operating in a multi-supplier environment.

4.4.22 – Provide approach for implementing and managing the impact of large system changes and/or program specific system changes, citing similar projects, which impact multiple business areas. Please describe how these changes will be incorporated into the business areas limiting the impact to day-to-day data and system availability and operations and makes efficient use of DHS resources. Changes may include:

- a. Large-scale system changes (e.g., ICD 10),
- b. Federal and State regulatory changes or new health care programs (e.g., BadgerCare Plus) that have unique policy, systems, and operational requirements.

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- c. Data and reports changes that require State or Federal compliance with integrity and quality.
- d. Fluctuating operational volumes and compliance with SLAs.

4.4.23 – Provide approach for improving quality, including lowering system defect rates and operational errors, through defect management and quality assurance processes.

4.4.24 – Provide approach for meeting the required service level agreements (SLAs) for each business area in Section 5.3, and approach for monitoring and reporting on performance and SLAs that address the required metrics, including accuracy and timeliness measurements.

4.4.25 – Provide approach for ensuring continuity of operations to minimize operational and system downtime, including escalation procedures for missed operational or system SLAs.

4.4.26 – Provide approach, citing specific situations, for implementing corrective action to resolve defects, missed performance expectations and/or SLAs.

4.4.27 – Provide staffing model and plan for ongoing management of the day-to-day maintenance and operations across all twenty (20) business areas.

4.4.28 – Provide approach for simultaneously managing new projects and maintenance requests with similar or overlapping implementation dates which impact the same business area(s).

4.4.29 – Provide approach for continuously providing quality support and customer service across all business areas with competing operational demands.

4.4.30 – Provide approach for ongoing management to support DHS' utilization of the annual modification hours.

4.5 Enhancements Solution

Purpose: Section 4.5 Enhancement Activity Solution outlines the proposal response requirements necessary for a clear, comprehensive, descriptive, relevant, actionable, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, and the requirements for all Enhancements listed in sections 5.1, 5.2, and 5.4 in order to prepare the required narrative prompt response. It is recommended that the Vendor's response not exceed 400 pages.

Narrative Prompt: DHS is seeking the Vendor's innovative solutions as presented through a clear, comprehensive, descriptive, relevant, actionable, and cohesive proposal response that accounts for all Enhancements listed in Section 5.4 and is inclusive of the following items:

4.5.1 – Provide proposed project approach and methodology for completing all enhancements, including necessary DHS resource dependencies, during the DDI period of the project.

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4.5.2 – Provide approach for managing the scope of all enhancements areas during DDI.

4.5.3 – Provide approach for managing the project schedule for all enhancements during DDI, including the proposed integrated enhancement project schedule.

4.5.4 – Provide approach for project staffing and resourcing for all enhancements during DDI.

4.5.5 – Provide approach for managing communications for all enhancements during DDI, including proposed processes, tools, and modes of contact.

4.5.6 – Provide approach for managing quality for all enhancements during DDI, including required Deliverables and applicable testing.

4.5.7 – Provide approach for managing risk for all enhancements during DDI.

4.5.8 – Provide approach for managing the implementation of enhancements while day-to-day maintenance and operations continue.

4.5.9 – For Enhancement #1 – Long Term Care (LTC) Program Integration (Section 5.4.1), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.1, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.1, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.10 – For Enhancement #2 – Enhanced Claims and Encounters Processing (Section 5.4.2), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

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- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.2, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.2, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.11 – For Enhancement #3 – Eligibility and Enrollment (Section 5.4.3), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement Specific Design – Based on the requirements for this Enhancement in section 5.4.3, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.3, provide ability and experience, citing similar projects, in designing and implementing this work.

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4.5.12 – For Enhancement #4 – Grievances and Appeals (Section 5.4.4), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.4, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.4, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.13 – For Enhancement #5 – Integrated Workflow and Document Management (Section 5.4.5), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.5, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.

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- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.5, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.14 – For Enhancement #6 – Service Authorization Processing Improvements (Section 5.4.6), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.6, provide the proposed design that includes specific details of the:
- Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
- Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.6, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.15 – For Enhancement #7 – Provider Management Improvements (Section 5.4.7), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.7, provide the proposed design that includes specific details of the:
- Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
- Tasks/Activities,
 - Timeline,

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- Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.7, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.16 – For Enhancement #8 – Integrated Portal (Section 5.4.8), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.8, provide the proposed design that includes specific details of the:
- Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
- Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.8, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.17 – For Enhancement #9 – Benefit Plan Administration (Section 5.4.9), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.9, provide the proposed design that includes specific details of the:
- Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.

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- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.9, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.18 – For Enhancement #10 – Enhanced Financial System (Section 5.4.10), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.10, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.10, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.19 – For Enhancement #11 – Enterprise Data Management, Maturity, and Integration (Section 5.4.11), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.11, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,

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- Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
- Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.11, provide ability and experience, citing similar projects, in designing and implementing this work.

4.5.20 – For Enhancement #12 – Pharmacy Benefits Management (Section 5.4.12), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.12, provide the proposed design that includes specific details of the:
- Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
- Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.12, provide ability and experience, citing similar projects, in designing and implementing this work.

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4.5.21 – For Enhancement #13 – Program Integrity Case Tracking (Section 5.4.13), Vendors should include a clear, comprehensive, descriptive, and cohesive representational response to the following items:

- a. Enhancement-Specific Design – Based on the requirements for this Enhancement in section 5.4.13, provide the proposed design that includes specific details of the:
 - Proposed functionality,
 - Related business area dependencies and impacts,
 - Required internal and external interfacing and data exchanges, and
 - Projected operational changes including meeting new SLAs, upon implementation.
- b. Enhancement-Specific Work plan – Based on the requirements for this Enhancement, provide the proposed work plan, inclusive of:
 - Tasks/Activities,
 - Timeline,
 - Transition plan from current systems and operations,
 - Dependencies, and
 - Staffing necessary to implement the enhancement.
- c. Enhancement-Specific Experience – Based on the requirements and scope of work for this Enhancement in section 5.4.13, provide ability and experience, citing similar projects, in designing and implementing this work.

4.6 Module Carve-Out Solution

Purpose: Section 4.6 Module Carve-Out Solution outlines the proposal response requirements necessary for a high-level, relevant, and cohesive response.

Directions: Vendor should review and account for all instructions provided in Section 2.6, Section 4.0, Section 5.1 and 5.2 requirements, and DHS’s procurement approach with module carve-out descriptions as outline in Section 1.2 of this RFP in order to prepare the required narrative prompt response. It is recommended that the Vendor’s response not exceed 50 pages.

Narrative Prompt: DHS is seeking the Vendor’s innovative approach and solutions provided through a high-level, relevant, and cohesive proposal response that accounts for and incorporates the following:

4.6.1 – Provide the Vendor’s approach, experience, and recommended solution(s) that would address the anticipated operational and/or systems-based carve-out(s) and integration of modular functionality and services across the Wisconsin Medicaid Enterprise. The Vendor’s proposed solution must address the DHS expectation of a multi-Supplier engagement, necessitating inclusion of collaboration, cooperation, and coordination across Suppliers while operating within the anticipated multi-Supplier/System Wisconsin Medicaid Enterprise environment.

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4.7 Mandatory Response to Vendor Requirements

Vendors must complete and submit Appendix E – Mandatory Response to Vendor Requirements to certify the following statements. A “No” response to any of these statements will result in disqualification and the Vendor’s submittal will not be scored.

- a) The Vendor certifies by submission of the proposal that they have the capacity to meet and complete the Scope of Work, as defined under Section 1.3, for the Medicaid Management Information System (MMIS) and Fiscal Agent (FA) Services RFP.

- b) The Vendor certifies by submission of the proposal that they have the capacity to administer the current array of all Wisconsin Medicaid programs/services as currently contained under DHS authority as well as manage the client caseloads and counts.

- c) The Vendor certifies by submission of the proposal that they can meet all the Vendor Requirements listed in Appendix D – Requirements Traceability Matrix for the Medicaid Management Information System (MMIS) and Fiscal Agent Services RFP.

Vendors must include the completed Appendix E under Tab 3 – Required Vendor forms as indicated in Section 2.6.1.

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5.0 VENDOR REQUIREMENTS

Contained within Section 5.0 are the fundamental technical and functional requirements DHS has determined that a Vendor's proposed solution must address, at a minimum, to achieve a successful Takeover of the incumbent MMIS and Fiscal Agent services. Therefore, a Vendor's response must clearly denote the proposed solution's ability to meet the requirements as stated within this RFP and the resulting contract. DHS reserves the right to request supplementary information deemed pertinent to ensure the Vendor's competence, business organization, and financial resources are adequate to successfully perform the work. The Supplier must perform the required work in accordance with all local, State, and Federal rules and regulations.

5.1 Project Requirements

5.1.1 Vendor Qualifications and Experience

All Vendors that submit a proposal in response to this RFP must have three (3) years continuous active participation in the Medicaid/Medicare, MMIS, Children's Health Insurance Program (CHIP), Managed Care, Long-Term Care, or other experience with claims processing and plan oversight and administration experience providing comparable services in size and complexity to those specified herein.

Vendors may be required to furnish information supporting their capability to comply with the conditions for submitting a response and fulfilling the contract if receiving and award. Such information may include, but not be limited to, a list of similar size and type projects the Vendor has completed.

5.1.2 Proposed Project Timeline

DHS envisions the following high-level timeline as reasonable, efficient, and achievable. DHS has worked extensively to plan a timeline that addresses all resource limitations, project/program policy dependencies, as well as CMS expectations. This timeline takes into account the full scope of work for the Supplier and includes the following:

- Project Planning
- System and Operations Takeover
 - Occupy Facility
 - Transitions (System, Hardware, Data and Operations)
 - Testing/Operational Readiness
 - Go-Live/Operational
- Enhancements
- Maintenance and Operations

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- Module Carve-Outs
- Turnover and Closeout

The following timeline is the current result of this extensive planning effort and incorporates these phases:

Table 4: Tentative Project High-Level Milestones and Timeline

Milestones and Stages	Core System and Fiscal Agent Takeover		Core System Enhancements	
	Start Date	End Date	Start Date	End Date
Project Planning (All) Occupy Facility (Takeover Only)	Dec. 2017	Feb. 2018	Dec. 2017	Dec. 2020
Transitions (System, Hardware, Data and Operations)	Feb. 2018	July 2018	Dec. 2017	Dec. 2020
Testing/Operational Readiness	July 2018	Oct. 2018	Dec. 2017	Dec. 2020
Go-Live/Operational	Oct. 2018	Nov. 2018	Dec. 2017	Dec. 2020
Maintenance and Operations	Nov. 2018	Dec. 2024	Dec. 2020	Dec. 2024
Module Carve-Outs*	Mar. 2018	Nov. 2024		
Turnover and Closeout (Initial Contract Term)	Nov. 2023	Dec. 2024		

* The module-carve out phase is dependent on subsequent procurements for the identified modules.

DHS encourages Vendors, after reviewing and assessing the magnitude and scope of the MMIS and Fiscal Agent Services solicitation project, to propose alternative timelines that may incorporate and utilize efficiencies not yet considered by DHS.

5.1.3 Project Implementation and Deliverables

During Project Implementation DHS envisions that the Supplier will begin to direct resources to begin the tasks of completing required Deliverables and actively begin to manage and oversee the project as a whole. Planning meetings, requirements validation sessions, and formation of all boards and committees will mark the beginning of this effort and continue with the creation and updating of project plans and Project Deliverables. A key component of the project, starting with implementation and continuing through turnover and closeout, is the delivery, maintenance, and acceptance of Project Deliverables. Project Deliverables encompass the documents and work

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products needed to manage the project. DHS requires the Supplier to develop Project Deliverables in accordance with the requirements contained within this section. The successful implementation and completion of Project Deliverables will require the Supplier to demonstrate exceptional organizational and project management skills, including interpersonal skills, technical expertise, and administrative skills.

Project Implementation and Deliverable activities occur throughout the lifecycle of this project. DHS expects Suppliers to adhere to and understand the project timeline and phases outlined within section 5.1.2 In addition to the Takeover, Enhancement, and Operations of the MMIS and Fiscal Agent Services, DHS will be embarking on modernization of the Wisconsin Medicaid Enterprise through the implementation of Modules to replace business services and systems. DHS expects the Supplier to update and integrate Project Deliverables upon Module implementation as noted through the integration timelines noted in Table 36: Required Project Deliverables and Due Dates. DHS requires integrated Project Deliverables in order to succeed in a multi-Supplier environment.

The subsections of section 5.1.3 outline DHS’s vision for all Implementation and Deliverable requirements. Contained within these subsections are the responsibilities and requirements to which the Supplier will adhere. The tables provide the requirements the Supplier must include and incorporate into the proposed solution. The Supplier must acknowledge and address all requirements in accordance with Section 4.0 Proposal Responses. Supplier failure to meet these requirements may also result in the assessment of Performance Penalties in accordance with Section 7.5 and assessed at the Performance Penalty Step-Action level indicated in Appendix C for the business area section.

5.1.3.1 Implementation and Deliverable Requirements

Table 5: Implementation and Deliverable Requirements

ID	Implementation and Deliverable Requirement
1	The Supplier will collaborate with all DHS internal/external partners and Suppliers to create, maintain, update and submit for DHS approval, coordinated, integrated Project Deliverable documents which adhere to Industry Best Practices within required timeframes. The Supplier will review and update all Project Deliverables as necessary to address system changes or at a minimum on an annual basis prior to the beginning of the contract year.

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ID	Implementation and Deliverable Requirement
2	<p>The Supplier will obtain DHS approval for all Project Deliverables and adhere to the following:</p> <ol style="list-style-type: none"> a. Conduct formal Project Deliverable reviews with DHS prior to receiving approval as prescribed by DHS. DHS will provide input into all Project Deliverable designs and contents; b. Conduct, upon request by DHS, review meetings to clarify DHS findings on rejected Project Deliverables; c. Perform all revisions to Project Deliverables before the Project Deliverable is resubmitted to DHS for subsequent review; d. Meet accepted standards of practice adopted by DHS for final versions of Project Deliverables and milestones; e. Submit, at the discretion of DHS, interim Project Deliverables to DHS for their advance review to promote schedule progress without resetting the Project Deliverable schedule.
3	<p>The Supplier will update and maintain all Project Deliverables as outlined within the Deliverable-specific requirements in this and all RFP sections. As Modules are added to the Wisconsin Medicaid Enterprise, DHS will require the Supplier to integrate Project Deliverables with other enterprise Suppliers.</p>
4	<p>The Supplier will conduct regularly scheduled reviews at the frequency of no less than one per week with DHS to assess performance against all Project Deliverables in order to assess all Key Performance Indicators (KPIs) and SLAs for future modifications in order to advance the MITA principles and operational process maturity. The Supplier will adhere to the project's integrated change management plans and subsequent change control process as agreed with DHS for any modifications to the KPIs or SLAs.</p>

5.1.3.2 Project Management Website Deliverable Requirements

The table below outlines the Project Management Website Deliverable requirements. DHS utilizes a web-based tool known as “Project Workbook” as the current Project Management Website. Responding Vendor may propose new solutions or continuation of the current solution as part of the Project Management Website Deliverable.

Table 6: Project Management Website Deliverable Requirements

ID	Project Management Website Deliverable Requirement
1	<p>The Supplier will propose, for DHS-approval, and implement a Project Management Website, with controlled secure access granted to all DHS-authorized Stakeholders At contract end, the Supplier will relinquish all rights, tools, software code access, information and data related to the Project Management Website to DHS.</p>

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ID	Project Management Website Deliverable Requirement
2	<p>The Supplier will use the Project Management Website as a comprehensive repository of documents and other materials related to the project. The Supplier is required to update and version the content of these items so the information is current. The project management website must include a search tool. Items to incorporate include:</p> <ul style="list-style-type: none"> a. Contact/Phone Lists; b. Business Process Models; c. Workflow Designs; d. RFP and Proposal Documents with requirements and proposal responses linked to the Requirements Traceability Matrix (RTM) for requirements validation; e. Design decisions linked to RFP requirements, proposal responses, and RTM data; f. Detailed design documents (DDD), test results, and other Deliverables; g. Schedules and calendars; h. Microsoft Project work plan; i. Minutes and agendas; j. Issue tracking tool and other documents; k. Policy documentation; l. System documentation; m. Change orders and related documents; n. All Deliverables as listed in RFP Section 5.1.3; o. Additional items learned through the Takeover planning process or other items related to the project over the lifetime of the system.
3	<p>The Supplier will collaborate with DHS to maintain the Project Management Website documentation throughout the duration of their contract and as applicable to the scope of their engagement with DHS.</p>

5.1.3.3 Project Charter Deliverable Requirements

Table 7: Project Charter Deliverable Requirements

ID	Project Charter Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to prepare a Project Charter for DHS approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution.</p>

5.1.3.4 Project Management Plan Deliverable Requirements

Table 8: Project Management Plan Deliverable Requirements

ID	Project Management Plan Deliverable Requirement
1	<p>The Supplier will prepare a Project Management Plan for DHS approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution.</p>

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5.1.3.5 Staffing Management Plan Deliverable Requirements

Table 9: Staffing Management Plan Deliverable Requirements

ID	Staffing Management Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Staffing Management Plan (SMP) and Organizational Chart outlining their final staff for each project or phase for DHS approval. The Organizational Chart will contain a graphic depiction of the staff's hierarchy and number of staff in each organizational group or unit. The SMP will include a list of all individuals associated with the project, including all Supplier staff, subcontractor staff, and any other entity that the Supplier may employ to fulfill its contractual obligations. The contents of the list will provide the individual's name, position, business telephone number, business email address, physical location of work/residence, as well as the individual's position, responsibilities, hours allocated, rate, and percent of time dedicated to the project.

5.1.3.6 Communication Plan Deliverable Requirements

Table 10: Communication Plan Deliverable Requirements

ID	Communication Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Communication Plan for DHS approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution. The Integrated Communications Plan (ICP) will define the information and communication needs of all identified Stakeholders, with specificity and focus on communicating clearly with DHS and others who need access to project information.

5.1.3.7 Facilities Management Plan Deliverable Requirements

Table 11: Facilities Management Plan Deliverable Requirements

ID	Facilities Management Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Facilities Management Plan (FMP) for DHS approval that, at a minimum, sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution. The Supplier will notify DHS of any changes in the FMP at least thirty (30) calendar days prior to the change and will comply with all DHS recommendations and proposals. DHS will periodically conduct audits/evaluations at the Supplier's facilities for compliance to plans and any Federal or State regulations.

5.1.3.8 Change Management Plan Deliverable Requirements

Table 12: Change Management Plan Deliverable Requirements

ID	Change Management Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Change Management Plan (ChMP) for DHS approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution.

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5.1.3.9 Configuration Management Plan Deliverable Requirements

Table 13: Configuration Management Plan Deliverable Requirements

ID	Configuration Management Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Configuration Management Plan (CMP) for DHS approval that, at a minimum, conforms to industry project management standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution that includes Project Management Office and System Integrator roles. The CMP will describe the processes, configuration management tools, and procedures the Supplier will use for the duration of the Project, with the flexibility to make adjustments throughout the life cycle of all project phases and activities. The CMP will represent the configurations of the current systems and/or proposed component software and hardware (technical infrastructure, platforms and services).
2	The Supplier will implement a configuration management process (integrated when Module Supplier contracts are executed) with proven promotion and version control procedures for the implementation of a multi-Supplier, integrated system-wide enterprise, which may include: <ul style="list-style-type: none"> a. System modules; b. Commercial Off-the-Shelf (COTS) products; c. System software and operating Systems (OS); d. Network; e. Service and Service Registry; f. Files (including documents); g. Databases; h. Hardware; i. Interfaces with other systems; j. Other items as learned through the Takeover planning process.
3	The Supplier will provide a plan to DHS to deliver a list of Computing Environments (physical and virtual) (to be integrated when Module Supplier contracts are executed) necessary to permit discrete business operation functions, software and services development, and model office scenarios. The Supplier will provide sufficient computing environments to accommodate the Takeover (e.g., releases, upgrades) and any adopted Enhancement requirements.
4	The Supplier will provide to DHS a list of Integrated Computing Environments that accommodates new Module integration, where necessary, and system operational tasks, activities, deliverables, and objectives and will plan to incorporate the following: <ul style="list-style-type: none"> a. Current ancillary and support system interfaces; b. Exchange data services with the State agencies and the external business partners; c. Data and interfaces for DHS's shared services. d. New computing environment builds will be scheduled and recognized as content within the Supplier infrastructure plans' subsidiary plans.
5	The Supplier will provide to DHS as part of the CMP that will include the project's Integrated Engineering Management Plan (IEMP) and reflect its span of control and responsibility with respect to the lines of demarcation of physical and logical network telecommunications assets and unified communications assets as warranted under the Wisconsin Medicaid Enterprise umbrella.
6	The Supplier will provide, as part of the CMP, a Network Design and Monitoring Plan for an optimally performing computing and data transport environment.

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ID	Configuration Management Plan Deliverable Requirement
7	The Supplier will cooperate with other project Suppliers to document the CMP that includes all narratives, accompanying diagrams, and configuration schedule as needed to support the Takeover, Enhancements, and Modules necessary to implement a solution that meets the requirements defined in this RFP. Suppliers will maintain all project documentation electronically on the Project Management Web Site.
8	The Supplier will include in the CMP any diagrams and descriptions for engineering the project components within the data center computing environments (applicable options only). Suppliers will illustrate the different types of computing environments (as defined in this RFP), including: a. Technical Architecture (TA)/data models and Meta Data Repository/Dictionary b. Information Architecture (IA)/data models; c. Network/Communications Architecture; d. Exchange data services (enterprise shared services); e. Interfaces; f. Performance management system monitoring operations
9	The Supplier will include in the CMP the problem solving and decision making approach for resolving technical, operational, data or informational, and support objectives (software and services, help desk, call center, data center) while engineering for both Enhancements projects and for Operations.
10	The Supplier will include in the CMP the tools and techniques prescribed by the Suppliers to ensure completeness and coverage of the DHS approved gap Requirement Response Matrix (RRM) and gap closures proposals during engineering.
11	The Supplier will include in the CMP the technical, operational, and performance risks and challenges when engineering to interface with DHS's existing infrastructure and assets (computer-to-computer, system to system, intra- and inter-domain databases, or health information and benefits exchanges protocols).
12	The Supplier will include in the CMP the business areas technical interfaces and interoperability (to be engineered) for use in future project components and any specialized configurations and their purpose (physical or logical).
13	The Supplier will include in the CMP the approach to sequencing the order of interfaces and the plans for interacting with DHS's Trading Partners under the following scenarios: a. HIPAA and ANSI X12 transaction partners; b. Switch Contractors; c. Clearinghouses; d. Web portal services and enterprise (shared) services (including enterprise service bus (ESB)); e. National Plan and Provider Enumeration System (NPPES); f. Credentialing organizations; g. Medicare; h. CMS; i. DHS and other State of WI Systems; j. Legacy applications (e.g., parameter files, reference data); k. Intra-domain data exchanges (DHS agency to agency); l. Managed Care Organizations (MCOs); m. Local agencies; n. Any other interfaces identified during Takeover planning phases.

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ID	Configuration Management Plan Deliverable Requirement
14	The Supplier will include in the CMP the engineering approach for optimal data services or data management. This approach must include providing assumptions for legacy interfaces, applications, or Trading Partner exchanges, local, State, and Federal registries in addition to providing expectations of the data cleansing, conversions rules, and migration procedures required to populate or initialize the data center computing environments or the peripherals in the operations (business services) facilities.
15	The Supplier will include in the CMP the project's inventory of newly introduced information architecture data (data dictionary with data definitions) and the logical and physical data models as readable diagrams.
16	The Supplier will include in the CMP the engineering plans for shared services preparation and the order or sequence of activities relative to the project schedule. These plans will include a listing of predecessor and successor events and Deliverables at a high level for all shared services.
17	The Supplier will include in the CMP the identification and analysis of the impacts, alternative evaluations, and proposed response to the environmental, regulatory, statutory, and technological changes that may materially alter or shape the Supplier's operations and solutions during the Contract period.
18	The Supplier will include in the CMP the approach to meeting the DHS capability goals as defined in the 2016 MITA 3.0 SS-A MITA, including the business architecture, information architecture, technical architecture, and adaptation of the CMS Seven Conditions and Standards (7C&S).

5.1.3.10 Network Design and Monitoring Plan Deliverable Requirements

Table 14: Network Design and Monitoring Plan Deliverable Requirements

ID	Network Design and Monitoring Plan Deliverable Requirement
1	The Supplier will provide a Network Design and Monitoring Plan that will include a Wisconsin Medicaid Enterprise-Wide Network Diagram and will be continuously updated as Module Supplier's solutions are networked to reflect a new integrated diagram.

5.1.3.11 Certification Management Plan Deliverable Requirements

Table 15: Certification Management Plan Deliverable Requirements

ID	Certification Management Plan Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to provide a Certification Management Plan that describes the process the Supplier will use to plan, manage, and execute any CMS certification of a multi-Supplier, integrated, Enterprise-Wide, Medicaid solution. The Supplier will remain current with changes made to the certification requirements and update its plan accordingly. The Certification Management Plan will include and comply with the following:</p> <ul style="list-style-type: none"> a. All Federal certification requirements outlined in the State Medicaid Manual (SMM) b. All gate review requirements as required by CMS under the Enterprise lifecycle gate review process.

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5.1.3.12 Asset Management Plan Deliverable Requirements

Table 16: Asset Management Plan Deliverable Requirements

ID	Asset Management Plan Deliverable Requirement
1	The Supplier will implement an Asset Management System, that complies with the Enterprise-Wide SDLC Plan, and incorporates, at a minimum, an inventory of the following: a. Hardware/Software Inventory (including location); b. Procurement Information; c. Contract Information; d. License Management; e. Other items as learned through the Takeover planning process.
2	The Supplier will collaborate with DHS to provide an Asset Management Plan that describes the process the Supplier will use to manage applicable technology assets for the duration of the Contract within a multi-Supplier, integrated system-wide enterprise solution.

5.1.3.13 Business Design Document Deliverable Requirements

Table 17: Business Design Document Deliverable Requirements

ID	Business Design Document Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Business Design Document that, at a minimum, complies with industry project management and business analyst standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated system solution.

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5.1.3.14 Requirements Validation Document Deliverable Requirements

Table 18: Requirements Validation Document Deliverable Requirements

ID	Requirements Validation Document Deliverable Requirement
1	The Supplier will provide a Requirements Validation Document (RVD) that, at a minimum, complies with industry project management and business analyst standards and sufficiently addresses the challenges represented within a multi-Supplier, integrated system solution. The RVD will describe how the Supplier system meets the RFP requirements and CMS requirements, as well as how the RVD serves as the medium used for transforming the business-oriented Business Design Document into the technical-oriented Detailed System Design (DSD).

5.1.3.15 Cost Allocation Plan Deliverable Requirements

Table 19: Cost Allocation Plan Deliverable Requirements

ID	Cost Allocation Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Cost Allocation Plan that is documented and submitted in accordance with State and Federal regulations, rules, statutes, guidelines, and policies and approved by CMS to support claims for Federal Financial Participation (FFP). The Supplier will provide DHS with documentation to support wages, fringe benefits, and other expenditure items in accordance with these regulations. The Supplier will develop these requirements collaboratively with DHS. The Supplier will updated and provide the Cost Allocation Plan to DHS for approval on an annual basis, or on a frequency determined by DHS.

5.1.3.16 Capacity and Performance Plan Deliverable Requirements

Table 20: Capacity and Performance Plan Deliverable Requirements

ID	Capacity and Performance Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide with a Capacity and Performance Plan that, at a minimum, outlines the strategy for assessing the overall integrated solution and component performance, and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution. The Capacity and Performance Plan will describe the solutions performance requirements, the elements of the solution developed to measure performance, and the solution performance measurements to ensure that requirements are continuously met.

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5.1.3.17 Implementation Plan Deliverable Requirements

Table 21: Implementation Plan Deliverable Requirements

ID	Implementation Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a high-level Implementation Plan (IP) that outlines the methodical approach for Takeover of the current Systems and Operations and Enhancement Projects, software and technology services in accordance with the scope that is proposed. The IP will be accompanied by two companion subsidiary plans (e.g., System Performance Management Plan, Technology Implementation Plan (TIP)), the requirements of which will be delivered by the Supplier in accordance with the proposed methodology and supports ongoing integration.
2	The Supplier's IP will include a System Performance Management Sub-Plan which details the Supplier's methodical approach and detailed steps to identify, capture, measure, monitor, and report the technical and operational performance criteria to be used as KPIs measures against the Supplier Service Level Agreements (SLAs).
3	The Supplier's IP will include a Technology Infrastructure Sub-Plan (TIP) that includes the technical infrastructure specifications for standing up the current MMIS in the data center and identification of Enhancement activity requirements.

5.1.3.18 Annual Business Plan Deliverable Requirements

Table 22: Annual Business Plan Deliverable Requirements

ID	Annual Business Plan Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to develop and provide an Annual Business Plan for review, annual update, and approval by DHS. The Integrated Annual Business Plan will take an integrated, Medicaid/Enterprise-Wide, system view of the business of Medicaid in Wisconsin, and will work to incorporate all other primary integrated project plans, as necessary and relevant; additionally, the Plan will include the following:</p> <ol style="list-style-type: none"> a. Brief Overview; b. Potential Business Enhancement/Cost Saving Opportunities; c. Benefits to DHS of suggested Business Enhancement/Cost Saving Opportunities; d. Financial Model of Potential Cost Savings; e. Risk Mitigation Milestones for suggested Business Enhancement/Cost Saving Opportunities; f. Other items/areas as learned or identified through the Takeover planning process.

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5.1.3.19 Quality Management Plan Deliverable Requirements

Table 23: Quality Management Plan Deliverable Requirements

ID	Quality Management Plan Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to develop and provide a Quality Management Plan for review, annual update, and approval by DHS. The Quality Management Plan will define the DHS accepted level of quality among identified key performance indicators, while describing how the Supplier will ensure this level of quality in its Deliverables and work processes. Quality management activities outlined within the plan will include the following:</p> <ul style="list-style-type: none"> a. Quality objectives; b. Key Project Deliverables and processes to be reviewed for satisfactory quality level; c. Quality standards; d. Quality control and assurance activities; e. Quality roles and responsibilities; f. Quality tools; g. Defines plan and process for reporting quality control and assurance problems; h. Defines the Corrective Action Plan framework and processes.

5.1.3.20 Risk Management Plan Deliverable Requirements

Table 24: Risk Management Plan Deliverable Requirements

ID	Risk Management Plan Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to provide a Risk Management that at a minimum, complies with industry project management standards, includes a Comprehensive Risk Assessment and Risk Mitigation Plan, and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution.</p>

5.1.3.21 Security/Privacy Management Plan Deliverable Requirements

Table 25: Security/Privacy Management Plan Deliverable Requirements

ID	Security/Privacy Management Plan Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to provide a Security/Privacy Management Plan (SMP) that, at a minimum, documents the Supplier's plan to comply with State and Federal Security and Privacy rules, and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution. DHS will initially approve the Security/Privacy Plan and will conduct audits/evaluations of the Plan established by the Supplier at least annually.</p>

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ID	Security/Privacy Management Plan Deliverable Requirement
2	<p>The Supplier will ensure the Security/Privacy Plan enables the following processes and/or data collection activities to occur:</p> <ol style="list-style-type: none"> a. Development and submission of a Statement on Standards for Attestation Engagements (SSAE) 16 compliance report; b. A comprehensive System Risk Assessment, evaluating the security risks, vulnerabilities and threats to the system; the Supplier will review and update this risk assessment annually in coordination with DHS and the State of Wisconsin Chief Information Security Officer; c. A Privacy Impact Analysis that identifies the data elements of the system that expose Wisconsin beneficiaries to potential privacy threats and the system controls in place to mitigate private data disclosure risks; d. A security event notification process, event evaluation and escalation procedures, and security event response procedures; e. A complete network diagram showing servers, printers, workstations, firewalls, intrusion prevention systems, network security device internet connections, and any other network connected device; f. A complete list of the firewall rules for any applicable firewalls; g. A detailed plan for system log collection and monitoring; h. An antivirus deployment/maintenance plan; i. A software maintenance plan, including operation systems and third-party software updates; j. An agreement that background checks will be completed and passed by all employees prior to being allowed access to DHS data; k. Background checks, every two (2) two (2) five (5) years after employment; l. Procedures to limit access to information to those individuals who need such information for the performance of their job functions and ensuring that those individuals have access to only the information that is the minimum necessary for the performance of their job functions; m. A description of how physical safety of data under its control will be protected through the use of appropriate devices and methods, including alarm systems, locked files, guards, or other devices reasonably expected to prevent loss or unauthorized access to data; n. A description of the steps taken to prevent unauthorized use of passwords, access logs, badges, or other methods designed to prevent loss of, or unauthorized access to, electronically or mechanically held data; an agreement to comply with HIPAA Privacy Rules (Federal regulations) as a business associate of DHS.
3	<p>The Supplier will ensure that the Security/Privacy Management Plan complies with State and Federal laws, rules, regulations, standards, and guidelines to include the following:</p> <ol style="list-style-type: none"> a. ISO/IEC 27002:2013; b. The American Recovery and Reinvestment Act (ARRA); c. Patient Protection and Affordable Care Act (PPACA); d. Title XIX of the Social Security Act; e. Title II, Subtitle F, Sections 261 through 264 of the HIPAA, Pub. L. 104-191; f. Medicaid IT Supplement 11-01-v1.0, Enhanced Funding Requirements: 7C&S focus areas.

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5.1.3.22 Detailed System Design Deliverable Requirements

Table 26: Detailed System Design Deliverable Requirements

ID	Detailed System Design Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Detailed System Design (DSD) that at a minimum, complies with industry project management and business analyst standards, and includes Detailed Data Mapping/Data Flow Documentation/Diagrams for all core and integrated systems/sub-systems as well as sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution.
2	The Supplier will collaborate with DHS to develop and provide the Detailed Data Mapping Document at the table and attribute level mapping of existing MMIS data in conformation to CMS MITA/7C&S to new MMIS data repositories, including crosswalks for standardization of values of the old system data elements to the new system data elements, to ensure all data elements are addressed, the data initially identified to be converted, the associated action taken, problems encountered, resolution of problems, and final results.

5.1.3.23 Help Desk/AVRS Plan Deliverable Requirements

Table 27: Help Desk/AVRS Plan Deliverable Requirements

ID	Help Desk/AVRS Plan Deliverable Requirement
1	<p>The Supplier will collaborate with DHS to provide an Enterprise-Wide, Help Desk/Automated Voice Response System (AVRS) Plan that, at a minimum, complies with all requirements and performance standards specified in this RFP as well as sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution. DHS will approve the Plan before a Help Desk is established. Components of the Plan include the following:</p> <ol style="list-style-type: none"> a. A narrative describing the Help Desk/Automated Voice Response System (AVRS) functionality; b. A list of all DHS-approved Supplier products being employed by the system; c. The Supplier staffing expectations, both on and off regular business hours, and their roles and responsibilities; d. Detailed specifics of all messages used by the Help Desk, both on and off business hours, and in DHS defined languages; e. Procedures for adding, subtracting, and modifying messages; f. The routing procedures of all requests, including those unrelated to technical grievances (e.g., business related inquiries that need to be routed to DHS entities); g. The security measures employed by the Supplier to protect data privacy; h. The data editing procedures employed by the Supplier to protect data integrity; i. The procedures for recording and maintaining a statistical database for QC and statistical analysis.

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5.1.3.24 System Testing Plan Deliverable Requirements

Table 28: System Testing Plan Deliverable Requirements

ID	System Testing Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a System Testing Plan that, at a minimum, complies with IEEE 829-2008 and sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution to DHS. The Supplier will include in the System Testing Plan weekly system test reporting activities, test result reporting, user acceptance testing, and performance testing activities.

5.1.3.25 Tables and Rules User Guide Deliverable Requirements.

Table 29: Tables and Rules User Guide Deliverable Requirements

ID	Tables and Rules User Guide Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Tables and Rules User Guide that is maintained and updated (at DHS's discretion and approval through the currently approved change control process) on the Project Management Website and at a minimum, contains the code sets, code references, and all rules used in the Enterprise-Wide, multi-modular solution. This user guide is a supplemental reference to other user and business practice guides and provides a reference for all of the components and Modules within the MMIS. It is the responsibility of the Supplier to ensure the user guide is accurate and complete.

5.1.3.26 User Training Plan Deliverable Requirements

Table 30: User Training Plan Deliverable Requirements

ID	User Training Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to develop and provide a User Training Plan for DHS approval that details all the activities required to efficiently, accurately and effectively train all DHS identified and approved personnel in the complete use and operation of the current and future Enterprise-Wide, Medicaid system/solution. Once approved by DHS, the Supplier is responsible for implementing the Plan, as written, revised and approved, to comply with all system and business operational standards and service levels of the Enterprise-Wide solution over the life of the Contract.

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5.1.3.27 Operating Procedures Guide Deliverable Requirements

Table 31: Operating Procedures Guide Deliverable Requirements

ID	Operating Procedures Guides Deliverable Requirement
1	The Supplier will collaborate with DHS to provide an Operating Procedures Guide/Wiki that includes a highly configurable and agile workflow documentation entry, update, and approval process for the overall operation of the Medicaid, Enterprise-Wide system solution. This guide, which will be a critical resource for the User Training process as delineated in the User Training Plan, will be updated by the Supplier in a timeframe applicable to the system-wide changes incurred, and all updates are subject to DHS approval.
2	The Supplier will include a complete and up-to-date Operating Procedures Guide as part of the Integrated User Training Plan. The Online Operating Procedures Guide will be used as part of the basis for user training, unless otherwise specified by DHS. Appropriate DHS staff will approve all additions, changes, and deletions to the Guide. At a minimum, the Online User Guide will provide an overall, comprehensive view of the Wisconsin Medicaid Enterprise-Wide system solution, including: <ul style="list-style-type: none"> a. Index functionality; b. Table of Contents; c. Glossary; d. Screen illustrations, definitions and their related processes; e. System Documentation; f. Key command instructions; g. Screen access instructions; h. Definitions by name, description, values, and related edits/error messages for all data elements for each screen; i. Descriptions that indicate applicable edits/error messages and possible resolutions for each data element; j. Consistent field names for the same fields on different screens throughout the system and documentation; k. Word search capability; l. Other items as learned during the Takeover planning process.

5.1.3.28 Business Continuity, Cyber Incident Response, and Disaster Recovery Plan Deliverable Requirements

Table 32: Business Continuity, Cyber Incident Response, and Disaster Recovery Plan Deliverable Requirements

ID	Business Continuity, Cyber Incident Response, and Disaster Recovery Plan Deliverable Requirement
1	The Supplier will collaborate to provide a Business Continuity/Cyber Incident Response/Disaster Recovery (BC/CIR/DR) Plans that are aligned to FEMA, NIST CP-2 and NIST 800-53 standards and meet all Federal (CMS Standard and the associated Risk Management Handbook Procedures; CMS-CISO-2014-vIII-std4.4 or its replacement) and State standards. The BC/CR/DR plans must at a minimum conform to ISO/IEC 27031:2011 and ISO 20071:2013, and also sufficiently address the challenges represented within a multi-Supplier, integrated systems solution.

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5.1.3.29 Data Conversion Plan Deliverable Requirements

Table 33: Data Conversion Plan Deliverable Requirements

ID	Data Conversion Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to develop and provide a Data Conversion Plan associated with any Enhancement or future Module Project. The Supplier will be responsible to plan and lead interactive conversion strategy sessions, beginning in the Takeover planning process that include DHS and other State designated staff, other Supplier staff, and staff from other Suppliers to develop a comprehensive DCP. This plan will include execution and validation of all data conversion activities.

5.1.3.30 Turnover and Closeout Plan Deliverable Requirements

Table 34: Turnover and Closeout Plan Deliverable Requirements

ID	Turnover and Closeout Plan Deliverable Requirement
1	The Supplier will collaborate with DHS to provide a Turnover and Closeout Plan to DHS for approval, and update the Turnover and Closeout Plan, at a minimum, on an annual basis.
2	The Supplier's Turnover and Closeout Plan will detail the overall approach and high-level tasks required to successfully transition operations of the Wisconsin Medicaid Enterprise-Wide integrated system solution to another entity at the end of the Contract period. At a minimum, the Turnover and Closeout Plan will include the following sections: <ul style="list-style-type: none"> a. Introduction and purpose; b. Approach to and staffing matrix for transition; c. Detailed turnover Project Plan; d. Systems and Operations Training plan; e. Procurement Library.

5.1.3.31 CMS Certification Checklist Deliverable Requirements

Table 35: CMS Certification Checklist Deliverable Requirements

ID	CMS Certification Checklist Deliverable Requirement
1	The Supplier will collaborate with DHS, IV&V, and other module Suppliers to complete the applicable and requested CMS Certification Checklists for the Supplier's contracted systems and services. This must be completed upon initial contract execution and updated upon completion of the Takeover phase, implementation of any Enhancements, and go-live of Module carve-outs.

5.1.3.32 Project Deliverable Due Date Requirements

The table below provides a consolidated list of all Project Deliverables outlined in Section 5.1.3. Project Deliverable requirements are cross-referenced to the appropriate subsection of 5.1.3 within the table. In addition, this table outlines the multiple due dates for all Deliverables. The Supplier must provide these Project Deliverables listed below during the Takeover,

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Enhancement, and Operations phases as indicated. Project Deliverables requiring updates and/or integration with additional Module Suppliers into overall plans have additional due dates and deadlines listed.

The Supplier may propose alternate due dates for the required documents. Suppliers are reminded that many of these Deliverables may require multiple iterations or versions, and thereby missing any of the agreed upon due dates may be subject to enforcement of Performance Penalties as listed in Section 7.5 assessed at the Performance Penalty Step-Action level indicated in Appendix C and at a level commensurate of the contractual breach.

Table 36: Required Project Deliverables and Due Dates

ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
1.	Project Management Website	5.1.3.2	Initial: Within ten (10) business days after the Project Execution Start Date. Operations: N/A Enhancements: N/A	Integrated and updated within ten (10) business days after each Module Project Execution Start Dates.
2.	Project Charter	5.1.3.3	Initial: Within ten (10) business days after the Project Execution Start Date. Operations: N/A Enhancements: N/A	Integrated and updated within ten (10) business days after the Module Project Execution Start Dates.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
3.	Project Management Plan	5.1.3.4	<p>Initial: Within thirty (30) calendar days of the project execution start date, but should be completed as soon as possible after contract signing.</p> <p>Operations: N/A</p> <p>Enhancements: N/A</p>	Integrated and updated within thirty (30) calendar days of each Module Project Execution Start Dates.
4.	Staffing Management Plan	5.1.3.5	<p>Initial: Within thirty (30) calendar days of the Project Execution Start Date.</p> <p>Operations: Thirty (30) calendar days prior to Operations, annually by January 31, and thirty (30) calendar days following major system project or modification change.</p> <p>Enhancements: Thirty (30) calendar days prior to Enhancements Phase.</p>	Integrated and updated within thirty (30) calendar days after each Module Project Execution Start Dates.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
5.	Communication Plan	5.1.3.6	<p>Initial: Within forty-five (45) calendar days of the Project Execution Start Date.</p> <p>Operations: Thirty (30) calendar days prior to Operations, annually by January 31, and thirty (30) calendar days following major system project or modification change.</p> <p>Enhancements: Thirty (30) calendar days prior to Enhancements Phase.</p>	Integrated and updated within forty-five (45) calendar days after each Module Project Execution Start Dates.
6.	Facilities Management Plan	5.1.3.7	<p>Initial: Within forty-five (45) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within forty-five (45) calendar days of Operations start and within thirty (30) calendar days of any change.</p> <p>Enhancements: Updated within forty-five (45) calendar days of Enhancement start date.</p>	Integrated and updated within forty-five (45) calendar days after each Module Project Execution Start Dates.
7.	Change Management Plan	5.1.3.8	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start and within thirty (30) days of any change.</p> <p>Enhancements: Updated within sixty (60) calendar days of Enhancement start date.</p>	Integrated and updated within sixty (60) calendar days after each Module Project Execution Start Dates.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
8.	Configuration Management Plan (inclusive of both a Configuration Management Process, a Computing Environments List, and an Engineering Management Sub-Plan)	5.1.3.9	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start and within thirty (30) days of any change.</p> <p>Enhancements: Updated within sixty (60) calendar days of Enhancement start date.</p>	Integrated and updated within sixty (60) calendar days after each Module Project Execution Start Dates.
9.	Network Design and Monitoring Plan (inclusive of a Wisconsin Medicaid Enterprise-Wide Network Diagram)	5.1.3.10	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start and within thirty (30) days of any change.</p> <p>Enhancements: Updated within sixty (60) calendar days of Enhancement start date.</p>	Integrated and updated within sixty (60) calendar days after each Module Project Execution Start Dates.
10.	Certification Management Plan	5.1.3.11	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: N/A</p> <p>Enhancements: Updated within sixty (60) calendar days of Enhancement start date.</p>	Integrated and updated within sixty (60) calendar days after each Module Project Execution Start Dates.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
11.	Asset Management Plan (inclusive of an Asset Management System list)	5.1.3.12	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start and within thirty (30) days of any change.</p> <p>Enhancements: Updated within sixty (60) calendar days of Enhancement start date.</p>	Integrated and updated within sixty (60) calendar days after each Module Project Execution Start Dates.
12.	Business Design Document	5.1.3.13	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: N/A</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within thirty (30) calendar days from the start date for each of the Enhancement or eight Module projects.
13.	Requirements Validation Document (RVD)	5.1.3.14	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: N/A</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within thirty (30) calendar days from the start date for each of the Enhancement or eight Module projects.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
14.	Cost Allocation Plan	5.1.3.15	<p>Initial: Within ninety (90) calendar days of the Project Execution Date.</p> <p>Operations: Updated annually.</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within (90) calendar days of the Project Execution Date.
15.	Capacity and Performance Plan	5.1.3.16	<p>Initial: Within ninety (90) calendar days of the Project Execution Date.</p> <p>Operations: N/A</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within (90) calendar days of the Project Execution Date.
16.	Implementation Plan (IP) (inclusive of both a System Performance and a Technology Infrastructure Management Sub-Plan)	5.1.3.17	<p>Initial: Within ninety (90) calendar days of the Project Execution Date.</p> <p>Operations: N/A</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within (90) calendar days of the Project Execution Date.
17.	Annual Business Plan	5.1.3.18	<p>Initial: Within ninety (90) calendar days of the Project Execution Date.</p> <p>Operations: On an annual basis prior to the beginning of the contract year.</p> <p>Enhancements: N/A</p>	Integrated and updated within ninety (90) calendar days of Module Contract award.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
18.	Quality Management Plan	5.1.3.19	<p>Initial: Within one hundred and eighty (180) calendar days of the Project Execution Date.</p> <p>Operations: On an annual basis prior to the beginning of the Contract year.</p> <p>Enhancements: N/A</p>	Integrated and updated within ninety (90) calendar days of Module Contract award.
19.	Risk Management Plan (inclusive of a Comprehensive Risk Assessment)	5.1.3.20	<p>Initial: Within thirty (30) calendar days of the Project Execution Date.</p> <p>Operations: N/A</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within thirty (30) calendar days of Module Contract award.
20.	Security/Privacy Management Plan (inclusive of the SSAE 16, Privacy Impact Analysis, and a Security Event Notification Process)	5.1.3.21	<p>Initial: Within sixty (60) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start, within thirty (30) days of any change, and reviewed on an annual basis prior to the beginning of the Contract year.</p> <p>Enhancements: N/A</p>	Integrated and updated within thirty (30) calendar days of Module Contract award.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
21.	Detailed System Design (DSD) (inclusive of Detailed Data Mapping/Data Flow Documentation and Diagram)	5.1.3.22	<p>Initial: Within ninety (90) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start, within thirty (30) days of any change, and reviewed on an annual basis prior to the beginning of the Contract year.</p> <p>Enhancements: N/A</p>	Integrated and updated within (90) calendar days of Module Contract award.
22.	Help Desk/AVRS Plan	5.1.3.23	<p>Initial: Within ninety (90) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within sixty (60) calendar days of Operations start, within thirty (30) days of any change, and reviewed on an annual basis prior to the beginning of the Contract year.</p> <p>Enhancements: N/A</p>	Integrated and updated within (90) calendar days of Module Contract award.
23.	System Testing Plan	5.1.3.24	<p>Initial: Within ninety (90) calendar days prior to Takeover system testing start date.</p> <p>Operations: N/A</p> <p>Enhancements: Within thirty (30) calendar days from the start date for each of the Enhancements.</p>	Integrated and updated within (90) calendar days of Module Project testing start date.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
24.	System Testing Results	5.1.3.24	<p>Initial: Provided within one week of start of Takeover testing and weekly ongoing as testing progresses.</p> <p>Operations: N/A</p> <p>Enhancements: As requested per Enhancement.</p>	Provided as requested during Module project.
25.	User Acceptance Testing (UAT)	5.1.3.24	<p>Initial: Sixty (60) calendar days prior to Takeover Date.</p> <p>Operations: N/A</p> <p>Enhancements: As agreed to for any Enhancement, but no less than thirty (30) calendar days.</p>	As agreed to for any Module projects.
26.	Performance Testing	5.1.3.24	<p>Initial: Sixty (60) calendar days prior to Takeover Date.</p> <p>Operations: N/A</p> <p>Enhancements: As agreed to for any Enhancement, but no less than thirty (30) calendar days.</p>	As agreed to for any Module projects.
27.	Tables and Rules User Guide (Online)	5.1.3.25	<p>Initial: Thirty (30) calendar days prior to Operations start date.</p> <p>Operations: Updated within thirty (30) calendar days prior to any implementation.</p> <p>Enhancements: Updated within thirty (30) calendar days prior to any implementation.</p>	N/A

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
28.	User Training Plan	5.1.3.26	<p>Initial: Sixty (60) calendar days prior to Operations start date.</p> <p>Operations: Updated annually fifteen (15) business days prior to end of calendar year and within thirty (30) calendar days prior to any implementation.</p> <p>Enhancements: Updated within sixty (60) calendar days prior to any implementation.</p>	As agreed to for any Module projects.
29.	Operating Procedures Guide	5.1.3.27	<p>Initial: Sixty (60) calendar days prior to Operations start date.</p> <p>Operations: Updated within thirty (30) calendar days prior to any implementation.</p> <p>Enhancements: Updated within thirty (30) calendar days prior to any implementation.</p>	Updates to be made thirty (30) calendar days prior to Module implementation/go-live dates.
30.	Business Continuity, Cyber Incident Response, and Disaster Recovery Plan (BC/CIR/DR)	5.1.3.28	<p>Initial: Thirty (30) calendar days prior to Operations start date.</p> <p>Operations: Updated within thirty (30) calendar days of the start of the calendar year and updated ten (10) calendar days prior to the implementation of any major system change</p> <p>Enhancements: Updated within thirty (30) calendar days prior to any implementation.</p>	Integrated and updated within thirty (30) calendar days prior to Module Project implementation.

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ID	Deliverable Name	Deliverable Requirements Section	Due Dates	
			Initial, Operations and Enhancements Due Dates and Updates	Module Integration and Updates Due Dates
31.	Data Conversion Plan (DCP)	5.1.3.29	<p>Initial: Sixty (60) calendar days prior to Takeover Date.</p> <p>Operations: N/A</p> <p>Enhancements: As agreed to for any Enhancement, but no less than thirty (30) calendar days</p>	As agreed to for any Module projects.
32.	Conversion Plan Execution	5.1.3.29	<p>Initial: Sixty (60) calendar days prior to Takeover Date</p> <p>Operations: N/A</p> <p>Enhancements: As agreed to for any Enhancement.</p>	As agreed to for any Module projects.
33.	Turnover and Closeout Plan	5.1.3.30	<p>Initial: Three hundred sixty (360) calendar days prior to Initial Contract End Date.</p> <p>Operations: N/A</p> <p>Enhancements: N/A</p>	N/A
34.	CMS Certification Checklist	5.1.3.31	<p>Initial: Within ninety (90) calendar days of the Project Execution Start Date.</p> <p>Operations: Updated within thirty (30) calendar days of Operations start.</p> <p>Enhancements: Updated within thirty (30) calendar days prior to any implementation.</p>	Updates to be made thirty (30) calendar days prior to Module implementation/go-live dates.

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5.1.4 Takeover, Enhancements and Operations Staffing

DHS views the core staff as essential to accomplish project tasks. The overall initial and Integrated Staffing Management Plan identifies the key project staff required by DHS, as well as the framework in which each business/operational area is aligned and supported to meet DHS expectations throughout all phases of the project.

5.1.4.1 Key Positions and Overview of Duties

Project staff, including key positions, are critical to the overall success of the project. The table below outlines the projected required named Key Positions that will be necessary to support a proposed solution. Vendors are required to include named staff for all listed positions, except those listed in the Operations section, as part of their proposal response. The staff count indicates the minimum staff, by position, required for each scope phase of the project: Takeover (TO), Enhancements (ENH) and Maintenance and Operations (MO). One individual may serve multiple scope phases but minimum staffing levels must be met. Positions listed in the Operations section and indicated as starting during the Takeover Phase must be in place and named no later than 3 months prior to the completion of the Takeover Phase. Minimum staffing qualifications for each position listed below are incorporated as Appendix B.

Table 37: Integrated Key Position Staffing Table

Key Position	TO	ENH	MO	Description	Can Hold Other Key Positions?
ADMINISTRATION					
Project Manager / Account Executive		1		Primary point of contact (POC) with DHS's Contract Administrator for activities related to contract administration, project management and scheduling, correspondence between DHS and Supplier, and status reporting to DHS.	No
Deputy Project Manager/Deputy Account Executive		1		Serves as the designated backup for the Account Executive in event of his/her absence.	No
Operations Deputy Project Manager/Deputy Account Executive		1		Primary point of contact with DHS staff for MMIS operations activities. Responsible for leading the MMIS operations management team.	No
Quality Assurance/Contract Compliance Manager		1		Responsible for leading the QA team, conducting audits, and resolving contract and compliance issues.	No

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Key Position	TO	ENH	MO	Description	Can Hold Other Key Positions?
Security/Compliance Manager		1		Primary point of contact with DHS staff for the development, implementation, and maintenance of the policies and procedures of a covered entity as required throughout HIPAA and all laws, rules, regulations, and guidelines specific to security concerning MMIS data, under which DHS is subject.	No
SYSTEM/TECHNICAL/PROJECT					
Systems Manager		1		Primary point of contact with DHS staff for system maintenance and modification activities. This position is responsible for scheduling and reporting all maintenance and modification activities, coordinating use of modification task personnel resources, facilitating implementation of system modifications, maintaining all system interfaces, and maintaining the ability for all appropriate users to access the MMIS.	No
Technical Research Team	0	4		Responsible for research projects identified by DHS. These key positions include two Business Analysts and two System Analysts.	No
Database Administrator		2		Primary responsibility for both the MMIS and DW databases, including documentation and maintenance.	No
Project Management Office Manager		1		Responsible for leading and managing all project management activities and serves as the Supplier's liaison to the PMO. Responsible for management of risks and issues throughout all project phases.	No

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Key Position	TO	ENH	MO	Description	Can Hold Other Key Positions?
Modifications Manager		1		Responsible for all system modification projects.	No
System Team Manager		2		Technical team managers that report to the Systems Manager and serve as a point of contact for multiple subsystem areas.	No
Data Warehouse Manager		1		Responsible for the data warehouse activities and team.	No
IT/Infrastructure Manager		1		Primary point of contact for the infrastructure and technical environment that supports all applications within the MMIS.	No
System Architect	2		1	Responsible for the design, maintenance, procedures, and architecture relating to data, program applications, and system documentation.	No
Testing Manager	2		1	Responsible for leading testing during Enhancements phase and Operations Phase.	No
Requirements Validation Facilitator	4		0	Responsible for facilitating all requirements validation sessions.	No
INTEGRATION/TAKEOVER					
System Enhancement Phase Manager	0	1	0	Designated point of contact with DHS staff for all system Enhancement activities.	No
System Modularization Phase Manager	0	1		Designated point of contact with DHS staff for all system modularization activities.	No
Takeover Manager	1	0		Primary point of contact with DHS's MMIS Project Manager for activities related to the Takeover of the present MMIS fiscal agent contract.	No
OPERATIONS					
Pharmacy Manager		1		Responsible for all Pharmacy policy, operations, and systems activities.	No
Benefit Plan Administration Manager		1		Responsible for all benefit plan administration configuration and activities.	No

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Key Position	TO	ENH	MO	Description	Can Hold Other Key Positions?
Eligibility Manager		1		Responsible for all eligibility business processing functions.	No
Enrollment Manager		1		Responsible for all Member enrollment business processing functions.	No
Third Party Liability Manager		1		Responsible for all third party liability operations activities.	No
Financial Services Manager		1		Responsible for all financial operations activities.	No
Financial Systems Manager		1		Responsible for all financial IT systems.	No
Claims and Encounters System Manager		1		Responsible for all Claims and Encounters IT Systems.	No
Service Authorization Manager		1		Responsible for overseeing all service authorization processing.	No
Service Authorization Clinical Manager		1		Responsible for overseeing all service authorization clinical consultative staff.	No
Provider Relations Manager		1		Responsible for the management and oversight of all provider field staff and all publications activities for both fee-for-service and managed care programs and Stakeholders.	No
Provider Enrollment Manager		1		Responsible for all Provider Enrollment activities.	No
Operations, Claims, Encounter Processing Manager		1		Responsible for routine claims/encounter processing operations.	No
Centralized Data Processing Unit (CDPU) Manager		1		Responsible for managing the CDPU.	No
Milwaukee Data Processing Unit (MDPU) Manager		1		Responsible for managing the MDPU.	No
Contact/Call Center Manager		1		Responsible for contact/call center customer service functions for all Stakeholders.	No
Policy Operations Manager		1		Responsible for oversight and control of the policy business function.	No

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Key Position	TO	ENH	MO	Description	Can Hold Other Key Positions?
Managed Care Manager		1		Responsible for oversight of the managed care business functions.	No
Data Analysis/Reporting Specialists	0		2	Responsible for assisting DHS staff with Data Analysis and Definition ad hoc report generation and production, scheduling MMIS file download requests, monitoring and analyzing production reports and dashboard reports.	No
Analytical Services Manager		1		Responsible for overseeing and managing all analytics and reporting activities and teams.	No

5.1.4.2 Staffing Requirements

The Supplier’s proposed staffing will be essential to the success of the project. Therefore, Suppliers should propose a solution that will allow for adequate management and staffing patterns to complete all system and operational requirements at Takeover throughout Enhancements, as well as to address module carve out and integration needs as modular Supplier solutions are built and connected to the Medicaid-wide enterprise. As this is a completely new contract with an entirely new paradigm, the Supplier’s proposed staffing solutions must meet the new environmental needs with consistent, transparent, and focused effort.

The following tables contain the requirements that represent the required system, technical, and operational capabilities for DHS’s MMIS and Fiscal Agent solution. The requirement tables below in each business area section include:

- Service Level Agreement Requirements, which represent the takeover, service levels and associated operational expectations and/or due dates.
- Takeover Requirements, which represent the current system, technical, and operational capabilities of DHS’s MMIS and Fiscal Agent solution.

The Supplier is required to meet all of these requirements to take over the system and operations. Additionally, as such, the Vendor must acknowledge these requirements in accordance with Section 4.0. Supplier failure to meet these requirements may also result in the assessment of Performance Penalties in accordance with Section 7.5 and assessed at the Performance Penalty Step-Action level indicated in Appendix C for the business area section.

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Table 38: Staffing Service Level Agreements

ID	Staffing Service Level Agreement	Due Date or Operational Expectation
1	<p>The Supplier will cooperate with DHS to develop, submit, and manage a Staffing Management Plan (SMP) that provides sufficient staffing to meet all requirements of this RFP. At a minimum the plan should include the Supplier detailed staffing and organizational plans for each phase of the project including:</p> <ol style="list-style-type: none"> Project Planning; Takeover; Enhancements; Operations; Turnover and Closeout. <p>Suppliers will submit plans that meet required content as outlined in Section 5.1.3 that provides the required report outline, page count, and structure.</p>	<p>The Supplier will deliver the SMP within thirty (30) calendar days of the Project Execution Start Date.</p>
2	<p>The Supplier will provide DHS a revised and updated SMP for review and approval by DHS.</p>	<p>The Supplier will provide the updated SMP:</p> <ol style="list-style-type: none"> Thirty (30) calendar days prior to Enhancements Phase; Thirty (30) calendar days prior to Operations; Annually, by January 31; Thirty (30) calendar days following major system project or modification change.
3	<p>The Supplier will ensure vacant Key Personnel positions are filled timely or obtain written approval by DHS for extended vacancies.</p>	<p>The Supplier will fill positions within thirty (30) calendar days from date of vacancy.</p>
4	<p>The Supplier will ensure vacant Categorized Staff positions are filled timely or obtain written approval by DHS for extended vacancies.</p>	<p>The Supplier will fill positions within thirty (30) calendar days from:</p> <ul style="list-style-type: none"> Date of vacancy DHS request for new staff or positions
5	<p>The Supplier will maintain all named staff that were proposed as Key Personnel unless a change is approved in writing by DHS. The Supplier will maintain the quantity and quality of staff outlined in the SMP.</p>	<p>The Supplier will deliver and maintain all named staff within (in accordance with Supplier sourcing metric) thirty (30) business days of project, task, or activity start.</p>

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ID	Staffing Service Level Agreement	Due Date or Operational Expectation
6	The Supplier will conduct a routine criminal background investigation on all new hires as well as conduct follow-up criminal investigations as necessary for all assigned staff. The costs for the check will be covered as a pass-through cost.	The Supplier will conduct investigations every two (2) years for Staff assigned to the Wisconsin Account.
7	The Supplier will provide DHS advance notification to and obtain DHS's prior written approval of any plans to change, hire, or reassign Key Personnel.	The Supplier will provide notification thirty (30) business days or more in advance.

Table 39: Staffing Requirements

ID	Staffing Requirement
9	<p>The Supplier's DHS-approved Staffing Management Plan will also include the following:</p> <ol style="list-style-type: none"> a. The process for replacement of personnel in the event of loss of key personnel or other personnel before or after signing of the Contract, including DHS's role in getting the replacement personnel; b. DHS seeks a multi-team configuration to ensure all project work is delivered by qualified staff. Suppliers will include the process for maintaining secondary qualified key staff as a back-up to primary staff in the event of a loss of key personnel; c. Allocation of additional resources to the Contract in the event of inability to meet any performance standard; d. Replacement of staff with key qualifications and experience with new staff with similar qualifications and experience; e. Discussion of timeframes necessary for obtaining replacements; f. Supplier's capabilities to provide, in a timely manner, replacements and/or additions with experience that meets the specific need of the project, activity, or task; g. The training and onboarding method for bringing replacements/additions up to date regarding the Wisconsin project and other modification and Enhancement projects over the course of the Contract; h. Any additional staffing processes which are learned from the Takeover planning process; i. Staffing requirements for turnover and transition to ensure continuity of operations and that all knowledge transfer is completed to DHS and other Suppliers; j. Corporate staff sourcing process, partners, and timeline.
10	The Supplier will ensure vacant Key Personnel positions are filled in accordance with the SMP or obtain written approval by DHS for extended vacancies.
11	The Supplier will include in the SMP project staffing for all phases, operational support, business area support, and RFP Section 5.1.4 will be addressed for key qualifications, activities and performance.
12	The Supplier will provide DHS with named key staff for all positions listed in the Integrated Key Position Staffing Table in section 5.1.4.1. The Supplier is required to propose all named staff for each Contract being proposed and ensure resources are not over allocated across contracts.

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ID	Staffing Requirement
13	The Supplier will provide DHS with comprehensive and integrated business and/or operational plans, charts, and other supporting documents as required, all of which details the Supplier's intent and effort to meet all business and/or operational functionality as required or specified in each Contract.
14	The Supplier will, throughout all phases of this Contract adhere to 42 CFR 434.6(5), which allows evaluation by CMS and HHS, through inspection or other means, of the quality, appropriateness, and timeliness of services performed under this Contract.
15	<p>The Supplier will maintain an online resource management tool available to DHS staff that provides the following staff management capabilities:</p> <ul style="list-style-type: none"> a. Current project staffing organized by project that allows active monitoring of the project, activity, or task plan or base versus add-on project; b. Current project assignments; c. Individual staffing qualifications; d. Resource allocation; e. Contact information; f. Triggers and alerts to the assigned DHS manager for change to staffing levels or assignments.
16	The Supplier will provide DHS with staffing allocation plans as part of all new projects, tasks, or activities subject to DHS review and approval and maintained electronically on the staff management tool.
17	The Supplier will provide DHS with resumes for proposed Key Personnel, as defined in the Integrated Key Positions Staffing Table (Section 5.1.4) who are proposed and available for work within this engagement; Key Personnel are subject to both initial and ongoing approval of DHS.
18	The Supplier will cooperate with the SI and EA PMO Supplier to develop the SMP. Suppliers will be responsible to develop, submit, and manage all content specific to individual Contracts.
19	The Supplier will hire qualified key staffing in accordance with the approved SMP; staffing hires that do not meet qualifications will be subject to modification of invoice payment.
20	The Supplier will bear the costs of changes, hires, or reassignment of Key personnel that are not preapproved by DHS. The costs will be the sole responsibility of the Supplier until written approval is received from DHS, including all costs incurred prior to DHS approval.
21	The Supplier will provide any plans for staff reassignment, hire, or change in writing and in advance to any change, for approval by DHS. Costs for changes that are implemented without the approval of DHS, are the sole responsibility of the Supplier.
22	The Supplier will ensure vacant Categorized Staff Positions are filled timely by approved, qualified personnel or obtain a written waiver from DHS in advance of the SLA penalty.
23	The Supplier will provide full-time staff to support the SURS case tracking solution that includes at least that includes at least including one (1) developer (minimum) , one (1) System Engineer, and one (1) Business Analyst and and that have the flexibility to accommodate an influx of project work and to make recommendations on SUR case tracker functionality improvements. The staffing needs in the Takeover and Operations scope will be included in the overall staffing solution.

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5.2 Global Project Management and Administration Requirements

Section 5.2 includes similarly grouped, non-functional, comprehensive requirements that relate to the overall project. They are to be applied and managed universally throughout the project timeline, phases, and work, unless explicitly mentioned and amended to fit or address a specific problem, issue, or failure.

Project Management and Administration

Project management and administration activities are comprised of several non-functional business areas, all of which work together to fulfill DHS's vision for the Wisconsin Medicaid Enterprise, starting with the MMIS. Therefore, the Vendor should propose a project administration and management solution that will adequately respond to the overall complexity of the project, as well as address the additional implementation and subsequent carve out of core MMIS functionality. This solution should adequately convey the Vendor's framework, vision, and approach that, at a minimum, incorporates services for initiating, planning, executing, monitoring, controlling, and closing each phase of the Contract. The project management and administration plan for all project phases must adhere to industry standard project management principles. The Vendor's proposed approach and methodology must consider and apply these principles and standards across the spectrum of the project as they relate to all required project documents, plans, and Deliverables.

Those business areas and their related requirements are listed below. The business area requirements represent the required system, technical, and operational capabilities for DHS's MMIS and Fiscal Agent solution. The requirement tables below in each business area section include:

- Service Level Agreement Requirements, which represent the takeover, service levels and associated operational expectations and/or due dates.
- Takeover Requirements, which represent the current system, technical, and operational capabilities of DHS's MMIS and Fiscal Agent solution.

The Supplier is required to meet all of these requirements to take over the system and operations. Additionally, as such, the Vendor must acknowledge these requirements in accordance with Section 4.0. Supplier failure to meet these requirements may also result in the assessment of Performance Penalties in accordance with Section 7.5 and assessed at the Performance Penalty Step-Action level indicated in Appendix C for the business area section.

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5.2.1 Project Management Office

For the purposes of this RFP, the Project Management Office (PMO) is defined as a singular and dedicated group, team, and/or department within the Supplier organization that oversees and manages the Supplier’s aspect and responsibilities as they relate to the project and Contract award.

Table 40: PMO Service Level Agreements

ID	PMO Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will maintain a dedicated Project Management Office (PMO) to support collaborative and consistent implementation of industry recognized and aligned project controls and system development standards that will address the challenges represented within a multi-Supplier, integrated Wisconsin Medicaid Enterprise solution.	The Supplier will establish a PMO at the required facility within twenty (20) calendar days of Contract execution.
2	The Supplier will deliver to DHS for approval a detailed PMO overview document and organizational project portfolio that describes all PMO processes, policies, procedures and ongoing project oversight and governance.	The Supplier will provide a detailed PMO overview document within fifteen (15) calendar days of Contract execution. The Supplier will update the document upon coordination and approval by the DHS PM within ten (10) business days of any change.

Table 41: PMO Requirements

ID	PMO Requirement
3	The Supplier will adhere to industry standard project management principles.
4	The Supplier will structure and follow a standard project management approach for planning, organizing, and managing staff and activities throughout the life of all projects.
5	The Supplier will ensure project management processes and procedures are flexible in order to accommodate different size projects throughout the life of the Contract.
6	The Supplier will use MS Project management software that aligns with versioning used by DHS, for managing analysis, configuration, and deployment of projects that conform to current IEEE/EIA standards.
7	The Supplier will maintain a dedicated staffing pattern that is suitably trained/cross-trained and experienced in process improvement and project management related principles, providing attentive and skilled management, as well as oversight of all assigned projects in accordance with all DHS-approved integrated Wisconsin Medicaid Enterprise-Wide Project Deliverables and plans.

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ID	PMO Requirement
8	The Supplier will provide a highly configurable reporting tool, compatible with standard DHS software and versions, that enables reporting for each project on staff work time charged and across various durations (e.g., daily, weekly, monthly). The reporting tool will be accessible via a web-based interface and accessible to authorized DHS staff.
9	The Supplier will develop, utilize, and execute, upon DHS approval, a deployment/implementation process for all phases of the Wisconsin Medicaid Enterprise-Wide project that aligns with DHS priorities, quality standards, and approval/completion/close-out processes established by the Change Control Board and DHS, regardless of the phase, size, cost, and/or urgency of the project. DHS and the Change Control Board will review and approve this process as part of the Integrated Change Management Plan and the Integrated System Implementation Plan.
10	The Supplier will provide adequate staff to complete, support, and consult with DHS in regards to the preparation, development, and or completion of any/all approved DHS integrated change management forms and processes as these forms and processes relate to the management, oversight, development, and/or implementation of activities in all phases of the Wisconsin Medicaid Enterprise-Wide project.
11	The Supplier will collaborate to build and maintain, as approved by DHS, a Project Portfolio that integrates all aspects of Wisconsin Medicaid Enterprise-Wide projects and plans (e.g., requests, active, closed), management, reporting, quality assurance, interdependencies, impacts, integration with the annual work plan/schedule, and oversight functions.
12	The Supplier will work collaboratively with DHS and all DHS partners to develop, maintain, and execute all DHS-approved integrated Wisconsin Medicaid Enterprise-Wide Project Deliverables and plans.
13	The Supplier will adhere to all applicable Wisconsin Medicaid Enterprise-Wide integrated project plans and Deliverables, as approved by DHS, which orchestrate and direct the activities of all Suppliers engaged in work under the auspices of this RFP.
14	The Supplier will maintain documentation for all projects in a highly accessible, central, and secure location that is accessible through role-based security measures for all approved DHS Stakeholders.
15	The Supplier will develop procedures and systems to share all project information in a timely manner across the organization in order to reduce siloes and improve processes and procedures throughout the Wisconsin Medicaid Enterprise.

5.2.2 Key Performance Indicators

Key performance indicators (KPI) are a set of quantifiable measures DHS uses to gauge or compare performance in terms of meeting the overall strategic and operational goals as documented in the System Performance Management Sub-Plan, the Annual Business Plan, and the Quality Management Plan. DHS and the Supplier will discuss, negotiate, and approve KPIs on an annual basis as part of the System Performance Management Sub-Plan creation and re-visioning process. The Supplier will include the KPIs in both the Annual Business Plan and the Quality Management Plan for monitoring, benchmarking, and reporting purposes.

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Table 42: KPI Service Level Agreements

ID	KPI Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will create, document and maintain a methodical approach and detailed steps to identify, capture, measure, monitor, and report the technical and operational performance criteria for use as Key Performance Indicators (KPIs) measures against the Supplier Service Level Agreements (SLAs).	The Supplier will provide the approach and steps as part of the Integrated Implementation Plan within ninety (90) calendar days of each Project Execution Date.
2	The Supplier will conduct regularly scheduled reviews with DHS to assess performance and modify the KPIs and SLAs as advancements of the MITA principles and operational process maturity occur.	The Supplier will conduct reviews no less than bi-annually, but may be required more frequently, or as requested by DHS.
3	The Supplier will provide a summary incident report (with supporting data, as requested by DHS) for all identified system issues and potential risks, with content and in a medium and format approved by DHS. This report will include performance summaries, such as: <ul style="list-style-type: none"> a. KPIs and related service levels targeted vs. actual results; b. KPIs and related service levels prior period report comparisons; c. KPIs and service levels reported as non-compliant; KPI corrective action plans (CAP), CAP details, impacts to other Modules and estimated compliance date; d. KPI resolution date and detailed corrective status for all CAP resolutions. 	The Supplier will provide the summary incident report on the first business day following the first day of the month.

Table 43: KPI Requirements

ID	KPI Requirement
4	The Supplier will adhere to the project’s integrated change management plans and subsequent change control processes as agreed to with DHS for any modifications to the KPIs or SLAs.
5	The Supplier will include in the Configuration Management Plan the system performance management shared service capability that includes Key Performance Indicators (KPIs), SLAs, and operations performance data capture.
6	The Supplier will include the development to support monitoring and management of the KPIs, relative to established SLAs, by producing meaningful analytics (real time and on demand) so that KPIs can be monitored, reviewed, and adjusted in a collaboratively nature by DHS and the Supplier.

5.2.3 Contract Management

Contract Management is similar and parallel to the responsibilities of the PMO, especially in the Contract execution, planning, and transition phases. However, the difference exists due to the

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high-level oversight and coordination activities that are associated with the administration of the base MMIS and Fiscal Agent Contract. Additionally, Contract Management is critical to the organizational, relationship, communication and financial management activities with DHS and all Stakeholders. DHS gives specific attention to the creation and computation of cost allocation plans and the resulting invoices, incorporation of necessary changes or modifications in the contract, ensuring both parties meet or exceed expectations, and are actively interacting to achieve the overall project objectives.

Table 44: Contract Management Service Level Agreements

ID	Contract Management Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will provide the base infrastructure and optimization of all systems under the auspices of this RFP to meet required application specific uptime/response time requirements related to performance requirements, Deliverable due dates, and Service Level Agreements contained within this RFP and subsequent Contract award.	The Supplier will ensure all systems are available 24/7, 365 days a year, 100% of the time, measured and reported weekly (Sunday through Saturday), except for scheduled downtime, natural disaster and other force majeure, or as agreed to in the Contract.
2	The Supplier will propose, for DHS approval, the application-specification response time requirements, and the measurement and reporting of all system uptime and response times.	The Supplier will ensure average application-specific system response time are within application approved response time requirement, 100% of time, measured and reported weekly (Sunday through Saturday), excluding scheduled downtime, natural disaster and other force majeure, or as agreed to in the contract.
3	The Supplier will perform scheduled and ad hoc audits as requested by DHS (e.g., ADP System Security Review, electronic data processing, ad hoc requests from LAB, annual risk assessment, or other State and Federal agencies) in accordance with DHS specifications.	The Supplier will initiate audit activities within five (5) business days of request by DHS or another date agreed to by DHS.
4	The Supplier will propose for DHS approval, implement, and maintain Contract management notification and coordination procedures. These procedures will be utilized in communicating with DHS regarding system, operational, or contract related issues and implementing necessary coordination activities across Suppliers.	The Supplier will maintain 100% compliance with all Contract management notification procedures.

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ID	Contract Management Service Level Agreement	Due Date or Operational Expectation
5	The Supplier will propose a structure and format for all invoicing documents and activities for DHS approval. Invoicing activities will include electronic routing and workflow capabilities, detail and summary level reporting, and supporting documentation. The Supplier will immediately correct and reissue invoices submitted with incorrect data and will provide the ability to apply credits to an invoice in the instance of incorrect Supplier billing or erroneous DHS overpayments.	The Supplier will correct and reissue invoices within thirty (30) calendar days of DHS notification of necessary correction. The Supplier will maintain a 100% accuracy rate on all invoices submitted to DHS.
6	The Supplier will develop, for DHS approval, implement, and maintain a sign-off authority process for verbal and written communication of decisions, approvals, and work requests that is documented and archived in a highly accessible, secure, central location.	The Supplier will update DHS sign-off authority listings within one (1) business day of receipt.
7	The Supplier will generate annual personnel and cost allocation reports and supporting documentation in accordance with DHS specifications.	The Supplier will submit personnel and cost allocation reports on an annual basis
8	The Supplier will create and implement a process, for DHS approval, that will enable immediate removal, with just cause or reason, both physical and virtual access to systems and facilities for Supplier or subcontractor employees deemed unfit to continue employment.	The Supplier will notify DHS no later than one (1) hour after immediate termination of employee.
9	The Supplier will generate and provide a project specific and monthly report in Excel format to DHS displaying a list of all personnel (not by position) assigned to the Wisconsin account during the invoice period, including all supplemental staff assigned to work at DHS. The report will indicate the percentage of individual FTE invoiced to base and add-on activity for each employee and list the employee's job description, role, and assigned base or add-on activity or project name.	The Supplier will generate the report on a monthly basis one week following the end of the invoice period.

Table 45: Contract Management Requirements

ID	Contract Management Requirement
10	The Supplier will comply with all DHS-approved Deliverables, plans, processes and Contract award requirements, terms and conditions throughout the MMIS Takeover and Enhancement project scope and engagement.
11	The Supplier will manage and oversee all related MMIS Takeover and Enhancement project work and activities to ensure there is not a duplication of effort among all DHS Stakeholders.
12	The Supplier will retain responsibility and costs and costs for all software, hardware and infrastructure Maintenance and Operations costs necessary to fulfill their obligations of this RFP.

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ID	Contract Management Requirement
13	The Supplier will procure the services of a DHS-approved independent, autonomous auditor, as required by DHS for all audits (e.g., annual security risk assessment and electronic data processing audit) requiring independent auditor services, to fulfill all DHS audit specifications at no additional cost to DHS.
14	The Supplier will retain the responsibility and costs for providing access to all systems and data under their auspices to all DHS-authorized Stakeholders. The Supplier will provide the tools and infrastructure to support required access.
15	The Supplier will provide documentation of all audit results, develop corrective action plans for deficiencies, and hold an exit conference with DHS-designated Stakeholders, if requested. Supplier will correct all deficiencies identified through the course of an audit as part of maintenance.
16	The Supplier will maintain a time and activity/task reporting system for reporting 100% of all Supplier and Subcontractor staff time for use in invoicing DHS and generating required cost reporting activities.
17	The Supplier will cooperate to provide all collaboration tools and unified communications technologies (e.g., video conferencing, Webinars) and services required for optimal performance of DHS, IV&V, and Suppliers qualified, experienced, and knowledgeable Project staff.
18	The Supplier will be available to attend onsite meetings with DHS staff and partners at the DHS designated facility upon DHS's request.
19	The supplier will develop and implement a DHS-approved process for identifying, documenting, and obtaining a DHS decision on all scope additions or modifications. Scope additions or modifications may be identified by any party but must be approved by both DHS and the Supplier in writing as a Contract modification per section 7.28 unless explicitly addressed in the Contract modification, all Contract terms, conditions, and RFP requirements will apply to any scope added or modified.

5.2.4 Change Control

DHS views Change Control as a systematic approach to managing all changes made to the core MMIS and its sub-systems, as well as any current or future functionality/Modules that are connected and/or integrated with the MMIS. The overall purpose of the change control function and process is to ensure that only necessary changes are made, all changes are documented, services are not unnecessarily disrupted, and resources are used efficiently. The change control process is deeply entrusted and rooted within the overall Change Management plan and has parallel processes that incorporate the system maintenance and modification process.

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Table 46: Change Control Service Level Agreements

ID	Change Control Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will support a collaborative and jointly staffed (to include DHS staff and all MMIS-related, Module-based Suppliers staff) Change Control Board; that will create and govern the processes to review, approve, prioritize, complete, account for, and implement all identified, proposed, anticipated, expected, or unexpected contractual, technical, or system maintenance/modification activities within the auspices of the MMIS and Fiscal Agent Contract over the life of the Contracts.	The Supplier will support the Change Control Board upon Contract execution.
2	The Supplier will adhere to, follow, and actively collaborate with all DHS Suppliers on all the currently approved versions of the contract Deliverables, as they relate to or are a result of any system or non-system based changes, modifications, or maintenance activities, efforts, tasks, or projects during the life of the MMIS and Fiscal Agent Services contract procured under the auspices of this RFP.	The Supplier will maintain compliance as directed in Section 5.1.3 Project Implementation and Deliverables.
3	The Supplier will coordinate, facilitate, and document monthly (or weekly when deemed necessary by DHS) maintenance and modification meetings with DHS to discuss and monitor: a. active; b. planned/upcoming, and; c. new systems maintenance and modifications efforts.	The Supplier will meet with DHS at a minimum on a monthly basis.
4	The Supplier will coordinate, facilitate, and document (at DHS's discretion) a meeting with DHS each Contract year, to review the Annual Maintenance and Modification schedule.	The Supplier will coordinate, facilitate, and document the annual meeting and provide the document to DHS within ten (10) business days of the meeting.
5	The Supplier will actively participate, at a minimum, in weekly meetings of the Change Control Board.	The Supplier will participate in weekly Change Control Board meetings.
6	The Supplier will prepare, update, revise, and submit to DHS for approval all operational, systems, or reporting-based documentation (in all original forms/mediums) as they relate to system changes, maintenance, or modification work requests.	The Supplier will provide documentation ten (10) business days prior to the implementation of changes or modifications.
7	The Supplier will develop and submit to DHS, for approval, suggested revisions and edits to all affected business requirement(s) that are a result of any approved system changes, maintenance, modification, or other work request efforts to eventually be incorporated into contractual changes to the MMIS and FA contract.	The Supplier will provide revisions and edits ten (10) business days prior to implementation.

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ID	Change Control Service Level Agreement	Due Date or Operational Expectation
8	The Supplier will develop and maintain a DHS-approved process for receipt and management of DHS ad hoc work requests.	The Supplier will: <ul style="list-style-type: none"> • Acknowledge the request within two (2) business days • Provide a forecast within ten (10) business days. • Provide the staffing and work plan within thirty (30) days of DHS approval to begin work. • Begin work within thirty (30) business days of DHS approval to begin work.

Table 47: Change Control Requirements

ID	Change Control Requirement
9	The Supplier will utilize all DHS approved Integrated Change Management Plan and Change Control Board related materials.
10	The Supplier will actively collaborate with all DHS approved Suppliers and Subcontractors as it relates to any system or non-system based changes, modifications, or maintenance activities, efforts, tasks, or projects.
11	The Supplier will utilize the Project Management Website to maintain all system-related business, technical, and operational documentation.
12	The Supplier will utilize an established and approved Change Control data entry, work order tracking system for completion, archival, submittal and approval of all Change Control related processes and materials.
13	The Supplier will develop, utilize, and execute, upon DHS approval, a deployment/implementation process for all approved system-based changes, maintenance, and modification efforts/projects. DHS and the Change Control Board will review and approve this process as part of the Integrated Change Management Plan and the Integrated System Implementation Plan.
14	The Supplier will perform, document, and implement all approved work requests according to the priorities, quality standards, and approval/completion/close-out processes established by the Change Control Board and DHS.
15	The Supplier will provide adequate staff to complete, support, and consult with DHS in regards to the preparation, development, and or completion of any/all change, maintenance, and/or modification based forms and processes, as directed and managed through the Change Control Board, Change Management Plan, Change Control Board Charter, and established change management process.

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ID	Change Control Requirement
16	The Supplier will actively pursue, engage, and collaborate with DHS to identify system/non-system based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect on systems or operations; when these opportunities are realized, the Supplier may be eligible to secure performance incentives.
17	The Supplier will provide an adequate and separate staffing configuration (Maintenance and Modification Staffing Team) that will allow for prompt response, performance, oversight, development, implementation, testing, and maintenance of any active, planned/upcoming, and/or newly proposed/approved system maintenance and/or modification efforts as they relate to the continuous effective and efficient operation of the Supplier's systems.
18	The Supplier will provide a dedicated adequate staffing configuration (non-operational) that will be specifically used, assigned, and engaged for routine and non-routine system-based changes (updates), maintenance, and/or modification efforts as required, requested, or in accordance with Federal certification requirements, the State Medicaid Manual, all Federal mandates, as well as all State waiver amendments, requirements, statutes, and regulations.
19	The Supplier will actively seek efficiencies and opportunities where an agile staffing pattern can be deployed; one that allows for cross training, utilization, support, and timely completion of all Change Control Board approved work. When these opportunities are identified by the Supplier, DHS encourages the Supplier to pursue approval through the change control process. If these opportunities are approved by the Change Control Board and DHS, the Supplier will have an opportunity to secure performance incentives upon completion of the work.
20	The Supplier will inform and seek DHS approval prior to any planned or unplanned departure from the current DHS-approved Maintenance and Modification Staffing configuration; Suppliers who are found to be in violation of the DHS-approved Maintenance and Modification Staffing configuration will be subject to Performance Penalties, as assessed by DHS.
21	The Supplier will perform and complete all work necessary to correct and resolve the operational system and/or non-system based problem, defect, or deficiency. If the work cannot be completed within the allotted time, the Supplier will present DHS with a Corrective Action Plan (CAP), to be approved at the discretion of DHS that summarizes the extent of the problem, defect or deficiency while laying out a framework and timeline for resolving the defect/problem.
22	The Supplier will provide a dedicated change control team to verify and monitor the successful implementation of all system and operational changes, maintenance, and/or modifications, including system processing, accuracy, and timely corrections of any problems as related to the original system change.
23	The Supplier will provide a dedicated change control team to assist, complete, and submit results (in a DHS approved format) of user acceptance testing of all work completed as a result of a system or non-system based problem, defect, or deficiency.
24	The Supplier will provide a dedicated, qualified on-call resource who will be available twenty-four hours per day/seven days per week to the Maintenance and Modification Staffing Team for the ongoing operation, mitigation, and correction of critical system-based incidents.
25	The Supplier will provide to DHS immediate, timely, verbal and written notification of operational (both system and non-system based) problems, defects, or deficiencies.

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ID	Change Control Requirement
26	The Supplier will provide a dedicated change control team to assist, complete and submit results (in a DHS approved format) of all comprehensive system(s) tests as documented in the DHS-approved Integrated System Testing Plan (e.g., Unit test, system test, UAT) no later than the date approved by DHS in the Integrated Change Management Plan for all approved and completed Change Control Board work requests.
27	The Supplier will generate and distribute (at a minimum) a monthly change, maintenance, and modification staffing report that provides resource level detail concerning modification efforts of all proposed, active, and newly completed modification efforts/projects.
28	The Supplier will perform and complete all activities and testing as described and within the timelines prescribed in the DHS approved CAP.
29	The Supplier will create and maintain all reports and documentation used for system development, Enhancement and modification in/at a secured, centrally located, highly accessible location; the documentation will be developed and recorded according to the DHS approved documentation content structure.
30	The Supplier will develop and utilize debugging procedures and tools to aid the analysis and identification of logical errors as a result of business rules across the Supplier's systems.
31	The Supplier will facilitate and conduct, upon DHS approval, system-based trainings to all affected DHS users as it relates to the successful implementation of system changes, maintenance, modification, or other work requests.

5.2.5 System Modification

Inherent in the Change Control process are the predetermined workload hours (pool) that are negotiated and decided upon with DHS on an annual basis so that required and approved modification projects can occur. DHS seeks a collaborative solution from the Supplier that will both meet pre-determined needs, but also allow for the flexibility to choose and activate projects as approved through the Change Control Board and DHS Project Managers. This solution must account for the following:

1. A pool of 51,000 hours for MMIS modification activities will be included in the fixed price for the first and second years of the MMIS and Fiscal Agent operations contract. The pool will increase to 70,000 hours in year three and all subsequent years.
2. At the end of each calendar year (12-month contract period) during the base Contract, the unused modification hours will roll over to the next calendar year (12-month contract period) or any unused modification hours will be refunded to DHS. The Supplier will provide the necessary staffing levels to utilize all modification hours available within a given year.
3. The blended hourly rate requested in “Schedule F – Rate Card” for the applicable Contract year (CY) of overage will be used to determine a refund amount (CY ~~FFY~~-Total

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Blended Rate x Unused Hours) or to purchase additional modification hours at DHS’s discretions.

4. During the Contract term, DHS retains the right to use and allocate the pool of modification hours at its sole discretion.
5. All the data and reporting maintained by the Supplier must be made available to DHS upon request.

5.2.6 System Maintenance

The System Maintenance business function encompasses the resources and technologies necessary to keep the systems that are the backbone of DHS’s Wisconsin Medicaid Enterprise functioning and poised for changes to meet future needs. DHS’s Wisconsin Medicaid Enterprise is heavily depended on by its Stakeholders and must be available and performing at the highest level of efficiency around the clock to effectively meet their needs. DHS is seeking a Supplier to take over, maintain, and advance, in the ever-changing landscape of healthcare, the systems that comprise the core Wisconsin Medicaid Enterprise. The Supplier will utilize advanced technologies and design principles to move DHS forward with systems that are designed, managed, and supported to enable nimble change and fully support DHS’s evolving business needs.

Table 48: System Maintenance Service Level Agreements

ID	System Maintenance Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will ensure that all systems are to be available.	The Supplier will ensure all systems meet uptime requirements 100% of the time, measured on a weekly basis; except for agreed upon down time, natural disaster and other force majeure, or as agreed in the Contract.
2	The Supplier will propose, for DHS approval, and upon approval implement a help desk support function and issue management process and procedures, including ongoing education and training of user support staff.	The Supplier will provide help desk services at a minimum Monday through Friday, 7 a.m. to 6 p.m. CT, with 24/7 on-call support available.

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ID	System Maintenance Service Level Agreement	Due Date or Operational Expectation
3	<p>The Supplier will notify DHS of all software and infrastructure version upgrade and/or end of support dates when received from a software/infrastructure Supplier. The Supplier will also develop and execute a DHS-approved plan and schedule for upgrade/replacement. Software and infrastructure upgrades will remain HIPAA compliant at all times and all costs for upgrades and/or end of life or support date changes will be covered by the Supplier. Software or infrastructure upgrades or replacement activities will be categorized as the following:</p> <ul style="list-style-type: none"> a. Major: Complete version upgrade with functionality change or complete replacement with a new product; b. Minor: incremental update to existing products; c. Emergency upgrade: upgrades for which adequate notification is not provided by the software or infrastructure Supplier and are necessary for continued normal operations. 	<p>The Supplier will</p> <ul style="list-style-type: none"> a) Notify DHS and present upgrade/replacement plan within thirty (30) calendar days of awareness of a software or infrastructure upgrade notice received from a software/infrastructure Supplier and no later than: <ul style="list-style-type: none"> o Major: 365 calendar days from the end of life or support date o Minor: six (6) months prior to the end of life or support date; o Emergency: five (5) business days prior to the end of life or support date or as soon as notification of upgrade is received from software/infrastructure Supplier. b) Implement the upgrade/replacement plan in accordance to the DHS-approved schedule, with complete upgrade/replacement occurring no later than within six (6) months of decision for the new version of the product(s) introduced in the United States.
4	<p>The Supplier will cooperate to maintain complete and detailed records of all meetings related to the Contract, SDLC documents, presentations, project artifacts and any other interaction and maintain these artifacts in the DHS specified Project Management Website.</p>	<p>The Supplier will be post these documents weekly.</p>

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ID	System Maintenance Service Level Agreement	Due Date or Operational Expectation
5	The Supplier will provide staff and resources to participate on behalf of DHS at national organizations and conferences. The Supplier will not bill DHS for expenses associated with this representation. The Supplier will secure DHS approval prior to any representation or presentation of documentation related to any DHS program, including any local, State, national conferences, or other public or private forums.	The Supplier will provide a monthly summary report of all representation/ presentation activities for the prior month.
6	The Supplier will coordinate across Suppliers and maintain the standard maintenance windows windows for system maintenance and downtime that minimize Stakeholder disruption. The Supplier will notify and coordinate with DHS and affected Suppliers for approval of scheduled and emergency maintenance windows and system outages.	The Supplier will maintain a standard maintenance <u>windows</u> from: <ul style="list-style-type: none"> • <u>12 a.m. to 1 a.m. Monday through Saturday;</u> • <u>12 a.m. to 4 a.m. Sunday;</u> <u>windows</u> from: <ul style="list-style-type: none"> • <u>12 a.m. to 1 a.m. Monday through Saturday;</u> • <u>12 a.m. to 4 a.m. Sunday;</u>

Table 49: System Maintenance Requirements

ID	System Maintenance Requirement
7	The Supplier will cooperate with the SI Supplier, PMO Supplier and other Suppliers awarded contracts to establish and execute an integrated System Development Life Cycle (SDLC) and schedule as part of the Integrated Project Management Plan to be approved by DHS for managing and completing all DHS-approved Task Orders, Change Controls, and Enhancements and Modularization projects throughout all phases of the project.
8	The Supplier will enable the categorization of changes to the system as one of the following and will be reviewed, approved, and prioritized by DHS, in accordance with the DHS Change Control Process: <ol style="list-style-type: none"> a. Maintenance; b. Modification pool project c. Modification add on projects; d. Defect.
9	The Supplier will provide a System Development Life Cycle (SDLC) plan and schedule for each Contract being proposed. This SDLC and schedule will meet all individual milestone and Deliverable requirements defined by each Contract.

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ID	System Maintenance Requirement
10	The Supplier will provide Maintenance Support activities during Operations. This includes making changes to existing functionality and features that are necessary to continue proper system and/or operational services, routine maintenance; data corrections, running reports, BPA configuration, communications to DHS-authorized Stakeholders; root cause analysis; applying change requirements; software, hardware, or network upgrades; business need changes; State rule changes; infrastructure policy impacts; and corrective, adaptive, or perfective maintenance.
11	The Supplier will provide Modification Support Analysis during Operations. This includes the functional and non-functional requirements for adding new functionality and operational services, features, or capability to the proposed system(s) on prioritized requests from the user community and other critical business needs from a technical and logistical standpoint.
12	The Supplier will provide Production Support activities during Operations. This includes supporting production systems and operations, addressing system interruptions, identifying and alerting Stakeholders of potential issues, focusing on identifying and fixing system faults quickly or crafting workarounds and enabling problem management root cause analysis and problem remediation. On-call support will be provided and used in accordance with the integrated help desk and issue management procedures.
13	The Supplier will provide User Support activities during Operations. This includes providing application-specific support coordinated through the Help/Service Desk Staff, as well as conducting system research and inquiries. The User Support activity function will follow the integrated help desk and issue management procedures.
14	The Supplier will have the ability to selectively move modifications on a release schedule with DHS approval, with the flexibility to selectively back out system changes prior to a release (last minute) without significant resources or impact (Point in time restore).
15	The Supplier will propose and utilize the DHS-approved online integrated Defect Management tool for the identification, impact assessment, definition, traceability, verification, and reporting of all defects and resolutions. This includes the work-around resolutions as approved by DHS using the Change Control Process throughout the Contract.
16	The Supplier will conduct development walkthroughs as appropriate to demonstrate to DHS that all System functions have been completely and accurately planned, developed and unit-tested as well as record problems using the DHS-approved online integrated Defect Management tool.
17	The Supplier will use results of testing activities, lessons learned, and industry trends and best practices to reduce the occurrence of defects in future projects (continuous improvement).
18	The Supplier will implement and implement and utilize the a a DHS-approved trouble-ticket system that supports the production/development/test environments and resolves defects in a timely manner.
19	The Supplier will propose, for DHS approval, implement, and maintain a defect resolution process that determines resolution timelines based a mutually-agreed upon and assigned severity level.
20	The Supplier will produce, update, and submit to DHS, for review and approval, documentation for each system Enhancement, operational Enhancement or new development project according to the Integrated Change Management plan and in cooperation with the PMO and SI Suppliers. Documentation will be consistent with the project effort and can be negotiated with DHS.

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ID	System Maintenance Requirement
21	The Supplier will cooperate to adapt all SDLC artifacts and processes to align with the standards set forth by the SI Supplier throughout the life of the Contract.
22	The Supplier will ensure all software is supported at a minimum level as defined by DOA/State and Federal standards.
23	The Supplier will provide appropriate system access and/or a walkthrough of the Wisconsin facility and operations as directed by DHS to facilitate external and internal audits.
24	The Supplier will ensure that only dedicated project time, will be invoiced towards modification hours or additional project funding sources. All administrative leave (including sick/vacation), training, and leave time remains the responsibility of the Supplier under maintenance.
25	<p>The Supplier will only bill DHS for training and orientation hours associated with onboarding of new staff in accordance with the staffing resource type. Example situations include:</p> <ul style="list-style-type: none"> a. Staff dedicated to maintenance projects will have all training and onboarding costs covered under the base Contract as maintenance costs. b. Staff dedicated to modification projects will not bill towards modification hours for the first two (2) weeks after their start date while Supplier provides onboarding and training. Training and onboarding will occur within the first two (2) weeks after their start date. These costs will be considered maintenance. c. Staff dedicated to projects in which additional funding has been obtained by DHS will not bill towards the additional funding project for the first two (2) weeks after their start date while Supplier provides training and onboarding. Training and onboarding will occur within the first two (2) weeks after their start date. These costs will be considered maintenance. d. Staff dedicated to DHS-approved staff augmentation services will not bill towards the approved position for the first week after their start date. Training and onboarding will occur within the first week after their start date. These costs will be considered maintenance. Supplier will provide all onboarding activities and DHS will provide position-specific training.
26	The Supplier will establish and maintain appropriate, distinct teams with appropriate business area knowledge to separately handle all activities approved by DHS and in accordance with the approved SDLC. Individuals assigned to specific work teams will not engage in other work assignments without prior approval from DHS. This includes dedicated maintenance staff, modification staff, and additional staff resources paid for by DHS.
27	The Supplier will enable the development and implementation of a research team consisting of technical, business, and operational staff to respond to all DHS requests for research, policy development, and estimates of work efforts as dictated by the Change Control Board.
28	The Supplier will provide the creation and utilization of a process to provide approved staff resources and management of assigned resources above any base Contract staffing requirements, and will invoice DHS at Contract-approved rates using the rate card submitted as part of Appendix A for only hours in which staff are directly providing services to DHS. Inclusion of other hours for any other purpose not directly providing services to DHS, such as overhead related to management, training, and onboarding is not permitted and will not be billed to DHS.
29	The Supplier will create and maintain all reports and documentation used for the development, enhancement and modification of the MMIS in/at a secured, centrally located, highly accessible location; the documentation will be developed and recorded according to the DHS approved documentation content structure.

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ID	System Maintenance Requirement
30	The Supplier will enable the development, in collaboration with DHS partners, and provide DHS-approved reports and notification mechanisms for all Service Level Agreements under this Contract.
31	The Supplier will allow for the implementation of, in collaboration with the SI and other Module Suppliers, specific tools and infrastructures (as approved by DHS) for software configuration management.
32	The Supplier will collaborate and cooperate with the System Integrator and other Module(s) Suppliers to determine options for the user support help/service desk and issue management process, and implement integrated solutions and tools.
33	The Supplier will provide and maintain HIPAA-compliant claims submission to allow for electronic submission of claims and encounters for Wisconsin's health care programs. This software will be supplied at no cost to Stakeholders.
34	The Supplier will provide and maintain HIPAA-compliant claims submission to allow for electronics testing of claims and encounters.
35	The Supplier will continue to provide, operate, and maintain the Automated Voice Response (AVR) System and all associated functions.
36	The Supplier will provide Database Support activities during Operations. This includes overall database administration, including updating system databases according to the systems schedule, and refactoring the system(s) to enhance database efficiency in storage and query response time.

5.2.7 Turnover and Closeout

After successfully fulfilling the Supplier obligations, the Supplier must demonstrate its readiness to turn over (to DHS or a successor Supplier) the business relationship and operations and to fulfill (close out) all the requirements of the Contract term [or as a result of an amendment](#) ~~or as a result of an amendment~~. Both the Supplier's and DHS's relationship closure objectives benefit from the Contract [or amendment](#) ~~or amendment~~ turnover and closeout activities. Contract [or amendment](#) ~~or amendment~~ turnover and closeout is essential for the timely execution of tasks and to conduct a quality management closeout function by DHS.

The Supplier must cooperate with the newly engaged Supplier while performing the turnover and closeout services defined in this RFP. The Supplier will, beginning with the selection of a successor Supplier and continuing through the end of the Supplier's Contract period [or contract amendment](#) ~~or contract amendment~~, when requested in writing by DHS, provide information as defined in the table below.

The Supplier(s) has overall responsibility for the timely and successful completion of each of the general tasks associated with the Contract [or amendment](#) ~~or amendment~~ turnover and closeout tasks. A successful Contract [or amendment](#) ~~or amendment~~ turnover and closeout includes the defining of requirements and cooperatively working with other principals to coordinate

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predecessor and successor termination of services’ dependencies for the current Contract’s business relationship.

The closeout of these services’ dependencies must be completed without interruption of business operations or quality of care to DHS’s clients and other DHS Stakeholders. Successful reassignment of all business operations, maintenance, and support and the timely communication to DHS and its Stakeholders’ of the turnover and closeout activities are critical to the success of the turnover effort.

Table 50: Turnover and Closeout Service Level Agreements

ID	Turnover and Closeout Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will cooperate to develop and execute the Integrated Turnover Plan (ITP) as outlined in the Deliverable Requirements that provides for an orderly, complete, and controlled transition.	The Supplier will provide the Integrated Turnover Plan three hundred sixty-five (365) calendar days prior to Contract End Date, <u>or as requested by DHS to accommodate an amendment.</u> or as requested by DHS to accommodate an amendment.
2	The Supplier will cooperate to implement the DHS-approved Integrated Turnover Plan within timeframes as directed by DHS.	The Supplier will implement the Integrated Turnover Plan within ten (10) months of Contract end date <u>or as requested by DHS to accommodate an amendment.</u> or as requested by DHS to accommodate an amendment.
3	The Supplier will provide DHS with a Turnover Results Report, which will document completion, and results of each step of the Turnover Plan.	The Supplier will provide Turnover Results Report no later than four (4) months following DHS approval of the turnover of operations.
4	The Supplier will provide updates, as requested approximately four (4) months prior to the end of the Contract or any Contract extension <u>or any Contract amendment</u> or any Contract amendment , for: a. Replacements for all data and reference files, computer programs, control language, and system software; b. All other documentation as required by DHS or its agent to run acceptance tests.	The Supplier will provide updates as requested, approximately four (4) months prior to Contract end date, or extension, <u>or amendment</u> or amendment deadline.

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ID	Turnover and Closeout Service Level Agreement	Due Date or Operational Expectation
5	<p>The Supplier will provide training to DHS, its agents, and Successor Supplier(s):</p> <p>a. Begin training DHS staff or its designated agent staff in the operation of the MMIS and Enhancements as requested, approximately six (6) months prior and completed at least two (2) months prior to the end of the Contract or any Contract extension or amendment amendment;</p> <p>b. Begin training Successor Supplier(s) staff at least four (4) months prior to the final Contract or amendment amendment closeout period, provided in a sequence and order that ensures “Just in time” knowledge transfer to the Successor Supplier(s) qualified, experienced, and knowledgeable staff. Training will be completed at least six (6) weeks prior to the Successor Supplier(s) management and control of a MMIS Module, service, or business area operation’s function.</p>	<p>The Supplier will complete training at least four (4) months prior to Contract end date, extension, or amendment deadline, extension, or amendment deadline.</p>
6	<p>The Supplier will, at no cost to DHS, be responsible for and correct any malfunctions that existed in the system prior to turnover or that were caused by lack of support at turnover, as may be determined by DHS. The Supplier will provide a corrective action plan for all malfunctions identified by DHS.</p>	<p>The Supplier will submit Corrective Action Plans within a timeframe agreed upon between the Supplier and DHS based on the criticality and business impact of the malfunction, no later than within thirty (30) calendar days of notification by DHS of a system malfunction.</p>
7	<p>The Supplier will generate and provide all DHS-requested documentation and data for inclusion into a procurement library prior to the last year of the Contract or amendment amendment period as part of the turnover and closeout activities.</p>	<p>The Supplier will provide all requested documentation and data within ninety (90) calendar days of DHS’s request.</p>

Table 51: Turnover and Closeout Requirements

ID	Turnover and Closeout Requirement
8	<p>The Supplier will cooperate with DHS and the Successor Supplier(s) for finalization of the Supplier to Successor Supplier(s) staff transition plan.</p>

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ID	Turnover and Closeout Requirement
9	<p>The Supplier will provide the most recently updated and saved, according to Wisconsin record retention laws, copies of the following items to DHS at any time during the life of the Contract, as requested:</p> <ol style="list-style-type: none"> A complete copy of the most recent/current MMIS Source source source code for all Wisconsin Medicaid Enterprise programs, including online, batch, subroutines, and utilities; System software and services for all Wisconsin Medicaid Enterprise all Wisconsin Medicaid Enterprise production and test systems; Documentation and code for stored procedures, system parameters, tables, and Joint Integrated Implementation Plan(s) (JIP); Complete description of the hardware, software, and communications environment used by the Supplier in support of the MMIS all Wisconsin Medicaid Enterprise systems all Wisconsin Medicaid Enterprise systems; Updated turnover plan; Updated system and operational documentation; Documentation of the data model and data dictionary, including details descriptions of the data fields; All intranet and internet facing documentation, including documentation provided for public consumption via public portal websites.
10	<p>The Supplier will confirm a documented transfer of all management and administration artifacts, databases, communications, and materials on a medium approved by DHS.</p>
11	<p>The Supplier will provide all files, documentation, records, transaction information, and assistance to DHS as identified by the Successor Supplier(s) for the orderly and successful turnover of all Wisconsin Medicaid Enterprise systemsthe MMIS all Wisconsin Medicaid Enterprise Systems as directed by DHS.</p>
12	<p>The Supplier will develop, maintain, and provide access to those records, requirements, and parameters utilized to generate the records required by DHS oversight, State, and Federal auditors to monitor all performance requirements and standards.</p>
13	<p>The Supplier will supply all hardware and/or other media required by DHS in the transfer of data, files, and tables, having responsibility for all associated costs of transfer.</p>
14	<p>The Supplier will retain all artifacts generated to fulfill the obligations of this Contract according to the State of Wisconsin's record retention laws.</p>
15	<p>The Supplier will cooperate to avoid disruptions of processing and services provided to Members, providers, partners, external Stakeholders, Wisconsin Medicaid Enterprise Suppliers, and operational users of the system during turnover. They additionally will maintain fiscal agent responsibility through the effective date of the transfer of responsibility, through the completion of the final cycle processing, and through the completion of the reconciliation of final cycle processing conducted by the fiscal agent, including cycle data and report output.</p>
16	<p>The Supplier will confirm a documented termination and/or transfer to the Successor Supplier(s) for:</p> <ol style="list-style-type: none"> All telecommunications network services; Voice and data services used in DHS's operations; Website domain names; in the event a website domain name cannot be transferred, the Supplier will provide a redirect plan to route users to the appropriate new domain.

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ID	Turnover and Closeout Requirement
17	The Supplier will ensure that all published telephone numbers will transfer to either DHS or the Successor Supplier(s). In the event the respective carriers or DHS prohibit transfer, the Supplier will inform DHS of either action (transfer or termination) when taken and completed.
18	The Supplier will confirm a documented transfer of responsibility for all cost reimbursed, purchased, or leased equipment, software, and maintenance services to the Successor Supplier(s), with the exact transfer dates determined by DHS.
19	The Supplier will provide reports necessary to show operational and system throughput activity, processing backlog, data entry backlog, pending transaction status, and other performance items as directed by DHS.
20	<p>The Supplier will, when requested, provide at no charge to DHS:</p> <ul style="list-style-type: none"> a. The services of a full-time, onsite systems analyst who has worked on the Wisconsin Medicaid Enterprise Systems, including the MMIS, MMIS Medicaid Enterprise Systems, including the MMIS, at least two (2) years. This individual will possess knowledge of the business and system processes utilized to support the Wisconsin Medicaid Enterprise; b. The services of a full-time, onsite system architect who has worked on the Wisconsin Medicaid Enterprise Systems, including the MMIS, MMIS Medicaid Enterprise Systems, including the MMIS, component at least two (2) years. This individual will possess knowledge of the technical infrastructure, code, and software utilized to support the Wisconsin Medicaid Enterprise; c. These individuals will be required to be on site for ninety (90) calendar days following Contract termination or amendment; or amendment; d. The individuals proposed by the Supplier will be approved by DHS; e. The individuals will be required to accept work, assignment, and direction directly from DHS; f. The work assigned to these individuals will be to support post turnover activity; g. The individuals will maintain full access to all Supplier documentation generated to fulfill the obligations of the Contract.
21	The Supplier will provide unrestricted access to appropriate Supplier personnel for discussion of problems or concerns with DHS, any Wisconsin Medicaid Enterprise Supplier staff, and Successor Supplier(s) staff.
22	The Supplier will provide staff to perform regular quality assurance to ensure that Supplier meets all RFP-specified and contractual responsibilities.
23	The Supplier will cooperate with DHS, the Successor Supplier(s), and any Wisconsin Medicaid Enterprise Suppliers for the successful definition, execution, and results verification of the operational readiness planning, user acceptance test criteria, and final acceptance test checklists.
24	The Supplier will provide comprehensive turnover training to DHS users and partners and the Successor Supplier(s) qualified, experienced, and knowledgeable staff, as required for the successful adoption and operation of the MMIS-Wisconsin Medicaid Enterprise systems Wisconsin Medicaid Enterprise systems to the fulfillment of DHS's obligations to its providers, Members, partners, external Stakeholders, Wisconsin Medicaid Enterprise Suppliers, and operational users for delivery of Medicaid and non-Medicaid programs.
25	The Supplier will ensure all turnover training materials are an accurate reflection of current Wisconsin Medicaid Enterprise computing environments.

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ID	Turnover and Closeout Requirement
26	The Supplier's proposed solution will work with DHS to complete sunset of existing Module functionality and close-out activities with the culmination of full carve-out, and operational cost removal from the monthly invoices.

5.2.8 Operational Administrative Reporting

The Operational Administrative Reporting (OAR) functions include MMIS Report Access and Delivery and management reporting, monitoring, and analysis tools available to DHS staff through an online reporting system. To fulfill the operational reporting needs, DHS expects Suppliers to provide prompt availability of this data to provide reports on program information and forecasting in a centralized, highly accessible location.

Table 52: Operational Administrative Reporting Service Level Agreements

ID	OAR Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will make available all reports in accordance with the approved report generation schedule included in the Procurement Library.	The Supplier will ensure reports are available by 12 p.m. the business day following the scheduled generation date.
2	The Supplier will produce a Resource Allocation Report that includes summary information, forecasting resources assigned to projects, policy, or change order work on a timeframe and in a format approved by DHS.	The Supplier will ensure reports are available the first business day following the first week of the month.
3	The Supplier will generate, and provide all automated and ad hoc reports to DHS, within specified/required timeframes, that are necessary to support DHS administered programs; once generated, the Supplier's solution will provide said reports online via the Enterprise-Wide, content/document management solution.	The Supplier will provide reports within one (1) business day of request.
4	The Supplier will generate all reports in a format, medium, and time frame acceptable to DHS and CMS, without manual intervention or manipulation of data.	The Supplier will generate reports within one (1) business day of the completion of the processing cycle, unless otherwise agreed upon with DHS.
5	The Supplier will generate all necessary reports, as defined by DHS, to assist DHS in filing all required CMS daily, weekly, monthly, quarterly, and annual. The Supplier will deliver reports to designated users on the production date schedule identified.	The Supplier will generate reports within one (1) business day of the completion of the processing cycle.

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ID	OAR Service Level Agreement	Due Date or Operational Expectation
6	The Supplier will generate the Transformed Medicaid Statistical Information System (T-MSIS or its replacement) data (formerly CMS-2082) according to CMS media requirements and timeframes and submit a copy to DHS on specified media for review and filing and store the data in a DHS accessible format. Including documenting reasons for CMS-identified errors on T-MSIS data validation and implement changes to eliminate/reduce the number of errors.	The Supplier will report to DHS within one (1) business day of the completion of the processing cycle.
7	The Supplier will ensure the accuracy of all reports before delivery to DHS and support DHS staff with inquiries resulting from the balancing procedures including modifying or adding balancing procedures, as required by DHS and to correct problems and reprocess reports with identified and substantiated deficiencies.	The Supplier will reprocess reports within five (5) business days of identification.
8	The Supplier will perform minor changes to user screens as presented online (e.g., modifying field length, field name) upon approval of the change by DHS.	The Supplier will perform changes within five (5) business days of notification by DHS.
9	The Supplier will develop and maintain user manuals for the report access and delivery process online via the Enterprise-Wide, content/document management solution.	The Supplier will provide manuals within ten (10) business days of report.
10	The Supplier will provide a listing and analysis of all existing reports, which are utilized to support the DHS enterprise. The listing should include at least the following information for each report: a. Report Name b. Report Description c. Users d. Data source e. Frequency f. Format g. Ability to sort and organize report listings by DHS user defined configurations h. Query Logic i. Meta data j. Hot Link to most recent report k. Hot link to the data dictionary	The Supplier will provide a listing and analysis of reports quarterly, or updated within ten (10) business days of implementation or change to report.
11	The Supplier will develop a new or significantly revise an existing user screen as presented online upon approval of change by DHS (e.g., rearranging fields or displaying a new data element).	The Supplier will provide the change within twenty (20) business days of notification by DHS.

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ID	OAR Service Level Agreement	Due Date or Operational Expectation
12	The Supplier will provide a Configuration Management Summary report providing a high-level overview of any changes to the system baseline configuration and operational usage with content and in a medium and format approved by DHS.	The Supplier will provide the Configuration Management Summary report on the first business day of the months of January, April, July, and October.
13	The Supplier will produce an audit trail report on usage of the data in reports utilized to generate reports.	The Supplier will produce the audit trail report monthly.

Table 53: Operational Administrative Reporting Requirements

ID	OAR Requirement
14	The Supplier will operate and maintain the Management and Administrative Reporting function of the MMIS according to current and future Federal MMIS certification requirements, Part 11 of the State Medicaid Manual, and all DHS requirements.
15	The Supplier will provide centralized access to all data and supporting documentation used to generate all reports in a content, media, and format approved by DHS. Reports will be stored electronically and be capable of rapid and efficient retrieval using Windows-based menu- driven selection criteria.
16	The Supplier will provide a reporting solution that enables report modification tools and functionality to ensure compliance with changes in Federal reporting regulations, changes to standardized reporting elements, and new formats. Including maintaining and distributing up-to-date documentation to designated DHS users and/or locations.
17	The Supplier will allow users the ability, with help screens, to extract data from reports, manipulate the extracted data, and specify the desired format and media of the output including the ability to convert any data layout into a Human-Readable (in accordance with MITA standards) form structure that allows record navigation.
18	The Supplier will allow users the ability, with help screens, to extract data from the MMIS reports, manipulate the extracted data, and specify the desired format and media of the output.
19	The Supplier will provide a reporting solution that allows the flexibility to exclude or include data, report data separately among all programs, and provide information to support State and Federal program initiatives and reporting requirements.
20	The Supplier will make all system-wide generated reports available to DHS in the following formats: <ul style="list-style-type: none"> a. Letter or legal size paper; b. Landscape or portrait orientation; c. Laser print with scalable screen and print fonts; d. Single-sided or double-sided print; e. Online (e.g., PDF); f. Customization of report templates; g. Standard format that includes header, footer, and other fields as defined.

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ID	OAR Requirement
21	The Supplier will provide, operate and maintain industry-specific tools such as the following and any additional learned from the Takeover planning process or Enhancement phase of the project (e.g., Groupers, Risk Adjustments, and Healthcare Specific Data Sets).
22	The Supplier will support automatic Windows-based report production and distribution to DHS via the State LAN, as well as a process to import reports/data/information that may then be transferred by State's email system.
23	The Supplier will cooperate to provide an integrated operations reporting solution that provides online access to real time operational reporting information and provides configurable dashboard capabilities to meet the reporting needs of DHS and other users. The integrated operations reporting solution will be hosted and maintained by the Supplier with information and data provided from other Suppliers as necessary.
24	The Supplier will cooperate with all DHS-identified Suppliers to develop and implement the integrated operations reporting solution.
25	The Supplier will compile and aggregate the necessary data for the State and Federal reporting, including reports that use both fee-for-service and encounter data in formats specified by DHS and CMS.
26	The Supplier will provide access at the report level to individuals based on business need, including remote user access to the system outside of DHS but within the State network.
27	The Supplier will generate all reports necessary for management and monitoring of the Financial system, including any ad hoc reporting as requested to meet DHS needs.
28	The Supplier will provide a summary of the Modifications in a report layout as specified by DHS including the following items: a. Number of Modifications by type or class; b. Number of active Modifications (by current month, year); c. Number of completed Modifications (by current month, year); d. Budget and schedule deviations, identified issues, proposed solution, and status.
29	The Supplier will provide listings of any/all system maintained files, databases, or data as requested by DHS, including file search by a variety of parameters and save capabilities for reports.
30	The Supplier will develop user manuals that are maintained online in the Integrated operations reporting solution for the report access and delivery process.
31	The Supplier will provide technical assistance as needed to assist users in researching problems, reviewing production outputs, and understanding report formats.
32	The Supplier will support a variety of media for displaying requested information online, as well as including both hard and soft copies, of report results. Output standards will meet Industry Standards for legibility, timeliness, and appropriateness of presentation to the purpose of the information.
33	The Supplier will create production reports that display the generating program identification name and /or number. This display will be consistent from report to report with DHS-approved headers and footers.

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ID	OAR Requirement
34	The Supplier will enable a comprehensive report archival system or process that is in compliance with current Wisconsin records retention standards and is accessible through an Enterprise-Wide content/document management system.
35	The Supplier will analyze the databases and infrastructure to optimize performance on an ongoing basis. Supplier will provide reporting of optimization annually, or after any major system change, to meet or exceed performance requirements or as requested by DHS.
36	The Supplier will make recommendations on an ongoing basis regarding optimized reporting templates based on evolving Industry Best Practices that would generate a broad scope of information typically sought by Medicaid agencies to assist program management, quality improvement, and decision making.
37	The Supplier will complete and submit an Operational Trouble Report for physical documentation of the verbally reported system and/or non-system based problem, defect, or deficiency to DHS.

5.2.9 Continuity of Operations

The Continuity of Operations business function provides the framework for reconstructing vital operations to ensure the safety of employees and the resumption of time-sensitive operations and services in the event of an emergency, and it establishes notification procedures to affected Stakeholders across the enterprise. In the integrated environment of DHS’s Wisconsin Medicaid Enterprise, planning for recovery and continuing operations is necessary to ensure the delivery of vital services to Stakeholders. The Supplier will be responsible for submitting and continuously updating disaster recovery and continuity of operation plans as the enterprise evolves and coordinate these plans with Stakeholders across the enterprise into DHS’s overall disaster recovery and continuity of operations plans. DHS seeks a Supplier capable of planning and implementing disaster recovery and continuity of operation plans in compliance with DHS, NIST, HIPAA, and CMS standards and utilizing the appropriate infrastructure.

The Supplier will provide for the capabilities necessary to continue vital operations for Stakeholders. This includes the ability to restore systems and business processes in accordance with their criticality to the enterprise. The Supplier’s solution will include flexibility in the planning and infrastructure support to evolve with the enterprise and provide for ongoing, reoccurring full scale and simulation testing of all plans to ensure capabilities.

Table 54: Continuity of Operations Service Level Agreement

ID	Continuity of Operations Service Level Agreement	Due Date or Operational Expectation
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ID	Continuity of Operations Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will provide, test, update, maintain, and submit, for DHS review and approval, a Business Continuity/Cyber Incident Response/Disaster Recovery (BC/CIR/DR) Plan that is aligned to NIST CP-2 and NIST 800-53 standards and meet all Federal (CMS Standard and the associated Risk Management Handbook Procedures; CMS-CISO-2014-vIII-std4.4 or its replacement) and State standards on an annual basis or more frequently as directed by DHS, such as after a major system change that materially affects the BC/CIR/DR Plan.	The Supplier will submit to DHS annual BC/CIR/DR Plan within thirty (30) calendar days of the start of the calendar year and update ten (10) calendar days prior to the implementation of a major system change requiring modifications to BC/CIR/DR Plan.
2	The Supplier will perform annual DR/BC exercises. Exercises will include activities selected from the overall plan to verify the viability of each BC/CIR/DR Plan in accordance with NIST CP-4 standards. Exercises will also be performed after major system changes as required by DHS. The Supplier will document all testing activities and report to DHS instances where appropriately trained personnel were unable to complete the necessary recovery procedures. The Supplier will adjust contingency and training plans to correct the identified plan deficiencies and present updates to DHS for approval.	The Supplier will provide annual test reports to DHS within five (5) business days of exercise, BC/CIR/DR Plan reports within one (1) business day of incident, and BC/CIR/DR Plan updates within one (1) business day of identified deficiency.
3	The Supplier will evaluate systems and business processes in collaboration with DHS for criticality and necessity to determine appropriate return to operations timeframes during development of both the initial and ongoing BC/CIR/DR plans.	The Supplier will ensure the proposed solution allows for a maximum Return to Operations (RTO) of one (1) hour for key systems and business processes.
4	The Supplier will provide DHS-authorized individuals access, in accordance with the procedures set forth in the BC/CIR/DR Plan, to inspect the disaster recovery back-up site and procedures at any time with twenty-four (24)-hour notification.	The Supplier will: <ul style="list-style-type: none"> • Provide DHS-authorized individuals access to the disaster recovery back-up site with twenty-four (24) hour notification • Provide a report resulting from the back-up site review to DHS within five (5) business days of the review.
5	The Supplier will provide training to Supplier staff and DHS identified Stakeholders on the execution of the Business Continuity Plan prior to implementation of the new MMIS and Modules and annually thereafter or more frequently as directed by DHS.	The Supplier will provide training a minimum of thirty (30) business days prior to implementation of the system, with the implementation of major changes, and on annual basis to the BC/CIR/DR Plan.

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ID	Continuity of Operations Service Level Agreement	Due Date or Operational Expectation
6	The Supplier will identify the applicable Supplier provided business processes, including systems and operations under the auspices of Subcontractors that are essential for Wisconsin to maintain mission critical functionality and key personnel to be contacted at the time of an event.	The Supplier will review all new Supplier provided business processes for impact on mission critical functionality and update DR/CIR/DR plans prior to new business process implementation. Supplier will review all functionality at least annually. The Supplier will update key personnel contact information immediately upon change.

Table 55: Continuity of Operations Requirements

ID	Continuity of Operations Requirement
7	The Supplier will ensure the BC/CIR/DR Plan provides a framework for reconstructing vital operations to ensure the safety of employees and the resumption of time-sensitive operations and services in the event of an emergency, provides for initial and ongoing notification procedures, and complies with all NIST 800-61 standards.
8	The Supplier will ensure that the BC/CIR/DR Plan operational and system functions, including systems and operations under the auspices of Subcontractors, will adhere to HIPAA and NIST standards. These functions may not and cannot be performed and/or stored outside of the continental US (CONUS).
9	The Supplier will ensure collaboration with DHS to develop tiers of criticality, order of priority, and SLAs during BC/CIR/DR Plan execution.
10	The Supplier will provide an up-to-date copy of the BC/CIR/DR Plan in a secure, highly accessible, centralized online location and at an offsite location approved by DHS.
11	The Supplier will implement a DHS-approved alert process to handle system-related issues, including notifying DHS identified contacts in accordance with the BC/CIR/DR Plan.
12	The Supplier will provide for back-up capabilities at a geographically separate remote site(s) from the Supplier's primary site(s) in accordance with the standards set forth in the BC/CIR/DR Plan.
13	The Supplier will provide an adequate back-up and recovery system in compliance with State and Federal rules and regulations to ensure full back-up, including the use of offline backups.
14	The Supplier will support an Enterprise-Wide evolving approach to disaster recovery and continuity of operations needs as the Wisconsin Medicaid Enterprise transforms. The solution will allow for both hot and cold backups, in accordance with the approved BC/CIR/DR and the criticality and necessity of systems, to eliminate data loss and minimize disruptions to Stakeholders.

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ID	Continuity of Operations Requirement
15	The Supplier will ensure that personnel who are responsible for systems recovery are trained in accordance with Federal Information Security Management Act (FISMA) standards and tested in their ability to execute the contingency procedures to which they are assigned.

5.2.10 Documentation

The Documentation function enables the creation, maintenance, storage, and management of the documentation for all technical and operational components of DHS’s Wisconsin Medicaid Enterprise. In a collaborative environment of multiple systems and increasing functions and sophistication, complete documentation is necessary for the successful operation of the Wisconsin Medicaid Enterprise. Centralized, targeted, and up-to-date documentation ensures Stakeholders will have a full understanding of the systems and processes of the Wisconsin Medicaid Enterprise. To fulfill the documentation needs, DHS expects Suppliers to engage in continuous maintenance, review, and quality assurance of all documentation to ensure completeness and accuracy, and the access of all documentation to be centralized and presented in a manner that allows for ease of use. For DHS to effectively monitor MMIS functions, the Supplier will provide secure access to all MMIS software and system software libraries to approved DHS partners and personnel for monitoring the accuracy of documentation and review of Enhancements or modifications of the MMIS.

Table 56: Documentation Service Level Agreements

ID	Documentation Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will develop and maintain a documentation development, maintenance, and quality review process coordinated with the System Integrator and PMO Supplier that ensures regularly scheduled interval reviews for changes, refinements, updates, and document retirement. Current document owners will be consulted during routine document maintenance and development.	The Supplier will adhere to all documentation development, review, approval, and quality assurance timelines specified in the Document Development, Maintenance and Quality Review process.

Table 57: Documentation Requirements

ID	Documentation Requirement
2	The Supplier will ensure that documentation adheres to applicable International Organization for Standards (ISO) recommendations, based on DHS-approved SDLC guidelines, and follows all DHS publication or documentation styles and standards.
3	The Supplier will provide a documentation format and structure that allows users to easily understand and access related functions.
4	The Supplier will ensure all documentation standards apply to all internal, external, paper copy, electronic, and system/operational/technical documentation.

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ID	Documentation Requirement
5	The Supplier will ensure all documentation will be written in-line with the function of the documentation and the intended audience's skill set.
6	The Supplier will exclude references to the Supplier by name, trademark, logo, or any other identifying information in or on any documentation.
7	The Supplier will create and maintain all system and technical documentation for all applications, products, and systems. System and technical documentation will utilize DHS-approved language, diagrams, and structure.
8	The Supplier will include, as part of the documentation process and standards, a secure, highly-accessible, searchable, centrally located documentation repository that may be utilized for all Wisconsin Medicaid Enterprise documentation storage and retrieval. DHS, at their discretion, may utilize one or more document repositories for all documentation.
9	The Supplier will ensure all documentation is prepared and accessible using current DHS standard/approved software packages. All documents will be approved by DHS prior to publication.
10	The Supplier will provide new, routinely maintained, and updated documentation for all contracted functions in accordance with the DHS-approved documentation development, maintenance and quality review process; that is readily available online and electronically, maintained, retained, archived, and restored as required by all document and data retention laws, including any applicable litigation hold.
11	The Supplier will support the collaboration to create, implement and maintain a documentation standard that aligns with the standards and templates set forth by DHS, System Integration Supplier, IV&V Supplier and PMO Supplier and utilize the approved standard throughout the life of the Contract.
12	The Supplier will be responsible for all meeting materials, including agendas, minutes, supporting materials, and posting and distribution of material for review and approval. Exceptions: The PMO Supplier will hold responsibility in joint Supplier meetings, with the System Integrator holding responsibility for meetings in which the PMO Supplier is not present.
13	The Supplier will implement, maintain, and be responsible for the proposed documentation repository, including maintenance and upkeep to ensure the documentation repository stays current with all functionality necessary to meet all documentation standards and requirements.
14	The Supplier will document and publish all operational, system, and technical processes as relates to their responsibilities under this contract as part of maintenance and anything discovered as part of the Takeover planning process.
15	The Supplier will maintain a complete and accurate audit trail record of all changes made to documentation. This audit trail will cover the complete life cycle of the documentation from inception to retirement.
16	The Supplier will maintain an electronic tracking, routing, and archiving system for documentation that will record all activities associated with the creation and maintenance for all documentation.
17	The Supplier will ensure appropriate documentation is directly integrated into the operational (e.g., MMIS) systems, where appropriate, for users. The documentation will be centrally located, accessible through the operational systems, and managed to allow for mass updates to documentation integrated into multiple areas of the operational systems.

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ID	Documentation Requirement
18	The Supplier will, at no additional cost, turn over all documentation to DHS as specified during Contract closeout and turnover activities; DHS will retain ownership of all documentation created to support the fulfillment of the obligations under this Contract.

5.2.11 System Compliance and Security, Testing and Certification

DHS seeks a Supplier to takeover and maintain the existing systems compliance and security aspects of the MMIS. Essentially, the Supplier must ensure that system compliance and security are maintained and are fully supported through all phases of this solicitation’s resulting Contract.

The System Compliance and Security requirements have been organized into two broad sections that include the following areas:

- System Compliance and Security Requirements
- Testing and Certification Requirements

System Compliance and Security Requirements

MMIS Compliance requires that the Supplier implement and operate a Federally certified MMIS. The Supplier is expected to maintain Security and HIPAA compliant systems and comply with Security and HIPAA required policies and procedures.

Security defines DHS’s policy and requirements on security system capabilities, operational capabilities, and Deliverables. The Supplier will ensure that systems maintain system security as well as ensure that Systems Security Requirements are met.

The following System Compliance and Security requirements represent the operational expectations and SLAs requiring Vendor response.

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Table 58: Compliance and Security Service Level Agreements

ID	Compliance and Security Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will ensure the system(s) is compliant upon Takeover and remains compliant with all Federal regulations and standards, proven through independent third party risk assessment. This assessment will be conducted at no cost to DHS and by a DHS-approved third party that maintains no financial or controlling relationship with the Supplier. The Supplier will be responsible for modifications to remain compliant, including compensating controls to mitigate gaps.	The Supplier will conduct the assessment at a minimum annually.
2	The Supplier will ensure the system(s) maintains compliance with current and future security, privacy, accessibility, and certification laws (State and Federal), regulations, policies, and guidelines relevant to system security, confidentiality, integrity, availability, and safeguarding of information, throughout this RFP, and any additional laws, regulations, policies, and guidelines that are learned from the Takeover planning process. Where any of these overlap, the Supplier will ensure that the system(s) will always strive to attain the more stringent policy. Supplier retains responsibility for all modifications to the system(s) to maintain compliance at no cost to DHS.	The Supplier will notify DHS within one (1) business of discovery of non-compliance.
3	The Supplier will ensure the confidentiality, integrity, and availability of Electronic Protected Health Information (ePHI). Further, the Supplier will ensure the system supports integrity controls to guarantee that transmitted ePHI is not improperly modified without detection. Any successful or unsuccessful attempts of modification of ePHI should be reported to DHS.	The Supplier will notify DHS within thirty (30) minutes of any improper or unauthorized attempt at modification of ePHI.
4	The Supplier will propose, implement, and maintain, for DHS approval, a security access and management plan for granting, monitoring, tracking, and storage of all user access.	The Supplier will manage in accordance with approved security access and management plan.
5	The Supplier will implement policies and procedures for guarding, monitoring, and detecting malicious software (e.g., viruses, worms, malicious code), implement controls based on trends, and report all discoveries to DHS.	The Supplier will notify DHS within thirty (30) minutes of discovery of malicious software.
6	The Supplier will monitor data behavior such that, when there are anomalies or errors that could indicate a compromise, Supplier will report results, develop a corrective action plan, and remediate each occurrence.	The Supplier will notify DHS within thirty (30) minutes of identification of abnormal data behavior.
7	The Supplier will propose, for DHS approval, and implement system controls to ensure system security during software program changes and promotion in any environment that contains regulatory data. The Supplier will report any successful or unsuccessful security breaches during the software change or promotion.	The Supplier will notify DHS within thirty (30) minutes of identification of any successful or unsuccessful security breach.

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ID	Compliance and Security Service Level Agreement	Due Date or Operational Expectation
8	The Supplier will ensure that all applications are protected against unauthorized access according to State and Federal guidelines. Additionally, all transmission lines and communications services and linkages between the data and each information system, and between each system and the LAN, will be secure from unauthorized access at all times. All attempts of unauthorized access will be reported to DHS.	The Supplier will notify DHS within thirty (30) minutes of identified unauthorized access requests.
9	The Supplier will monitor and provide DHS-approved metrics and reporting on system security, privacy, confidentiality, accessibility, and integrity on a weekly and monthly basis.	The Supplier will notify DHS within thirty (30) minutes of occurrences of successful breaches of system security and/or attempts to breach system security.
10	The Supplier will maintain a Security Breach Response Team available 24 x 7 and within five (5) minutes of notification of an incident to respond to security violations and breaches (physical and electronic); this includes communications to a defined list of personnel at DHS (tied to COOP/DR). DHS staff will be informed of response plan, including specific steps and timeframes for resolution.	The Supplier will initiate communications with DHS staff during an incident that will be hourly and progressive.

Table 59: Compliance and Security Requirements

ID	Compliance and Security Requirement
11	The Supplier will monitor and enforce all access criteria in accordance with DHS security access and management policies and provide a flexible security management solution capable of maintaining compliance with future DHS security access and management policies.
12	The Supplier will provide a network infrastructure solution that will be self-contained and in its own security perimeter. In securing the perimeter of the Supplier's network, the use of current and supported International Computer Security Association (ICSA) compliant firewalls is required.
13	The Supplier will ensure all systems undergo Industry Standard security testing (penetration, physical security, web application, social engineering, and vulnerability tests) on a frequency defined by DHS. This security testing will be conducted at no cost to DHS and by a DHS-approved third party that maintains no financial or controlling relationship with the Supplier. Additionally, the Supplier will provide documented testing results and produce corrective action plans for any deficiencies identified as well as be responsible for modifications to remain compliant.
14	The Supplier will implement Security Incident and Event Management System on an independent server, provide tools and grant access to DHS, DET and other DHS-authorized Stakeholders for analysis and reporting activity on the security log files.
15	The Supplier will provide a DHS-approved, user-centered designed and intuitive interface for Security Administrators to grant, track, manage, and revoke access for individuals. System will also provide auditing capabilities for approved audit resources.

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ID	Compliance and Security Requirement
16	The Supplier will maintain system and access log files for all system(s) and for such time as designated by DHS. These log files will contain a complete accounting of all activity for a given system. Supplier will provide DHS-authorized Stakeholders access to all logs and provide the ability to perform ad hoc reporting.
17	The Supplier will issue notice of privacy practices to Members via postal service unless user self-identifies as a portal user and consents to and receives notices electronically. The notice will include documentation and notification to the Member at the time of enrollment and every three (3) years about how to access the notification or as required by law or DHS. In addition, if a new law requires significant changes to the notices, the new notices will be resent out if the law requires. The Supplier will document in Member record the date(s) of distribution of notices and date of return if undeliverable. All such documentation will be maintained a minimum of six years per HIPAA.
18	The Supplier will design and execute security testing to prevent unauthorized access to the system (intrusion detection and vulnerability testing) at a frequency defined by DHS, and provide a report of all findings to DHS.
19	The Supplier will ensure that all Subcontractors that have access to protected health information/confidential data sign and comply with a Business Associate Agreement (BAA), which contains all requirements mandated by the BAA on file between the Supplier and DHS, and comply with HIPAA regulations for such agreements. Further, the Supplier will ensure that all individuals having access to the confidential data will agree in writing to abide by State and Federal rules and policies related to confidentiality at the time of hire and annually.
20	The Supplier will ensure all data is restricted to the continental United States (CONUS).
21	The Supplier will provide a flexible solution that is positioned to effectively meet the requirements of future changes to HIPAA regulations at no additional cost to DHS .
22	The Supplier will ensure various levels of security within the enterprise system(s) applications in accordance with DHS policy, guidance, and procedures.
23	The Supplier will provide a NIST based data classification schema with data items flagged to link them to a classification category and has an access privilege scheme for each user that limits the user's access to one or more data classification categories.
24	The Supplier will establish, enforce, document, communicate, and seek DHS approval of responsibilities, processes, and procedures for all usage types, in accordance with State and Federal standards and laws.
25	The Supplier will ensure system capabilities include NIST role based access control (e.g., add, update, read, delete) and how roles should be available in the system. Supplier will provide tools for identified DHS staff to define various roles.
26	The Supplier will implement online security checks, including security by individual, location, files, and fields, before allowing access to any DHS files, including data, software, resources, code or any other files resident with or accessed by DHS.
27	The Supplier will ensure the system independently stores and tracks all security, privacy, or access request and approval documentation, as required by the most stringent relevant Federal regulation (CMS, NIST).

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ID	Compliance and Security Requirement
28	The Supplier will propose a solution that ensures complete segregation of DHS data from other Supplier customers in order to prevent the access of DHS data from unauthorized parties. All access requests will be approved by designated DHS staff. The proposed solution will comply with all court ordered or warranted requests for data access.
29	The Supplier will provide Internet security functionality to include the use of firewalls, intrusion detection/intrusion prevention (IDS/IPS), https, encrypted network/secure socket layer (SSL), and security provisioning protocols such as secure sockets layer, and Internet protocol security (IPSEC), as well as provide data loss prevention tools (DLP) and use supported certificates.
30	The Supplier will implement and maintain a secure environment for both online and batch access to DHS data through the use of a fully functional and documented security software package for all environments. This secure environment will include web application testing protocols, the use of code review software and secure file transfer meeting FIPS 140-2 standards, or FIPS 140 standards as adopted by NIST; enabling all reporting of testing and review activities available to DHS.
31	The Supplier will encrypt data at rest and backed-up data per FIPS 140-2 Standards.
32	<p>The Supplier will ensure that the system(s) provides three (3) types of controls to maintain data integrity:</p> <ul style="list-style-type: none"> a. Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring; b. Detective Controls: Controls designed to identify errors and unauthorized transactions which have occurred in the system; c. Corrective Controls: Controls to ensure that the problems identified by the detective controls are corrected. <p>These controls will be in place at all appropriate points of processing to comply with HIPAA standards; should the proposed solution not meet these standards, compensating controls, approved by DHS, will be implemented.</p>
33	<p>The Supplier will ensure the system contains a data definition for the Designated Record Set (DRS) that allows it to be included in responses to inquiries and report requests, as well as:</p> <ul style="list-style-type: none"> a. Provide the capability to respond to an authorized request to provide a report containing the DRS for a given individual. b. Ensure the system provides the capability to identify and note amendments to the DRS for a given individual. <p>All such documentation will be maintained a minimum of six (6) years per HIPAA.</p>
34	The Supplier will provide a DHS-approved method to de-identify data, along with the provision of HIPAA Compliant statistical certification on the de-identification of data.
35	The Supplier will designate a full time privacy and security officer to ensure and maintain compliance with HIPAA and NIST standards.
36	The Supplier will provide training to DHS staff in the use of the security management system for both initial implementation and ongoing operations. In addition, the Supplier will provide workforce security awareness through such methods as security reminders (at log on or screen access), training reminders, online training capabilities, and/or training tracking.
37	The Supplier will conduct a review of all access rights and update access rights quarterly or upon request of DHS. Supplier will produce a report listing all review activities and actions. All such documentation will be maintained a minimum of six (6) years per HIPAA.

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ID	Compliance and Security Requirement
38	<p>The Supplier will ensure the system:</p> <ul style="list-style-type: none"> a. Verifies the identity of all users and denies access to invalid users; b. Supports a user security profile that controls user access rights to data categories and system functions; c. Maintains a list of users and their security profiles, including updating security files with DHS-approved additions of new staff and changes to existing security profiles and staff terminations; d. Provides two-factor authentication that is scalable and aligns with Federal guidelines; e. Initially grants users accounts with no access rights and builds each user's security rights profile based on user role and approved security access.

Testing and Certification Requirements

MMIS Certification focuses on system functionality. The Supplier will demonstrate those functions that demonstrate DHS's ability to meet the systems testing and certification-related requirements.

It is the vision that the end-to-end integration environment will coexist with other Suppliers. This shared environment will allow for complete testing and certification across all Wisconsin Medicaid Enterprise components utilizing similar capacity and data sets and will require cooperation and coordination across all Suppliers. For certification to be successfully bestowed, all testing environments will be consistent with the approved integrated SDLC process that allows DHS and the Suppliers to monitor the accuracy of the System and completely test proposed changes to the System without affecting normal operations. These environments must maintain the computing capacity to fulfill all testing obligations of the integrated SDLC process. Therefore, this section includes requirements to ensure that new, modular/integrated, Enterprise-Wide Certifications are met.

The following Testing and Certification requirements represent the operational expectations and SLAs requiring Vendor response.

Table 60: Testing and Certification Service Level Agreements

ID	Testing and Certification Service Level Agreement	Due Date or Operational Expectation
39	<p>The Supplier will cooperate to make the development and test system environment available to the development team, production support and help desk, trainers and trainees and any other approved users for these environments as defined by DHS.</p>	<p>The Supplier will ensure the system is available 100 percent of the time Monday through Friday 6 a.m. to 6 p.m. CT, excluding factors outside of Supplier control and scheduled maintenance.</p>

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ID	Testing and Certification Service Level Agreement	Due Date or Operational Expectation
40	The Supplier will cooperate to develop, maintain, and submit for DHS approval all SDLC documentation, including all requirements, test planning, technical specifications, and test results as updated or following each approved project milestone.	The Supplier will submit SDLC documentation within thirty (30) calendar days of approved milestone.
41	The Supplier will ensure compliance with adherence to the March 21, 2016 CMS Medicaid Enterprise Certification Life Cycle (MECL) requirements in order to obtain enhanced funding and CMS certification.	The Supplier will ensure compliance is managed in accordance with approved Integrated System Testing Plan.
42	The Supplier will cooperate to provide to the SI and PMO Suppliers reports to show all current systems work broken out by System. This report will be generated on a basis to be determined by DHS.	The Supplier will provide the report monthly.
43	The Supplier will cooperate to respond, in writing, with resource, hour, and schedule estimates for all system modification efforts requested by DHS according to the Integrated Change Management plan.	The Supplier will respond within ten (10) business days of receipt of a system modification effort request, unless otherwise specified by DHS.

Table 61: Testing and Certification Requirements

ID	Testing and Certification Requirement
44	The Supplier will provide, for DHS approval, a comprehensive test plan that includes the test approach and tools. This test plan will be used to complete testing and provide the documented test results to DHS for review and approval prior to placing a component in a computing environment beyond development/unit test.
45	The Supplier will conduct development walkthroughs as appropriate to demonstrate to DHS that all System functions have been completely and accurately planned, developed and unit-tested as well as record problems using the DHS-approved online integrated Defect Management tool.
46	The Supplier will use results of testing activities and lessons learned in the SDLC process to reduce the occurrence of defects in future projects (continuous improvement).
47	The Supplier will provide secure access as applicable and appropriate to the development and test environments to a subset of Authorized Users. Authorization will be by implementation track within each environment. Some of the users will be DHS-authorized Suppliers supporting development and/or testing activities.

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ID	Testing and Certification Requirement
48	<p>The Supplier will provide multiple computing environments that have the same database management tools, hardware, software operating system, and utilities that are installed in the production environment to support the following:</p> <ul style="list-style-type: none"> a. Development; b. System Testing; c. User Acceptance Testing; d. Production Operations; e. Training; f. End-to-End Integration; g. Production Simulation.
49	<p>The Supplier will provide DHS Development Staff remote access to the development/test environments that conforms to the security protocols used by DHS.</p>
50	<p>The Supplier will provide weekly updates and performance metrics on unit testing and development progress to DHS as part of the weekly status reports.</p>
51	<p>The Supplier will define, develop, and maintain a development/test environment data refresh process that allows for a standard refresh schedule, DHS-approved exceptions, and ad hoc requests.</p>
52	<p>The Supplier will ensure development/test environments have sufficient security to prevent unauthorized physical, system, and remote access.</p>
53	<p>The Supplier will ensure development/test environments enable access to appropriate devices and resources required to connect to the DHS environment.</p>
54	<p>The Supplier will ensure the various test environments, based on DHS standards and approval, will mask critical and sensitive data fields, especially data classified as PHI and PII data.</p>
55	<p>The Supplier will cooperate to identify and provide to the DHS-identified Suppliers, the applicable Deliverables for each milestone that meet the requirements of system development, testing, and implementation subject to DHS approval.</p>
56	<p>The Supplier will cooperate with other project Suppliers to document an Integrated System Test Plan (STP) for testing and evaluating the results of the current and new project components integration and interoperability deployed in the MMIS solution constructed by the Suppliers.</p>
57	<p>The Supplier will identify in the STP (see RFP Section 4.1.3) the order by which the selected testing functions are to be performed during the project life cycle and combine testing functions that maximize testing efficiencies.</p>
58	<p>The Supplier will identify in the STP the appropriate overall testing activities in test plan(s), along with a detailed description of each of the planned tests.</p>
59	<p>The Supplier will provide in the STP optimal tests of the computing environments for performance tuning to establish baseline sizing and define benchmarks to size for future growth requirements, including capacity planning and utilization activities.</p>
60	<p>The Supplier will provide sufficient time and durations for testing, as stated according to DHS's Categories and Durations of Testing defined in this RFP.</p>

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ID	Testing and Certification Requirement
61	<p>The Supplier will include in the STP the proposed testing framework and methodology for requirements defined in this RFP. The STP requirements will ensure the testing functions performed:</p> <ol style="list-style-type: none"> Are iterative and repeatable; Are based upon the life cycle used; Are based upon the quality of test results produced by the testing activities; and Provide additional assurance that the project components will execute as stable, reliable, predictive, and consistent functions in a production computing environment.
62	<p>The Supplier will coordinate, through the STP, the structured test activities of the following:</p> <ol style="list-style-type: none"> DHS-approved data center computing environment(s), each one complete with its uniquely defined processing requirements; DHS Takeover oversight team; All business area operations or services plans; All data security and integrity requirements. <p>The structured tests consist of:</p> <ol style="list-style-type: none"> Data, test cases, use cases, and structured business rules; DHS-approved shared services modernization projects such as document scanning and imaging, end-to-end workflow automation; All other DHS-approved essential integration and interoperability aspects of the MITA TA, IA, and BAs incorporating the CMS mandatory and DHS-specific RRM (Reports, Reviews, and Meetings) contents.
63	<p>The Supplier will provide in the STP the testing methodology that accommodates comprehensive coverage of different types of testing (e.g., component, system, regression, integration, parallel, UAT, production), including definition of the following:</p> <ol style="list-style-type: none"> Testing environments; Categories of testing and testing objectives; Test Deliverables and artifacts; Test reviews and objectives; Testing roles and responsibilities; Testing preparations, tools, and techniques; Test automation tools; Production test data, test scenarios use cases; Test results repository and status reporting.
64	<p>The Supplier will provide in the STP a complete narrative and detailed plan of the test strategy, which DHS considers as foundational to the project's success. The STP guidelines for all Business Partner testing of the MITA BA applications, the MITA IA data, and the MITA TA computing technology and services are defined in this RFP.</p>
65	<p>The Supplier will provide in the STP content that describes the following:</p> <ol style="list-style-type: none"> Deliverable reviews; Roles and responsibilities; Support tools for business application/information and technology infrastructure testing to facilitate efficient, responsive, and secure use and operation of these applications.
66	<p>The Supplier will design and identify in the STP opportunities to reduce organizational risk, facilitate better Stakeholder resource forecasts, improve testing schedules, and lower the incidence of reactive break/fix episodes.</p>

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ID	Testing and Certification Requirement
67	The Supplier will provide in the STP, from an architecture perspective, a test plan for the application of services in a Service-Oriented Architecture (SOA) and the testing of the ways the service is used by business applications.
68	The Supplier will provide in the STP tests for the shared services defined in this RFP and as much as possible, reuse of test plans, test cases, test scripts, and test data using automated testing tools where applicable.
69	The Supplier will provide in the STP test cases and test scenarios for all configurable components, including third-party software, interoperable data exchanges, business logic, electronic data interchange (EDI), and associated test data preparations.
70	The Supplier will provide in the STP tests for every type of processing cycle, including daily, weekly, bi-weekly, monthly, quarterly, annually, year-end, financials, and specified/ad hoc requests.
71	The Supplier will include in the STP data refresh capabilities for every testing environment(s) that facilitates clean and adequate testing cycles, online and batch, for all test categories.
72	The Supplier will include in the STP test environment rollbacks (for new releases, versions, upgrades, and critical fixes) in the UAT and final acceptance test environments.
73	The Supplier will document in the STP all requirements testing assumptions, issues, and action items, including strategies to manage execution and quality risks.
74	The Supplier will include in the STP converted data validation tasks and activities prior to testing.
75	<p>The Supplier will work with the SI Supplier, IV&V Supplier and PMO Supplier to establish test frameworks to accommodate comprehensive coverage of all test objectives and will support all Suppliers and partners collaborating on the solution:</p> <ul style="list-style-type: none"> a. Infrastructure and Hardware: <ul style="list-style-type: none"> i. Data center computing environments ii. DHS Project Offices iii. Operations and peripherals iv. Shared Services Platforms; b. Software and Services: <ul style="list-style-type: none"> i. Project components ii. Shared Services iii. Peripherals; c. Interfaces: <ul style="list-style-type: none"> i. Intra-domain (Medicaid and Non Medicaid) ii. Inter-domain (Medicaid and Non Medicaid) iii. Trading Partner Agreements; d. Architectures: <ul style="list-style-type: none"> i. Technical ii. Information iii. Business
76	The Supplier will cooperate to provide access to the test environment and access to all project management tools to all authorized DHS staff.

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ID	Testing and Certification Requirement
77	The Supplier will work with the SI Supplier to identify and implement a robust automated testing tool that meets all stated requirements related to system testing and provides data and reporting to Authorized Users through various mediums including reports, dashboards, data extracts, and analytics interfaces.

5.2.12 Continuous Quality Improvement

Continuous Quality Improvement (CQI) business functions include the need for a Supplier who will collaborate with DHS staff to prepare, maintain, implement, and address quality assurance and improvement activities, and develop corrective action plans to maintain a quality system that meets or exceeds performance benchmarks.

The Supplier will be proactive in identifying, addressing, and maintaining quality improvement controls within the Wisconsin Medicaid Enterprise-Wide operations and reporting on issues and outcomes. The Supplier will plan, implement, endorse, and constantly improve a quality improvement program. DHS seeks a plan that conforms and is consistent with Six Sigma or other ISO (International Organization for Standardization), QMS (Quality Management System), TQM (Total Quality Management), SSAE-16 (Statement on Standards for Attestation Engagements), and Continuous Quality Improvement principles and standards.

Quality Assurance methodologies and activities include:

- a. Lead and coordinate quality assurance meetings.
- b. Maintain reports and Corrective Action Plans.
- c. Implement Quality Management Plans.
- d. Implement Improvement Plans.
- e. Provide dedicated staff to follow requirements under the Integrated Quality Management Plan (IQMP).
- f. Comply with Six Sigma or other ISO, QMS, TQM, SSAE-16, and Continuous Quality Improvement principles and standards.
- g. Lead and collaborate with DHS and all other Suppliers and partners to champion and implement improvement and quality control initiatives.

As part of CQI activities, it is also envisioned that the Supplier could be in receipt of performance incentives, as discussed in Section 7.11, when these basic requirements are met and exceeded and produce operational efficiencies and gains. DHS truly believes a Supplier that engages in a proactive continuous quality improvement driven paradigm serves the best interest

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for the Wisconsin Medicaid Enterprise. Vendors are encouraged to embrace this vision in the response to these requirements in accordance to all Section 4.0 Proposal Responses.

Table 62: Continuous Quality Improvement Requirements

ID	Continuous Quality Improvement Requirement
1	The Supplier will collaborate, prepare, maintain and implement an Integrated Quality Management Plan for DHS approval that, at a minimum, conforms to ISO, QMS, TQM, SSAE-16, and Continuous Quality Improvement principles and standards, and also sufficiently addresses the challenges represented within a multi-Supplier, integrated systems solution.
2	The Supplier will actively collaborate and work with DHS and all DHS identified Suppliers/partners to achieve and maintain quality system and operational services in accordance with DHS-approved performance metrics and benchmarks as well as implementing DHS-approved performance improvements, in a method and manner consistent with ISO, QMS, TQM, SSAE-16, and Continuous Quality Improvement principles and standards, for all Wisconsin Medicaid Enterprise-Wide services contained under the auspices of this RFP.
3	The Supplier will collaborate with DHS and DHS-identified partners to advance and implement the annual Enterprise business plan in order to implement efficiencies and improve MITA levels for both individual systems and the overall Wisconsin Medicaid enterprise.
4	The Supplier will take a proactive role in identifying and addressing quality control issues within the Wisconsin Medicaid Enterprise-Wide operations in the effort to meet or exceed performance benchmarks/metrics for DHS, as requested and/or detailed and outlined in the current version of the DHS-approved Integrated Quality Assurance Plan.
5	The Supplier will lead, coordinate, and be responsible for all quality assurance meetings, and any such meeting related, scheduling, material production, action items, storage and distribution, as requested and required under the IQMP and/or by DHS.
6	The Supplier will provide and maintain all quality assurance/continuous quality improvement reports as specified/requested/required by DHS or CMS, in a secure, central, highly accessible location.
7	The Supplier will monitor, evaluate, recommend, and implement as directed by DHS, new ways to reach Stakeholders using emerging technology.
8	The Supplier will support DHS in the administration of comprehensive and varied service delivery models, plans, and packages as directed by DHS.
9	The Supplier will, as part of the integrated quality assurance plan and when requested by DHS, actively collaborate and consult DHS in regards to the effects of proposed future and evolving payment methodology, as well as the scope of impact to all policies and programs administered by DHS.
10	The Supplier will provide authorized DHS staff access to all functions of the CTMS (Call Tracking Management System) to review cases, monitor activity, review performance metrics, and validate standards.
14	The Supplier will have the ability to systematically and manually perform program-specific functional screens/health needs assessments, including providing appropriate staffing to perform these functions prior to Member enrollment as defined by DHS.

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ID	Continuous Quality Improvement Requirement
4211	The Supplier will analyze and document incoming call/contact patterns to support development of outreach to designated Stakeholders or organizations as required by DHS for projects, programs, initiatives or issues.
4312	The Supplier will provide quality assurance standards for documenting, categorizing, and storing each Stakeholder contact and maintain detailed supporting notes and record the outcome and resolution of all interactions in a centralized location. This centralized location will be used to maintain Stakeholder profiles that allow consolidation of Stakeholder related interactions and integrated system data (e.g. claims, prior authorizations, correspondence).
4413	The Supplier will proactively identify and advise DHS of proposed changes to edits and audits to enhance processing and efficiency within the Wisconsin Medicaid Enterprise-Wide system. Supplier will process DHS-approved changes to edits and audits as directed and within the DHS-mandated timeframe.
4514	The Supplier will reduce unnecessary claims/encounter denials where provider/partners could submit additional information/corrections pre-denial for DHS-defined situations.
4615	The Supplier will submit and receive approval from DHS to implement and maintain standardized processes and procedures for identifying incoming document trends and the potential outreach and education opportunities resulting from these trends.
4716	The Supplier will provide and support quality assurance and improvement initiatives in the management of service delivery contracts and Suppliers.
4817	The Supplier will provide Medicaid modeling data to support budget forecasts and monitoring efforts, as well as Medicaid program modeling, including any additional data needed to support Medicaid program modeling which are learned from the Takeover planning process.
4918	The Supplier will provide adequate and dedicated staff to implement, monitor, and address all quality assurance and improvement activities required under the Integrated Quality Management Plan as it relates to the successful operation and performance for all Wisconsin Medicaid Enterprise-Wide systems and services contained under the auspices of this RFP.
2019	The Supplier will include a Supplier Quality Manager and other identified Key Staff who will lead dedicated QA staff to execute process improvements, across the Wisconsin Medicaid Enterprise that are consistent with Six Sigma or other ISO, QMS, TQM, SSAE-16, and Continuous Quality Improvement principles and standards.
2420	The Supplier will establish and report financial metrics, as directed by DHS, to monitor financial system accuracy and payment trends.
2221	The Supplier will analyze training assessments and reviews and submit a summary of the Supplier's analysis to DHS. The Supplier will also propose improvements to trainings to meet identified deficits and improve training materials and submit to DHS for approval.

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5.2.13 Training

Training business functions include needs for training planning and development, maintenance, and delivery across Supplier staff, DHS staff, providers/partners, Members, and any other DHS-identified internal or external Stakeholders.

Table 63: Training Service Level Agreements

ID	Training Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will collaborate with DHS to identify annual training needs, develop/draft an annual Training Plan and training materials for identified trainings, and submit the Training Plan for DHS review, and approval.	The Supplier will submit the Training Plan Draft a minimum of thirty (30) business days prior to the end of the calendar year.
2	The Supplier will review and update training materials in an agile, ongoing, iterative process in partnership with DHS staff and revise as needed to meet the needs of DHS and program changes.	The Supplier will review and update training materials a minimum of twenty (20) business days prior to the program changes for review and approval.
3	The Supplier will provide Web-Based Training (WBT) that is readily and highly accessible to users and includes a quick reference guide for all training documentation and FAQs.	The Supplier will ensure WBT is accessible to users 24/7.
4	The Supplier will conduct mock training sessions for DHS to provide final review and approval of training materials to ensure the trainings meet DHS needs and training objectives.	The Supplier will conduct mock training sessions a minimum of twenty (20) business days prior to the scheduled training for review and approval.
5	The Supplier will conduct training needs assessments with users to ensure that the collaborative development and maintenance of the Training Plan addresses the training needs of all Stakeholders and provides recommended training course lists to support each security role.	The Supplier will conduct the training needs assessments at least annually.
6	The Supplier will generate and maintain training metrics and feedback for all training sessions; within three (3) business days of each training session, Supplier will distribute these training metrics and feedback to DHS with a list of attendees, including DHS Staff (identified by agency, division, and bureau) and other Supplier staff.	The Supplier will deliver training metric reports within three (3) business days of training sessions.

Table 64: Training Requirements

ID	Training Requirement
7	The Supplier will follow and execute Industry Best Practices, standards, and trends for delivery and focus of training.

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ID	Training Requirement
8	The Supplier will develop and execute highly customizable (by program and audience needs) scheduled, ad hoc, and on-demand trainings as requested and defined by DHS, in accordance with timeframes approved by DHS; the Supplier will develop trainings for all DHS partners on all system/program/operational changes that occur over the life of this Contract.
9	The Supplier will provide, facilitate, and support outreach activities as defined and requested by DHS.
10	The Supplier will develop and conduct individual, small group, and large group trainings; virtual trainings; in-person and customizable on-demand trainings, and any other trainings as requested and defined by DHS.
11	The Supplier will perform analysis of Stakeholder interactions to determine needs for training, education, and outreach to all Stakeholders as identified by DHS.
12	The Supplier will provide all training attendees with assessment tools and evaluations to measure the effectiveness of the training received.
13	The Supplier will ensure that specified training modules include an electronic proficiency test. Specific course tracking for each trainee will also be included within the applications. For incorrect answers, the proficiency test will allow for multiple test attempts with testing standards for proficiency to be prescribed by DHS.
14	The Supplier will ensure the training environment mirrors and supports production security roles and access for all users.
15	The Supplier will provide evaluations of Enterprise-Wide processes to determine additional training needs.
16	The Supplier will cross train its staff to prevent loss of knowledge and expertise when staff leave, as well as to minimize negative impacts to project timelines due to resource availability; Supplier will also develop onboarding and training processes for new staff and turnover in staff.
17	The Supplier will maintain a complete and separate training environment that is solely dedicated to the development and delivery of training and does not contain any PHI or other DHS identified sensitive data.
18	The Supplier will continue to maintain a training environment with adequate logins for all users to learn and practice skills from their training courses; this training environment will have data refreshed on a schedule defined by DHS (as frequently as nightly) and will provide common scenarios for users to run with DHS-defined criteria.
19	The Supplier will provide the capability for users to register for trainings electronically; this capability will include a training calendar indicating the number of available open slots in each training session.
20	The Supplier will develop culturally competent training materials in compliance with ADA and Cultural and Linguistically Appropriate Services (CLAS) standards. Any identified changes to training materials to comply with this requirement will be addressed at no cost to DHS.
21	The Supplier will provide a dedicated training coordinator and training staff to meet the identified training needs of DHS.

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ID	Training Requirement
22	The Supplier will provide a central repository for all training materials, which will track the history of changes/approvals and allow for the retention of materials in accordance with DHS defined data retention policies.
23	The Supplier will provide hard copies of all training materials as requested and required for the training session.
24	The Supplier will provide an online tool where all training data, including the training assessments, will be accessible for DHS to pull and run reports using defined metrics.
25	The Supplier will maintain archives of all training materials as defined by DHS. All materials will be the property of DHS and will be readily accessible and available on demand to DHS.
26	The Supplier will make training available for a minimum of four (4) weeks after the implementation of a change or as agreed upon with DHS.

5.2.14 Document Management

The Document Management business area comprises the technology and operations to receive, send, process, and store documentation for the Wisconsin Medicaid Enterprise. At the heart of DHS’s documentation management strategy is the use of Electronic Document Management System (EDMS) technology to serve as a central repository for the storage and management of documentation across the enterprise. The EDMS receives documentation electronically and in hardcopy format, and DHS seeks a Supplier to manage the full life cycle of this documentation, from receipt and scanning to ultimate disposition of records through the use of technology and operations solutions.

DHS provides outgoing communications to a wide variety of Stakeholders that includes the use of standardized letter and form templates. The Supplier will implement, update, and maintain these templates for use across the enterprise. As part of this ongoing communication, DHS seeks a Supplier that provides a full range of printing services for all outgoing communications and continuously works with DHS to implement new and innovative communication methods that reduce reliance on paper printing and mailing costs.

DHS’s overall documentation management needs revolve around the necessity to have documentation available electronically to the appropriate Stakeholders. The Supplier’s document management solution will include strategies to reduce the lag between the receipt of documents and the availability to Stakeholders, provide an Enterprise-Wide view of documentation through linking and indexing strategies, and reduce effort necessary to find appropriate documentation.

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Table 65: Document Management Service Level Agreements

ID	Document Management Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will provide and utilize an EDMS to scan, index, validate, and store all DHS-identified documents. The system will maintain the ability to accept documents from all original hardcopy or electronic formats into the EDMS. All documents stored in the EDMS will be viewable through role-based security to DHS-authorized Stakeholders.	The Supplier will ensure all DHS identified documents are stored and viewable within one (1) business day of receipt.
2	The Supplier will develop, maintain, and store online, letter and form templates that can be configured and or updated.	The Supplier will ensure letter and form updates are completed and available for use within two (2) business days of request.
3	The Supplier will maintain the operational capacity to process all incoming mail, outgoing mail, return mail, and scanning operations to fulfill the requirements of this Contract.	The Supplier will ensure return mail is reviewed, processed, and tracked according to DHS guidelines within one (1) business day of receipt.
4	The Supplier will propose and implement, with DHS approval, strategies to reduce mailing costs.	The Supplier will provide an annual review of postage costs for all document types and proposed strategies to reduce postage costs.

Table 66: Document Management Requirements

ID	Document Management Requirement
5	The Supplier will take over or implement and maintain an electronic document management system (EDMS) that follows Industry Best Practices and includes and utilizes workflow capabilities, optical character recognition (OCR) technology, audit capabilities, redaction capabilities, and the ability to transmit documents and scanned data to DHS-authorized Stakeholders and systems across the Wisconsin Medicaid Enterprise and for all programs and business processes administered by DHS.
6	The Supplier will, in collaboration with DHS, develop, implement, and maintain procedures for the storage and destruction of all documents, both electronic and hard copies, in accordance with DHS policy and Wis. Admin Code Ch ADM 12 Electronic Records Management.
7	The Supplier will utilize the EDMS to systematically track, link, retrieve, and display related documentation.
8	The Supplier will maintain the capability for documents to be automatically imported and processed into the EDMS and workflow through a variety of means and media. The automatic importation of documents into the EDMS will include the capability to accept documents from all MMIS enterprise Suppliers.
9	The Supplier will fulfill document management and scanning capabilities using DHS-approved specifications and standards and maintain compliance with all State and Federal directives and rules.

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ID	Document Management Requirement
10	The Supplier will provide and maintain technology capabilities for remote scanning and uploading into the EDMS.
11	The Supplier will integrate and maintain all existing documentation from the current EDMS into their proposed EDMS solution.
12	The Supplier will provide the system and operational capacity to electronically accept and store documentation for all Wisconsin Medicaid Enterprise systems and Suppliers.
13	The Supplier will maintain scanning and OCR capabilities and compliance with the current version of all national and local forms.
14	The Supplier will implement and maintain optical character recognition tools that enable the OCR of both red and black forms.
15	The Supplier will employ address verification processes on all outgoing mail to ensure accuracy of mailings and reduce return mail processing costs.
16	The Supplier will print and mail checks in accordance with DHS procedures and schedules for all DHS administered programs.
17	The Supplier will maintain a mechanism for tracking and categorizing return “reasons” for all returned mail that is accessible to all authorized DHS-authorized Stakeholders and allows for standardized and ad hoc reporting.
18	The Supplier will obtain DHS approval prior to the implementation of new or updated letters and forms.
19	The Supplier will compile and provide all document management and workflow reports as specified in a format requested/required by DHS and CMS, in a secure, centralized, highly accessible location.
20	The Supplier will retain responsibility for the generation and printing costs of all DHS-approved letters and forms. Monthly postage costs will be billed directly to DHS.
21	The Supplier will propose, for DHS approval, implement, and maintain standardized processes and procedures for identifying incoming document trends and the potential outreach and education opportunities resulting from these trends.
22	The Supplier will implement and maintain bi-directional communication and data flow among the EDMS and other applications and partners within the Wisconsin Medicaid Enterprise.
23	The Supplier will collaborate with DHS, the PMO, and other DHS identified Suppliers and Stakeholders to propose, implement, and maintain standard document management and indexing strategies procedures.

5.2.15 Communications

The Communications business area provides mass written communications to a variety of Stakeholders, including providers/partners, Members, and any other DHS-identified internal or

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external Stakeholders, ensuring all communications are developed and delivered with an understanding of the DHS vision and communicate effectively with the audience.

Table 67: Communications Service Level Agreements

ID	Communications Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will complete publication and or printing of all communication materials within DHS-approved timelines.	The Supplier will complete publication of the approved materials within three (3) business days, or within timeline designated by DHS.
2	The Supplier will produce all notices, letters, and forms for designated programs as defined by DHS.	The Supplier will complete all notices, letters, and forms within the DHS agreed upon timeframe.
3	The Supplier will coordinate and complete the print and mail process for all communications as requested/required by DHS, and will include delivery tracking when required. Supplier will collaborate with DHS on timeframe for completion of the printing and mailing.	The Supplier will complete mailings within the DHS agreed upon timeframe.
4	The Supplier will notify DHS of all legislative, executive level, and media inquiries and forward any such inquires to DHS. The Supplier will not respond to legislative, executive level, or media inquiries unless directed by DHS.	The Supplier will notify DHS within one (1) business day.
5	The Supplier will identify and submit all communication materials to DHS for review and approval.	The Supplier will begin development of communication materials within three (3) business days of assignment by DHS, unless otherwise directed by DHS
6	The Supplier will track and respond to all correspondence received via any channel according to DHS guidelines and provide DHS online access to correspondence data.	The Supplier will respond to written correspondence using a DHS-approved standard format within five (5) business days of receipt.
7	The Supplier will continue to notify DHS of all suspected fraud reported by Stakeholders.	The Supplier will notify DHS within one (1) business day of receipt of a report of suspected fraud.

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Table 68: Communications Requirements

ID	Communications Requirement
8	The Supplier will communicate all policy and/or programmatic changes timely and accurately to affected internal and external Stakeholders (e.g., managed care, partners, providers) as prescribed by DHS.
9	The Supplier will implement and maintain a streamlined workflow process for initiating, assigning, drafting, revising, routing, publishing, and tracking communications through the life of the communication, from initiation of the communication through the retirement of the communication. Supplier will submit this workflow to DHS for approval and will provide DHS access to all aspects of the workflow and documentation as specified by DHS.
10	The Supplier will collaborate with DHS to develop and implement a unified communications management strategy for DHS communications to all Stakeholders and audiences. The unified communications management strategy needs to unify all modes of communication.
11	The Supplier will comply with all State and Federal policies, procedures, and requirements, as well as DHS-approved timelines, for all communications. Supplier will ensure all communications adhere to DHS styles and standards.
12	The Supplier will ensure all communications comply with ADA and Cultural and Linguistically Appropriate Services (CLAS) standards. The Supplier will also ensure communications for Members are written in plain language as defined by Federal Plain Language Guidelines.
13	The Supplier will develop and distribute, in collaboration with DHS and other Stakeholders, communications that are customizable by Stakeholder, program, and regions. Supplier will use distribution methods for these communications that are most appropriate for the intended audience(s).
14	The Supplier will provide translation services for written and oral communications in languages defined by DHS and will work with DHS approved translation Suppliers.
15	The Supplier will track effective and end dates for all communications, and will maintain a revision history that includes document version management as defined by DHS.
16	The Supplier will ensure that the Supplier's own name, logo, or any reference to the Supplier are not included in any public facing communications such as updates, handbooks, forms, other publications, or websites/portals, or on mailing or return envelope unless specified and prior approved by DHS.
17	The Supplier will ensure branding with the DHS logo in public facing communications in compliance with DHS styles and standards.
18	The Supplier will provide internal and external Stakeholders with online access to communications and communications documentation through role-based security, ensuring use of formats that are compatible with DHS-approved internet browsers and versions.
19	The Supplier will provide dedicated professional communications and training staff with the appropriate skills and experience to manage all communications to Stakeholders in various forms as defined by DHS.
20	The Supplier will provide Authorized Users the ability to update, maintain, and use communication distribution lists.

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ID	Communications Requirement
21	The Supplier will develop, update, and maintain highly configurable handbooks, user guides, companion guides, and manuals that have a clear structure, consistent level of detail, and are presented in logical order with robust searching functionality. Handbooks, user guides, companion guides, and manuals will be web-based, interactive, archival, and easily updatable across all locations. Handbooks, user guides, companion guides, and manuals will adhere to DHS styles and standards.
22	The Supplier will establish and provide a Member electronic case file that allows for centralized online storage of all letters/correspondence sent out to each Member, as well as retrieval of the information by Members and other authorized Stakeholders.
23	The Supplier will collaborate with DHS to develop online and/or paper Stakeholder surveys and will mail and/or release surveys once content is approved by DHS.
24	The Supplier will provide reports of all communications distributed by audience, project, program, distribution method, and timeframe as requested by DHS.
25	The Supplier will capture, analyze, and report to DHS the results of all online and/or paper Stakeholder surveys. The Supplier will provide DHS and its partners with role-based, secure access to the raw data and responses for all surveys.
26	The Supplier will monitor, evaluate, recommend, and implement, as directed by DHS, new ways to reach Stakeholders using emerging technology.
27	The Supplier will produce and distribute all Member notices and communications in multiple formats and languages as defined by DHS in accordance with all State and Federal notification requirements (e.g., HIPAA).

5.2.16 Facility Requirements

The Supplier will maintain a facility within a ten (10) mile radius of the State Capitol Building in Madison, Wisconsin. The Supplier functions performed at the Madison facility may include, but are not limited to, business operations and functions described in Section 5.0. The Supplier will, at a minimum, maintain a separate facility to provide a Document Processing Unit (DPU) services described in Section 5.3.8. Member Eligibility must be maintained within the city limits of Milwaukee, WI. ~~The Supplier will, at a minimum, maintain a separate facility to provide a Document Processing Unit (DPU) services described in Section 5.3.8 Member Eligibility must be maintained within the city limits of Milwaukee, WI.~~ DHS envisions that the Supplier will be fully responsible for the lease/rent and/or purchase of the required facility, design/build of all required configurations, and purchase/lease of all its contents as part of the fulfillment of the awarded Contract. Further details about facility needs/contents, building arrangements, and information technology/computer/PC needs are listed below.

The Supplier may perform other Contract required functions, including computer processing, outside of Wisconsin but within the continental United States. DHS must approve the site of all

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functions selected by the Supplier. The Supplier’s facility must meet the requirements of the applicable local, State, and Federal building codes .

The Supplier will limit access to all facilities including storage facilities, and provide DHS with a copy of its security plan and procedures for all facilities. Security from threats and hazards at all Supplier locations used to manage the business operations required by the resulting Contract must meet security guidelines specified in 45 C.F.R. 95.621(f). DHS reserves the right to perform physical security checks at its or CMS’ discretion. The Supplier must notify DHS at least ninety (90) days prior to any change in location of any facility location and DHS reserves the right to deny or postpone moves.

Table 69: Facility Requirements Service Level Agreements

ID	Facility Requirements Service Level Agreements	Due Date or Operational Expectation
1	The Supplier will set up and begin operating the Supplier Project Office space within sixty (60) calendar days after the Contract Award date for use in Takeover tasks.	The Supplier will operate the Project Office within sixty (60) calendar days after the Contract Award date for use in Takeover tasks.
2	The Supplier will <u>maintain a facility to provide Fiscal Agent (FA) Services and global project administration support functions</u> provide a facility for project and Fiscal Agent (FA) functions within a ten (10) mile radius of the State Capitol Building in Madison, Wisconsin. <u>The Supplier will, at a minimum, maintain a separate facility to provide a Document Processing Unit (DPU) services located within the city limits of Milwaukee, WI</u> The Supplier will, at a minimum, maintain a separate facility to provide a Document Processing Unit (DPU) services located within the city limits of Milwaukee, WI. All facilities will meet all State and Federal standards for health, safety, fire, and disabilities as established, governed, and enforced by presiding bodies such as the Occupational Safety and Health Administration, American Disabilities Act, and the U.S. Access Board.	The Supplier will: <ul style="list-style-type: none"> • <u>Maintain a facility within a ten (10) mile radius of the State Capitol Building in Madison, Wisconsin</u> • <u>Maintain a Document Processing Unit service location within the city limits of Milwaukee, WI.</u> • provide a facility within ten (10) mile radius of the State Capitol Building in Madison, Wisconsin. Maintain a facility within ten (10) mile radius of the State Capitol Building in Madison, Wisconsin. • Maintain a Document Processing Unit service location within the city limits of Milwaukee, WI.

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ID	Facility Requirements Service Level Agreements	Due Date or Operational Expectation
3	The Supplier will cooperate to provide approved DHS staff access to the Supplier's facility in all of its aspects, design developments, operation, and records of Suppliers and Subcontractors as deemed necessary to determine whether the conditions of this Contract are being met and to determine the efficiency, economy, and effectiveness of the system per 45 CFR 95.6.15.	The Supplier will provide approved staff access up to twenty-four (24) hours a day, seven (7) days a week (24x7), secured access to the Supplier's facility in the Madison, Wisconsin metropolitan area or as approved by DHS.

The Supplier will provide DHS office space at the Supplier facility for monitoring and administrative purposes related to the MMIS Takeover and Enhancement Contract. The Supplier will not charge DHS for the use of this space. All equipment will be provided and maintained by the Supplier as referenced in the requirements below (desktop PCs, laptops, copiers, printers, and fax) but will be owned by DHS.

The Supplier is responsible for the successful configuration and integration of the proposed facility necessary to conduct the DHS MMIS System and Fiscal Agent operations and oversight activities. The Supplier must locate the MMIS system and Fiscal Agent operations within a separate secured area.

Table 70: Facility Requirements

ID	Facility Requirement
4	The Supplier will prohibit performance of the Contract's services outside the continental United States, unless approved by DHS in advance.
5	The Supplier will provide reception support and voice mail services for staff using the designated DHS Project Office Space within the Supplier's facility. The Supplier will also provide space for mail support and a fax machine within the secure area.
6	The Supplier will provide a training room in the Supplier's main facility with the following requirements: a. Seating capacity of thirty (30) students; b. Workspace capacity for one training instructor; c. Use of the Data Center Computing Environment Training applications (no desktop simulation); d. One workstation per student seat and instructor seat; e. Interactive flat panel capability for training instructor.
7	The Supplier will enforce effective physical security measures for all proposed equipment, sites, network components, processing areas, mailrooms, and storage areas used in providing system(s) services to DHS. Physical security measures will include door access and camera monitoring. The Supplier's proposed solution will perform all physical security functions at the Service Location(s) and grant access to DHS and other DHS-authorized third parties to perform assessments of all sites.

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ID	Facility Requirement
8	The Supplier will limit access to all facilities (main campus and off-site), including storage facilities, and provide DHS with a copy of its security plan and procedures for all facilities. Security from threats and hazards at all Supplier locations used to manage the MMIS will meet security guidelines specified in 45 C.F.R. 95.621(f). DHS reserves the right to perform physical security checks at DHS's discretion.
9	The Supplier will be responsible for providing shared meeting space, Supplier's facilities, and infrastructure to support a multi-Supplier and multi-Module implementation. The Supplier will provide a conference room (for meetings with DHS staff and providers) at the Madison facility. The conference room must meet the following requirements within the Supplier's facility during Implementation: a. DHS staff will be able to reserve this conference room upon request; b. Hard walled; c. Conference table with seating for at least twenty (20) people; additional seating available in the room for twenty (20) individuals for a total of forty (40) available seats; d. Dedicated conference equipment.
10	The Supplier will provide office space at its Madison facility in a separate and secure enclosed space within the Supplier's facility for DHS monitoring staff. This space will be divided into four (4) separate office cubicles, a general area, and a conference room. The DHS Project Manager will approve the proposed layout of this space and be provided a walkthrough prior to occupancy.
11	The Supplier will provide for the four (4) separate cubicles with the following: a. Furnishings will be provided for each area, including partitions, desks, executive office chairs, speakerphones, air purifier, PCs, connection to the Supplier's LAN, connection to the State's LAN, appropriate air conditioning for the LAN room, electronic communication capability with DHS, lateral files, white boards, and shelving; b. Furniture and equipment will be new and equivalent to that provided to the Suppliers professional staff; c. PCs will meet current Supplier workstation requirements. d. Desktop software consistent with standard DHS desktop software configurations (e.g., word processing suite, web browser, utilities) will be upgraded to current release status within one year of version release by the software Supplier, with advance notification and on a schedule approved by DHS; e. All workstations will meet the needs of the user (e.g., double monitors, large screens); f. Multifunction device with secure print capabilities; g. Must be ADA compliant.
12	The Supplier will cooperate to provide adequate administrative telephone lines and support to communicate with DHS in a timely manner.
13	The Supplier will comply with DHS-owned asset security and privacy safeguards and ensure project materials, work products, and Deliverables are secured and that confidentiality is maintained at all times.
14	The Supplier will provide reserved parking stalls, or make parking validation available for at least twenty (20) parking stalls for DHS and project staff.
15	The Supplier will provide sufficient shelving to house historical paper policy documents.

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16	The Supplier will include in its proposals additional space, location, and equipment requirements (above and beyond what DHS has defined as required within this RFP) as the Supplier deems necessary to perform all work outlined in this RFP.
17	<p>The Supplier will provide a separate Testing Facility/Space, or annex to the primary Madison facility, for implementation of the Takeover development for DHS staff. This space will have sufficient room and be equipped for at least ten (10) staff to perform testing. All equipment, (e.g., PCs, laptops, copiers, printers, and fax) will be owned and maintained by the Supplier. The use of the space is to be available and dedicated at DHS's request to support Takeover, Enhancement, IV&V, PMO, and System Integrator staff. At a minimum the space will include:</p> <ol style="list-style-type: none"> a. Conference phone; b. Interactive flat panel displays; c. Multifunction devices; d. Network connectivity; e. One workstation per tester, including laptop;
18	<p><u>The Supplier will provide daily courier service between the Supplier's Milwaukee-based DPU service location and the Milwaukee Enrollment Services (MILES) offices located at the Marcia P. Coggins Center and at the United Migrant Opportunity Services (UMOS).</u></p>

5.2.17 PCs and Software

The supplier is required to furnish, maintain, and update all PCs on a 4-Year replacement cycle (or more frequently), and configure all PC's to meet the minimum technical requirements below based on a maintenance plan to be approved by DHS. The hardware should be new at Contract commencement. These PCs will have sufficient hardware and software to allow all approved DHS Stakeholders, partners, and staff to access to all systems to adequately monitor systems and operations performance.

- A supported version of the Microsoft Windows Operating System with all critical security patches applied – Windows 7 or newer.
- A supported version of Internet Explorer browser with all critical security patches applied and compatible with all MMIS components – Internet Explorer 11 or newer.
- A supported version of Statistical Analysis System (SAS) with all critical security patches applied (or comparable middleware or ad hoc reporting tool, as approved by DHS).
- A supported version of Microsoft Office Professional (including the developer version of Microsoft Access) with all critical security patches applied – Version 2010 or newer.
- Microsoft Project with all critical security patches applied – Version 2010 or newer.

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- A supported version of Adobe Acrobat Pro with all critical security patches applied.

The Supplier is also required to provide and maintain a shared network laser printer (upgraded on a 5-year replacement cycle or better) for compatible use with the systems and software above.

The Supplier must provide, as part of the RFP response, a representation demonstrating the DHS-required workspace needed for operational assets supported by the Supplier's technical infrastructure plan. The Supplier's representation of the workspace must include peripheral equipment, Internet/network connections (for DHS equipment) and software for production operations, operations training, and operations modeling (e.g., desktop computers, notebook computers, model office and training computers, dual monitors, desktop computer/local area network (LAN) printers, desktop computer/LAN scanners, call center phones, headsets, and switching equipment). The workspace must also include any unified communications technology and services, hardware, and software for interoperability with the data center operations.

5.3 MMIS Business Areas and Service-Based Operational Requirements

The Wisconsin Enterprise-Wide vision includes twenty (20) key business areas that the Supplier will be responsible for taking over. Although these areas have been separated out, to help further clarify specificities in the proposed solution, the delineation of these programs does not necessarily align with DHS's organizational structure and administration of these programs. Therefore, any Vendor responding to the core MMIS business functions listed within Section 5.3 should consider all business functionality as a fully integrated and seamless Takeover, which will involve the successful continuation and optimization of all systems and services listed within.

Those business areas and their related requirements are listed below. The business area requirements represent the required system, technical, and operational capabilities for DHS's MMIS and Fiscal Agent solution. The requirement tables below in each business area section include:

- Service Level Agreement Requirements, which represent the takeover service levels and associated operational expectations and/or due dates.
- Takeover Requirements, which represent the current system, technical, and operational capabilities of DHS's MMIS and Fiscal Agent solution.
- Optimized Operations Requirements, which represent an expansion and optimization of existing Supplier operational performance expectations. Service level agreements with additional operational expectations and/or due dates are indicated.

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The Supplier is required to meet all of these requirements to take over the system and operations. Additionally, as such, the Vendor must acknowledge these requirements in accordance with Section 4.0. Supplier failure to meet these requirements may also result in the assessment of Performance Penalties in accordance with Section 7.5 and assessed at the Performance Penalty Step-Action level indicated in Appendix C for the business area section.

5.3.1 Grievances and Appeals

The requirements included in this section are related specifically to taking over the current business functions for Grievances and Appeals. These requirements must be met during Takeover and maintained through implementation of the required Enhancements. DHS grievances and appeals process is currently a very manual process, and a secure file transfer method needs to be maintained to route and share documentation with internal and external staff during Takeover. This is the primary method of communication and sharing of case documentation.

Document Sharing Requirements

The grievances and appeal process includes sending and sharing hard copy case documents among internal and external staff. The Supplier will be responsible for meeting the document sharing requirements to ensure current functionality is maintained. During the Takeover process, the Supplier will need to ensure a secure method of file transfer is available and maintained.

Performance, Operational and Staffing Requirements

DHS requires that Supplier staff be responsible for training providers and recipients on the grievances and appeal process. The Supplier is required to meet the Communications requirements in Section 5.2.15 of this RFP and distribute all required communications. These responsibilities will continue from the Takeover process through the implementation of the Enhancements.

DHS requires that the Supplier provide dedicated and experienced staff that meets the overall DHS Staffing Management Plan in Section 5.1.3.5 of this RFP.

Table 71: Grievances and Appeals Service Level Agreements

ID	Grievances and Appeals Service Level Agreements	Due Date or Operational Expectation
1	The Supplier will continue to process all grievances and appeals requests in accordance with the DHS-approved processes, procedures, and timelines.	The Supplier will initiate the processing of a grievance/appeal within one (1) business day of receipt.

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ID	Grievances and Appeals Service Level Agreements	Due Date or Operational Expectation
2	The Supplier will continue to provide research on all grievances and appeals requested by DHS.	The Supplier will provide the summary of research complete within two (2) business days of receipt or as agreed upon by DHS.

Table 72: Grievances and Appeals Takeover Requirements

ID	Grievances and Appeals Takeover Requirement
3	The Supplier will continue to provide a dedicated and experienced staffing configuration to provide administrative functions, clinical expertise, medical coding and ombudsman duties that comply with the overall DHS Staffing Management Plan. The staffing configuration will meet and/or exceed current performance requirements as they relate to the operation and maintenance of the case management solution or tracking system for DHS administered programs and business areas that have complaints, grievances, and appeals from current vested Stakeholders.
4	The Supplier will continue to provide DHS-authorized Stakeholders access to all necessary information based on DHS access requirements.
5	The Supplier will continue to generate and distribute all required communications that comply with DHS and Federal styles, standards, and communication requirements.
6	The Supplier will continue to provide a secure method for file transfer available to outside external sources that do not have access to the complaint, grievance, or appeal system.
7	The Supplier will continue to manage complaints from multiple sources and eliminate duplicates, and allow the case reviewer to make a decision on where to assign responsibility for the case.
8	The Supplier will continue to identify and train Providers/Members who may be in need of education or other such action relating to the grievance and appeals process in Wisconsin as a direct correlation based on recorded grievances outcomes.

Table 73: Grievances and Appeals Optimized Operations Requirement

ID	Grievances and Appeals Optimized Operations Requirement
9	The Supplier will develop, implement, and maintain formalized, documented processes, procedures, and timelines that are to be utilized by all prospective complaint, grievance and appeal parties, which ensures all appeal adjudication resolutions are completed ten (10) business days prior to non-expedited hearings and within all program-specified requirements for non-hearing member appeals and grievances.

5.3.2 Benefit Plan Administration

The Benefit Plan Administration functions include storing and tracking of all the codes and conditions that apply to claims/encounters. The claims engine uses Benefit Plan Administration functions for proper processing in accordance with State and Federal requirements, including policy, pricing, limitations, exclusions, benefit plans, and procedure/diagnosis files. The Supplier

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will support DHS in the administration of both comprehensive and varied service delivery models, plans, and packages in support of DHS policies and procedures.

Table 74: Benefit Plan Administration Service Level Agreements

ID	Benefit Plan Administration Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to initiate, obtain, analyze and update Federally mandated and/or State required Reference Management/Data Management code sets for the payment of DHS administered programs in any configuration or parameters in accordance State and Federal policy or mandates.	The Supplier will maintain a 99.5% accuracy rate per update on all Reference file changes.
2	The Supplier will continue to operate, and maintain a system that meets all current benefit plan administration functionality, with specificity towards flexible methods for performing all changes and updates in accordance with DHS policy.	The Supplier will complete all updates as maintenance within five (5) business days of receipt from DHS or formally agreed upon using the exception process.
3	The Supplier will continue to maintain and publish all current and historical reference and pricing file (procedure specific) data for DHS administered programs, in formats, frequency, and transmission methods approved by DHS, to secure, central, and highly accessible locations to all DHS-authorized Stakeholders.	The Supplier will maintain all Reference file historical data minimally for seven (7) years but will also ensure data meets all data retention rules.

Table 75: Benefit Plan Administration Takeover Requirements

ID	Benefit Plan Administration Takeover Requirement
4	The Supplier will continue to provide online role-based, secure access and editing privileges for all relevant data, both current and historical, for all DHS authorized Stakeholders.
5	The Supplier will continue to operate, and maintain a system that designs, creates, supports, and stores all current and historical data for DHS-administered programs in accordance with State and Federal policy or mandates.
6	The Supplier will continue to maintain and store all current and historical reimbursement rates and associated rate data and systems necessary to support DHS administered programs and reimbursement methodologies
7	The Supplier will continue to deliver, operate, and maintain all reference file data exchanges.
8	The Supplier will continue to provide and maintain, for use in claims/encounter processing, data to meet the objectives of DHS's prospective payment systems.
9	The Supplier will obtain necessary DHS-identified, State, and Federal data sources and data sets and ensure conformance with all DHS administered programs, State, and Federal processing and payment policies. The Supplier will immediately notify DHS of any non-compliance. See the Procurement Library for a list of existing external system interfaces
10	The Supplier will make available online and in real-time, the reports and listings resulting from Reference Data Management functions.

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ID	Benefit Plan Administration Takeover Requirement
11	The Supplier will continue to assist DHS in the evaluation and establishment of policy for Federally mandated and/or State required Reference Management/Data Management code sets across all DHS administered programs and benefit packages. The Supplier will implement all DHS-approved changes and identify all communication and documentation updates required as a result of policy or configuration changes.

Table 76: Benefit Plan Administration Optimized Operations Requirements

ID	Benefit Plan Administration Optimized Operations Requirement
12	The Supplier will analyze, test and estimate the effect, including identifying all system and operational impacts, of any BPA changes prior to their use in claims/encounter processing, as well as to retrospectively analyze the effect after implementation.
13	The Supplier will actively collaborate and assist DHS in the overall efficient and effective oversight of DHS-administered benefit plans and packages and recommendations (where applicable) with fiscal effect, program monitoring/evolution, and cost model development.

5.3.3 Benefit Plan Rate Administration

The Benefit Plan Rate Administration business function is the overall management of managed care/capitated care rates, claims/encounter pricing/payment rates, and the methodologies that invoke and configure the resulting payments to all eligible providers. What was a simple fee-for-service system has now evolved to mark the changes in the complexity of all benefit programs that now exist to serve the Wisconsin health population; therefore, the Supplier must respond to that evolution.

The purpose of the claims/encounter pricing/payment rate functions is to provide the means to support DHS's development and maintenance of payment fee methodologies for DHS-administered programs. Payment rates are applied to provider claims on a per-service, per-institutional stay, per provider type, or by individual provider basis. There are many unique payment rates that may also include incentive payments for pediatric care or geographic area (HPSA). This sub-function must also include the methodology for applying reductions to claim payments for dollar amounts paid by non-Medicaid sources, such as Medicare co-payments, coinsurance, or deductibles, as well as Member liability or co-payments.

Managed care/capitated care rate functions are responsible for the maintenance of capitation rate methodologies used to reimburse managed care organizations (MCOs) for enrolled Members. Capitation rates are based on the type of enrolled Member Medicaid eligibility, type of managed care program, geographic area, and Member age and gender cohorts. Additional rate considerations must be maintained for the provision of optional managed care services, Member alternate beneficiary status, or nursing home/functional level of care. Additional methodologies must be maintained for automated non-capitation payments to MCOs for risk adjustment payments.

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Table 77: Benefit Plan Rate Administration Service Level Agreements

ID	Benefit Plan Rate Administration Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to apply, operate, and perform Stakeholder-specific payment/rate uploads along with all subsequent updates and adjustments according to the rates, rules, and timeframes established by DHS by the effective dates reported, and on a singular or mass scale, for all DHS administered rates.	The Supplier will apply updates within five (5) business days or within a mutually agreed upon timeframe with DHS.
2	The Supplier will continue to provide, operate, and maintain a solution that enables the accurate and timely generation, posting, and distribution of payment rate change/update letters and other payment rate-related notices to Stakeholders, as directed by DHS. Notices will continue to be posted to a portal in a secure, centrally located, highly accessible location for DHS-authorized Stakeholders.	The Supplier will generate payment rate/change update notices within five (5) business days of request.
3	The Supplier will continue to operate and maintain the provider nursing home rate processing function and interfaces of the MMIS. The Supplier will accept, process, and store all provider nursing home rate data necessary for DHS-administered programs.	The Supplier will apply all nursing home rate data changes within twenty-four (24) hours of receipt.

Table 78: Benefit Plan Rate Administration Takeover Requirements

ID	Benefit Plan Rate Administration Takeover Requirement
4	The Supplier will continue to provide, operate, and maintain a highly configurable solution that generates, maintains, adjusts and stores capitation rates and payments, on a daily, weekly, and monthly basis using the appropriate capitation rate, as directed by DHS.
5	The Supplier will continue to provide, operate, and maintain a pricing solution that enables current functionality allowing for manual and automatic pricing amendments, adjusters, and changes on all claims/encounters processed as dictated by DHS policy.
6	The Supplier will continue to provide, operate, and maintain a pricing solution that allows for pricing any/all coinsurances, cost share amounts (e.g., Medicare), co-payments, and/or deductible crossover claims, and any other revenue that may reduce Medicaid liability to ensure Medicaid is the payer of last resort in accordance to DHS policy.
7	For pricing rules based on Medicare rates, the Supplier will continue to obtain and distribute Medicare rate data and update DHS-administered rates according to DHS pricing policy.
8	The Supplier will continue to obtain from multiple sources and update data (e.g., Medicare rates) necessary to support Benefit Plan Rate Administration for DHS-administered programs.
9	The Supplier will continue to provide, operate, and maintain a highly configurable solution that can apply capitation rates and capitation rate components with retroactive effective dates and adjust payments already made for that period as directed by DHS.
10	The Supplier will continue to provide, operate, and maintain a highly configurable solution that enables manual and automatic maintenance of various capitation rates in accordance to rate periods as received from DHS for each Managed Care Organization (MCO) within each MCO program.

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ID	Benefit Plan Rate Administration Takeover Requirement
11	The Supplier will continue to distinguish and identify interim and final nursing facility (long-term care) rates and carry a reason for increases/decreases for those rates.
12	The Supplier will continue to provide, operate, and maintain a highly configurable solution that interfaces with all required systems (current and future) and data sets as required to administer DHS rates.
13	The Supplier will continue to maintain and publish to a secure, central, highly accessible location, all DHS rate related tables, files and schedules that are both indexed and searchable.
14	The Supplier will continue to provide an online history of DHS-administered payment and capitation rates at a minimum of five (5) years, with effective begin and end dates as requested by DHS, in a secure, centrally located, highly accessible location.
15	The Supplier will continue to provide DHS authorized Stakeholders with secure, role based online access (at applicable levels) to all systems that calculate, apply/update, report, and store DHS-administered payment rates and notifications.

Table 79: Benefit Plan Rate Administration Optimized Operations Requirements

ID	Benefit Plan Rate Administration Optimized Operations Requirement
16	The Supplier will identify, report, and actively collaborate and resolve with DHS regarding any issues or errors concerning payment rates or calculations, as well as any subsequent rate updates for/to all DHS administered rates.
17	The Supplier will provide precise written documentation of all payment rate pricing methodologies by program used by the Supplier as they apply to all DHS administered rates.
18	The Supplier will, as part of the quality assurance plan and when requested by DHS, actively collaborate and consult DHS in regards to the effects of proposed future and evolving payment methodology, as well as the scope of impact to all programs utilizing the MMIS for processing and their related polices.
19	The Supplier will provide regular BPA Rate Administration operational training, as reviewed and approved by DHS to all for all DHS-identified Stakeholders.

5.3.4 Service Authorization

The Service Authorization business function enables DHS to perform cost containment and quality assurance activities prior to the payment of services. This is accomplished through the receipt, review, evaluation, and adjudication of prior and service authorization requests.

The Service Authorization business area covers both non-emergency prior authorizations for medical services (current fiscal agent responsibility) and waiver service (current Third Party Administrator responsibility) authorizations, collectively referred to as service authorizations. The Supplier will provide technical and operational support services across the enterprise for these functions. Upon receipt through electronic or hardcopy submissions, the Supplier will enable review and initial processing of requests in accordance with DHS adjudication criteria.

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DHS seeks a Supplier to partner in evolving the service authorization business area through increased automation and clinical review to further the cost containment and quality assurance goals of the service authorization business area.

Table 80: Service Authorization Service Level Agreements

ID	Service Authorization Service Level Agreement	Due Date or Operational Expectation
1	<p>The Supplier will continue to provide the appropriate staffing levels of clerical, administrative, and clinical personnel to process, review, and adjudicate all service authorization requests in accordance with DHS policy. The Supplier will maintain a nimble and cross-trained staffing approach that enables the processing of all SAs within overall SA volume requirements, regardless of specific SA type volume.</p>	<p>The Supplier will:</p> <ul style="list-style-type: none"> a. Process ninety five percent (95)% of SA requests through clerical review within five (5) business days. b. Process one hundred percent (100)% of SA requests through clerical review within ten (10) business days. c. Process ninety five (95)% of SA requests within ten (10) business days. d. Process one hundred percent (100)% of SA requests within fifteen (15) business days. e. Finalize all requests for DHS-specified drugs and services within one (1) business day of receipt. f. Finalize all drug requests within seventy two (72)-hours of receipt per Federal guidelines.
2	<p>The Supplier will continue to process all service authorization requests accurately and in accordance with DHS-approved criteria.</p>	<p>The Supplier will process 99.5% of all SAs accurately on a weekly basis.</p>
3	<p>The Supplier will continue to date stamp, track, and process all service authorization requests in accordance with DHS guidelines. Tracking and processing of all SA requests will include those requests that are incomplete or missing required documentation.</p>	<p>The Supplier will:</p> <ul style="list-style-type: none"> a. Date stamp, track and process 100% of SA submissions within one (1) business day of receipt. b. Track and process 100% of SA submissions, including incomplete submissions.

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ID	Service Authorization Service Level Agreement	Due Date or Operational Expectation
4	The Supplier will continue to operate and maintain an automated voice response system, available twenty-four hours per day seven days per week excluding DHS-approved downtime, that allows for the real-time adjudication and amendments of service authorization requests in accordance with DHS policy.	The Supplier will maintain an average one (1) second response time per send transaction on a weekly basis, Sunday through Saturday for the automated voice response system.
5	The Supplier will continue to operate and maintain an automated service authorization notification function. Automated notifications will continue to be systematically generated and sent to DHS-authorized Stakeholders for all service authorization media types.	The Supplier will generate DHS-approved notification of adjudication decision and appeal rights within one (1) business day of decision.

Table 81: Service Authorization Takeover Requirements

ID	Service Authorization Takeover Requirement
6	The Supplier will continue to provide, operate, and maintain an automated Service Authorization (SA) system that: <ul style="list-style-type: none"> a. Meets or exceeds all current service authorization processing functionality; b. Is available twenty-four hours a day excluding approved downtime, and c. Allows for the receipt, processing, adjudication and status check of SA requests and amendments from a variety of DHS-approved media types, including the current types of mail, fax, ForwardHealth Portal, the automated voice response system, and all appropriate HIPAA X12 and NCPDP transaction standards.
7	The Supplier will continue to accept and process service authorization requests and amendments using an automated workflow for all services requiring SA in accordance with current and future DHS policy.
8	The Supplier will continue to accept and store all service authorizations that the core MMIS does not process. DHS policy may require the use of clinical decision support and/or other tools outside of the core MMIS in the adjudication of service authorizations and these SAs will be available within the MMIS.
9	The Supplier will continue to operate and maintain a service authorization system that provides auditing and, document/data retention capabilities. The Supplier will ensure all service authorization documentation and data is maintained in accordance with DHS-defined record retention policy.
10	The Supplier will continue to provide online role-based, secure access and editing privileges for all relevant service authorization data, both current and historical, for all DHS identified and approved Suppliers, partners, and staff.
11	The Supplier will continue to maintain all documentation, operational and clinical adjudication guidelines, and forms required to operate the service authorization processing function.
12	The Supplier will continue to operate and maintain the SA hearings, appeal, and grievance processes, including providing research, documentation, and representation by Supplier staff on behalf of DHS as requested.

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ID	Service Authorization Takeover Requirement
13	The Supplier will continue to maintain all interfaces among the service authorization system and all DHS-authorized Stakeholders, systems, and Suppliers.
14	The Supplier will continue to operate, and maintain a system to process approved service authorization limits against usage and update MMIS and external systems as appropriate.
15	The Supplier will continue to operate, and maintain a service authorization processing function of the MMIS that allows for automated and manual individual and mass amending, updating, and editing of service authorizations.
16	The Supplier will continue to identify and flag Service Authorization requests that are requested and authorized under HealthCheck Other Services for processing in accordance with DHS-approved procedures.
17	The Supplier will continue to update Service Authorization requests that are requested under Medicaid authority to adjudication under HealthCheck Other Services authority.
18	The Supplier will continue to perform adjustment activities to service authorization usage based on claim/encounter adjustments.

Table 82: Service Authorization Optimized Operations Requirements

ID	Service Authorization Optimized Operations Requirement	Due Date or Operational Expectation
19	The Supplier will maintain a specialized clinical and technical research team dedicated to evaluation of program policy for changes, evaluation of provider utilization patterns against clinical practice standards, and recommendations of education, training, and system change opportunities.	The Supplier will provide a quarterly report of all research team activities and recommendations.
20	The Supplier will document, implement, and maintain, for DHS approval, a service authorization processing quality review plan, establishing processing quality standards and reviews of clinical and clerical processing activities and improvements.	The Supplier will: a. Supply a quarterly quality review results and process improvement report. b. Meet all quality standards set forth in the quality review plan.
21	The Supplier will include appropriate clinical consultative staff to process, review and adjudicate all service requests in accordance with DHS policy. Individuals in clinical consultative positions will be made available to provide clinical policy, audit, and appeal support as requested by DHS. All individuals in clinical consultative positions are required to be hired only under DHS approval and will be currently licensed with no State or Federal sanctions. Clinical consultative staff will only provide adjudication services within the scope of their practice and licensure and will be supervised by a clinical professional.	Ongoing

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5.3.5 Call/Contact Center

The Member Customer Service and Call/Contact Center functional areas are responsible for using an automated tracking system to track and respond to incoming Member inquiries regarding program policies and benefits. The Call/Contact Center establishes the protocols utilized for developing and implementing the format, content, frequency, and distribution of the creditable coverage documentation. Tracking should cover the timeframe beginning with the date of receipt of the inquiry to final resolution.

The Provider Customer Service and Call/Contact Center functional areas are responsible for using an automated tracking system to track and respond to incoming provider calls and written inquiries, as well as face-to-face inquiries, regarding overall policies and procedures of State health care programs. Tracking should cover the timeframe beginning with the date of receipt of the inquiry to final resolution.

Table 83: Call/Contact Center Service Level Agreements

ID	Call/Contact Center Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to operate the call/contact management function of the MMIS to support DHS administered programs included under this contract. This support will include integrated call center functions to support DHS Stakeholder groups including providers, Members, DHS staff, partners, and Portal users. Support will also address operations, help desk, IT, and other DHS services.	The Supplier will: a. Maintain Call/Contact Center availability of 100% during defined business hours, 7:00 a.m. until 6:00 p.m. (CT) Monday through Friday. b. Maintain no more than a three hundred (300) second average speed of answer for any given week for each provider and member customer service phone line. c. Longest queue time not to exceed twenty (20) minutes for answered calls.
2	The Supplier will continue to maintain toll-free lines for all Stakeholder groups and provide infrastructure necessary to meet operational contact volumes as defined in the Procurement Library.	The Supplier will: a. Answer at least ninety-five percent (95%) of all calls within three (3) rings. b. Allow no more than five percent (5%) of all answered calls to be on hold for more than one (1) minute.

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ID	Call/Contact Center Service Level Agreement	Due Date or Operational Expectation
3	The Supplier will continue to provide operational reporting for all aspects of the call/contact center, include reporting of all SLAs.	The Supplier will deliver all operational reports weekly.

Table 84: Call/Contact Center Takeover Requirements

ID	Call/Contact Center Takeover Requirement
4	The Supplier will continue to provide an integrated call center and call tracking management system (CTMS) for all Stakeholders.
5	The Supplier will continue to provide and maintain an operations call center physically located in Wisconsin with dedicated account resources and will not be backfilled by call centers from other accounts.
6	The Supplier will continue to ensure that staff have access to and are using the most up-to-date Stakeholder handbooks, publications, forms, guides, manuals, and other written communication materials.
7	The Supplier will continue to provide a solution to systematically route calls and all other inquiries to the appropriate knowledge centers for responses and/or actions and will assign a unique case tracking number to each recorded call/contact. This includes the ability for callers to select where to route their calls/contacts, as well as allowing users to contact the Supplier through various means, including a "contact us" link on the website/portal and live chat option.
8	The Supplier will continue to support grievance and appeals processes with Members and providers through the call/contact center.
9	The Supplier will continue to provide all authorized DHS staff with access to all systems, with view and update privileges for all contact and communication logs. The Supplier will continue to support access that includes the ability to perform searchable queries that allow lookups on DHS-defined criteria or keywords.
10	The Supplier will continue to provide Professional Services Representatives for all programs with clear documentation of staff assignments.
11	The Supplier will continue to provide an Integrated Help Desk in accordance with the DHS-approved Integrated Help Desk/Automated Voice Response System (AVRS) Plan.

Table 85: Call/Contact Center Optimized Operations Requirements

ID	Call/Contact Center Optimized Operations Requirement
12	The Supplier will provide the calculations and formulas for all reporting metrics contained in the call contact center report for DHS review and approval.
13 1344	The Supplier will capture, track, and monitor communications, among DHS and all project Stakeholders including HMO, MCO, health homes, other DHS Suppliers (e.g., NEMT), partners and programs, that originate in the call/contact center in one centralized location.
14 1445	The Supplier will provide and use DHS-approved scripts, case attachable documentation, and documentation of workflow processes and execution of their triage structure. The Supplier's documentation will meet requirements as defined in RFP Section 5.2.10.

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ID	Call/Contact Center Optimized Operations Requirement
1546 45	The Supplier will analyze and document incoming call/contact patterns to support development of outreach to designated Stakeholders or organizations as required by DHS for projects, programs, initiatives, or issues.
1647 46	The Supplier will record all calls received by the call/contact center, and maintain compliance with all State and Federal confidentiality policies and procedures, and provide reporting and maintain history of on call statistics as identified by DHS.
1748 47	The Supplier will create and provide call/contact center activity and system reports that cover all aspects of the call/contact center including SLAs.

5.3.6 Claims and Encounters

The Claims and Encounter Processing function includes processing specific types of claims and encounters such as waivers, atypical, crossovers, reversals and adjustments according to DHS-administered program policies. Claims/Encounter processing activities accurately capture and adjudicate all submitted claims and encounters (paper and electronic) to ensure timely, accurate, and appropriate payment of services based on DHS-approved guidelines and procedures. Claims/Encounters are screened against other MMIS files, such as Member, provider, reference, history, and edits/audits. Claims/Encounters that do not satisfy program or processing requirements are handled according to table-driven instructions, and any suspended claims/encounters are reviewed following DHS-approved claims resolution guidelines.

The Claims Adjudication function includes the systems activities of monitoring circumstances in which payment for services should be deferred to another payer and; calculating the service payment amount according to established payment methodologies; Member cost sharing by identification, management, and monitoring of all functions associated with Member liability; and producing Remittance Advices (RAs) that furnish providers and/or Suppliers with finalized claims information for paid and denied services.

Claims Status Inquiries and Notifications are handled by an Automated Voice Response (AVR), the Medicaid Internet Portal, and the Provider Call Management System.

Table 86: Claims and Encounters Service Level Agreements

ID	Claims and Encounters Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to create, store, and distribute Remittance Advices, EOBs and HIPAA 835s or proprietary formats as designated by DHS back to the Members, Providers, Managed Care entities, submitter or their designee of the claim/encounter.	The Supplier will distribute remittance advices, regardless of format, within one (1) business day of finalized financial processing.
2	The Supplier will continue to date stamp all incoming paper and electronic submissions upon receipt.	The Supplier will date stamp all submissions within one (1) business day of receipt.

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ID	Claims and Encounters Service Level Agreement	Due Date or Operational Expectation
3	The Supplier will continue to provide and maintain system flexibility to add new and modify current service limitations and exclusions.	The Supplier will modify or add service limitations or exclusions within five (5) business days of request.
4	The Supplier will continue to meet all claims and adjustment processing standards set by DHS.	The Supplier will process: a. Ninety percent (90%) of all claims within five (5) calendar days of receipt. b. Ninety-five percent (95%) of all claims within ten (10) calendar days of receipt. c. Ninety-nine percent (99%) of all claims within fifteen (15) calendar days of receipt. d. One hundred percent (100%) of all claims within twenty (20) calendar days of receipt.
5	The Supplier will continue to operate and maintain the claims adjustment function of the MMIS to automatically flag and adjust all long term care claims for which a retroactive level of care rate change or Member cost share is effective. The Supplier will adjust all retroactive claims due to level of care, liability, or rate change within five (5) business days of application.	The Supplier will adjust all retroactive claims due to level of care, liability, or rate change within five (5) business days of application.
6	The Supplier will continue to process adjustments within six (6) months of the identification of a defect causing a payment error.	The Supplier will process one hundred percent (100%) of all adjustments within six (6) months of identification.
7	The Supplier will continue to provide processing of all clean claims processed through the MMIS in accordance to the “prompt pay” requirements contained in section 5001(f)(2) of the American Recovery and Reinvestment Act of 2009.	The Supplier will pay: a. Ninety percent (90%) of all clean claims within thirty (30) calendar days of receipt. b. Ninety-nine percent (99%) of all clean claims within ninety (90) calendar days of receipt.

Table 87: Claims and Encounters Takeover Requirements

ID	Claims and Encounters Takeover Requirement
8	The Supplier will continue to provide infrastructure to support the existing claims/encounter submission platforms that integrate multi-program business rules.

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ID	Claims and Encounters Takeover Requirement
9	The Supplier will continue to identify, upon receipt, each claim/encounter record with Unique Identifiers as defined by DHS.
10	The Supplier will continue to accept the most currently accepted version(s) of paper, HIPAA-compliant, and DHS-specific claims/encounters.
11	The Supplier will continue to accept paper and electronic attachments and link to the associated claim/encounter, including adjustments/resubmissions.
12	The Supplier will continue to reject HIPAA electronic transactions that fail compliancy as directed by DHS.
13	The Supplier will continue to edit all HIPAA transactions submitted to the system and reject those submissions that fail compliancy.
14	The Supplier will continue to accept into the system all non-HIPAA claims/encounters transactions as directed by DHS.
15	The Supplier will continue to scan, submit, and store all applicable paper inputs.
16	The Supplier will continue to accept non-claim/encounter-specific transactions.
17	The Supplier will continue to support incentive payment methodologies according to DHS-defined criteria.
18	The Supplier will continue to maintain and store all data related to the finalization of the claim/encounter/transaction in the existing systems.
19	The Supplier will continue to maintain and store all data related to the finalization of the transactions in a Data Warehouse.
20	The Supplier will continue to price all claims/encounters within program policy, benefits and limitations, in accordance with State and Federal guidelines.
21	The Supplier will continue to support the use and maintenance of various pricing software packages utilized for claims/encounters processing.
22	The Supplier will continue to apply Cost Share, according to DHS policy.
23	The Supplier will continue to support pricing adjusters and pricing add-ons.
24	The Supplier will continue to support Coordination of Benefit pricing.
25	The Supplier will continue to support DHS-specific pricing.
26	The Supplier will continue to support separate rates by DHS-administered programs.
27	The Supplier will support event-driven payments as identified by DHS.
28	The Supplier will continue to process claims/encounters and adjustments involving DHS-authorized Stakeholders.
29	The Supplier will continue to process claims/encounters in real time, including real time suspense resolution.
30	The Supplier will continue to process Claims/Encounters according to State and Federal guidelines.
31	The Supplier will continue to create non-claim/encounter-specific transactions, as directed by DHS.

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ID	Claims and Encounters Takeover Requirement
32	The Supplier will continue to adjudicate Claims/Encounters according to State and Federal billing deadlines.
33	The Supplier will continue to allow for bypassing of edit and audit adjudication, according to DHS-defined criteria.
34	The Supplier will continue to suspend and/or adjudicate Claims/Encounters, according to DHS-defined criteria.
35	The Supplier will continue to edit/audit against paid, suspended and denied history.
36	The Supplier will continue to provide the integration of editing or auditing software developed and licensed by other Suppliers.
37	The Supplier will continue to sequence, edit/audit Claims/Encounters for validity, policy and HIPAA compliance of submitted data.
38	The Supplier will continue to maintain DHS-approved detailed Edit/Audit criteria, configuration and descriptions.
39	The Supplier will continue to maintain, update and support online edit/audit criteria, configuration and disposition tables against the DHS-approved error disposition hierarchy, to provide a user-controlled method of implementing all current and future DHS policy.
40	The Supplier will continue to accept, maintain and store all Claims/Encounters processing, adjudication and created data and make it accessible to all DHS-approved Stakeholders as defined.
41	The Supplier will continue to maintain and allow role-based secure access to claims/encounter pricing data to all DHS-authorized Stakeholders.
42	The Supplier will continue to support that status inquiry of claims, encounters, adjudication information and transactions from DHS-authorized Stakeholders.
43	The Supplier will continue to support a State External Testing (SET) environment for all DHS-authorized Stakeholders.
44	The Supplier will continue to maintain and support an online user interface to add/update edit/audit in accordance with current and future DHS and Federal policies and guidelines.
45	The Supplier will continue to utilize the provider nursing home rate information for accurately processing long term care claims in accordance with DHS-approved rates.
46	The Supplier will continue to purchase a membership for one (1) designated Supplier staff member and one (1) designated DHS staff member to the National Uniform Billing Committee (NUBC) and ASC X12 annually. Travel costs related to the Supplier's attendance of annual and/or quarterly meetings/conferences are also the Supplier's responsibility.
47	The Supplier will continue to represent DHS's interest at the NUBC and ASC X12 meetings/conferences.
48	The Supplier will continue to utilize the Member level of care information for accurately processing long term care claims in accordance with DHS-approved rates.
49	The Supplier will continue to maintain the operational HMO Support helpdesk capacity to assist Managed Care and Department users through contacts submitted via the portal, email, or telephone.

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Table 88: Claims and Encounters Optimized Operations Requirements

ID	Claims and Encounters Optimized Operations Requirement
50	The Supplier will have professional field staff to assist external Stakeholders with all data submissions to DHS.
51	The Supplier will proactively identify and advise DHS of proposed changes to edits and audits to enhance processing and efficiency. The Supplier will process DHS-approved changes to edits and audits as directed and within the DHS-mandated timeframe.
52	The Supplier will develop and operate a standard claim/encounter receipt process, subject to DHS approval, in accordance with quality management plan.
53	The Supplier will track all returned claim and related correspondence in a highly accessible, secure, central location.
54	The Supplier will provide support for all communications and interactions with all programs at the same level of communication with all providers and partners.
55	The Supplier will support, develop and provide DHS-authorized Stakeholders training related to Claims/Encounters.
56	The Supplier will create, provide, and maintain a Data Dictionary, including data values using start and end dates, in a highly accessible, centralized location for all DHS-authorized Stakeholders.
57	The Supplier will create, provide, implement, and maintain documentation that is searchable in a highly accessible, secure, centralized location.
58	The Supplier will create, provide, maintain and store documentation, Conceptual Models, Logical Models, Physical Models and meta data dictionary and repository of the system.

5.3.7 Provider Enrollment

The Provider Enrollment Business area enables DHS to enroll and manage providers for all DHS administered programs. DHS seeks a Supplier that will maintain the provider enrollment and data maintenance functions of the MMIS. This includes the technical and operational support necessary to enroll and manage providers on an ongoing basis.

DHS’s provider system utilizes the MMIS and the ForwardHealth Portal to enable providers to submit applications for various DHS administered programs. These applications are routed, reviewed, and approved by Supplier staff in collaboration with DHS. As DHS’s Wisconsin Medicaid Enterprise grows and matures, DHS seeks a Supplier with a flexible solution that allows for nimble responses to changes in staffing and technical needs. The Supplier will work with DHS to ensure provider applications and updates are managed and completed in accordance with established performance benchmarks and all State and Federal rules and regulations. DHS also seeks a Supplier with vast provider enrollment knowledge beyond the enrollment of typical medical providers. DHS’s Wisconsin Medicaid Enterprise spans programs and includes a wide variety of typical and atypical providers.

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The Provider Enrollment business area is continuously evolving and changing, and DHS seeks a partner to enable efficient system and operational capacity to comply and evolve with changing rules and regulations. DHS seeks a partner to proactively provide guidance and insight into the increasingly complex world of provider enrollment and to design systems, data interfaces, and processes to supplement these needs. As DHS’s Wisconsin Medicaid Enterprise grows, DHS is increasingly looking to automated solutions to replace high volume manual processes and seeks a Supplier able to provide this level of automation across the business area.

Beyond the enrollment and maintenance of providers, the Provider Enrollment business area requires ongoing validation of provider information and a customer service function to enable providers to successfully navigate through the enterprise. DHS seeks a partner to provide all the technical and operational services for the continued success of the provider enrollment business area.

Table 89: Provider Enrollment Service Level Agreements

ID	Provider Enrollment Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to complete processing of provider enrollment applications, notify providers of results, and generate new provider materials, and provide support for sole source contracts as required by DHS.	The Supplier will complete processing of provider enrollment applications within five (5) business days of receipt of the completed application.
2	The Supplier will continue to provide online information and produce reporting to support assessment of adequacy of provider networks for all programs and assessment of Member access to service. This includes identifying and collecting data by program on the number and types of providers and provider locations.	The Supplier will produce reports within one (1) business day of request.
3	The Supplier will continue to automatically reconcile the provider Medicaid data with the Medicare provider information from the Medicare Carriers and Intermediaries or the Coordinator of Benefits (COB) Medicare Supplier when received and make necessary changes to the Medicare provider information.	The Supplier will reconcile the provider data within five (5) business days of receipt of information from the Medicare Carriers and Intermediaries.
4	The Supplier will continue to check for any error occurrences of duplicate provider records and report the findings, along with the actions taken to resolve the duplicate situation, to DHS.	The Supplier will perform the duplicate provider check at least quarterly or as directed by DHS and submit findings within five (5) business days of completion of check.

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ID	Provider Enrollment Service Level Agreement	Due Date or Operational Expectation
5	The Supplier will continue to provide and maintain provider data and provider master file accuracy and integrity and use DHS-approved standardized abbreviations for data fields in the provider master file.	The Supplier will verify the accuracy of all additions and updates to the provider master file within one (1) business day of entry and make correction to errors discovered during the verification process on the same business day identified. The Supplier will perform additions, updates, verification, and corrections to the provider master file within the same business day, when it is the last day prior to the financial processing cycle
6	The Supplier will continue to track, capture, store, process and maintain disenrollment and termination information when a provider requests voluntarily disenrollment or a provider agreement is cancelled for any reason.	The Supplier will forward all provider appeals and sanctions, as well as any related documentation, to DHS within five (5) business days of receipt.

Table 90: Provider Enrollment Takeover Requirements

ID	Provider Enrollment Takeover Requirement
7	The Supplier will operate, support, and maintain the provider enrollment, certification, re-enrollment, re-validation, review, and approval function of the MMIS for all providers across DHS administered programs.
8	The Supplier will continue to require, enter/capture, store, and maintain all enrollment and certification information as required by DHS.
9	The Supplier will continue to assign and maintain a unique provider identifier for each provider or provider entity that meets program enrollment requirements for all programs and maps any other identifiers to internal assigned numbers, assigns and maintains provider numbers (atypical) for providers not eligible for an NPI number but meet program enrollment requirements, and does not allow atypical providers to be assigned numbers that duplicate any number assigned by the NPPES.
10	The Supplier will continue to maintain the capability to provide and obtain, capture, store, and verify data sources from required State sources, Federal sources, and external Stakeholder sources in a DHS-approved format and frequency. The Supplier will utilize this data for provider data maintenance purposes in accordance with DHS policy and retains responsibility for all fees and costs associated with obtaining and using these data sources.
11	The Supplier will continue to flag and route for action if multiple internal DHS assigned provider numbers are assigned to a single provider.

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ID	Provider Enrollment Takeover Requirement
12	The Supplier will continue to maintain regular communication processes with all relevant Local, State and Federal agencies to perform all provider enrollment activities.
13	The Supplier will continue to develop and distribute all required provider material based on program policy for providers on a DHS-approved timeline.
14	The Supplier will continue to track and report on the distribution of DHS furnished information to enrolled providers, including type of information and dates distributed.
15	The Supplier will continue to producing all reports, in a DHS-approved format and frequency, necessary to support all provider enrollment and will ensure all reports are re-creatable and stored in a centralized location for retrieval by Authorized Users.
16	The Supplier will continue to prevent enrollment of entities and individuals who do not meet the provider qualifications.
17	The Supplier will continue to operate, track data, and support the provider enrollment and re-validation processing by screening applications (and ongoing provider updates) for completeness.
18	The Supplier will continue to track and support an established provider review schedule to ensure providers continue to meet program eligibility requirements.
19	The Supplier will continue to track and maintain all information required for generating the annual 1099 income report.
20	The Supplier will continue to provide online and easily updated notes functionality to record provider-related information. These provider notes should be accessible when providing customer assistance, as well as when viewing provider data.
21	The Supplier will continue to archive provider records and documentation according to DHS policy.
22	The Supplier will continue to maintain a process that supports changes of ownership or relationships by transferring and updating all information as designated by DHS.
23	The Supplier will continue to allow access and share provider eligibility information to support any other system processes within the Wisconsin Medicaid Enterprise and external partners. A list of existing system interfaces is available in the Procurement Library.
24	The Supplier will continue to maintain and support the automated process (including web application) for all provider enrollment activities and allow oversight and tracking capabilities to all appropriate DHS-authorized Stakeholders.
25	The Supplier will continue to provide online access for storage, entry, and update of all provider data, including effective begin and end dates as applicable, and documentation for all authorized Stakeholders.
26	The Supplier will continue to operate, support, and maintain the provider data maintenance function with all data elements required for all DHS Administered programs.
27	The Supplier will continue to edit and verify accuracy of all entered data for presence, format, validity and consistency with other data in the update transaction. The Supplier will continue to verify electronically unless rules or verification data origination prohibits.
28	The Supplier will continue to track provider enrollment for all DHS Administered Programs and Agencies, and will provide and maintain program indicators that identify the provider's enrollment.

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ID	Provider Enrollment Takeover Requirement
29	The Supplier will continue to track and maintain provider enrollment, re-validation and re-enrollment status codes with their associated date spans.
30	The Supplier will continue to maintain current and historical multiple address capabilities for providers, including date parameters for any change and address standardization.
31	The Supplier will continue to provide the capability to perform mass updates to provider information, based on flexible selection criteria.
32	The Supplier will continue to maintain an audit trail of all updates to the provider data as required by DHS.

Table 91: Provider Enrollment Optimized Operations Requirements

ID	Provider Enrollment Optimized Operations Requirement
33	The Supplier will process all provider applications for approval or denial and generate necessary reports of the provider enrollment applications review process in accordance with all State and Federal rules and regulations.
34	The Supplier will provide information and reporting regarding provider application processing in a timeline defined by DHS.
35	The Supplier will provide targeted enrollment outreach and education to affected Stakeholders for unique care delivery models (e.g. health homes) and programs. .

5.3.8 Member Eligibility

The Member Eligibility (ME) Determination and Maintenance functional area exchanges eligibility and demographic data through interfaces; creates, accepts, and maintains an accurate, current, and historical record of eligibility and demographic information; supports eligibility verification, ID card production, claims and premium processing, cost share, divestment and deductible processing, Supplemental Security Income (SSI) benefit payment production and management reporting functions; and identifies, manages and monitors misuse of Medicaid services by Members.

The Central Application Processing Operations function creates, accepts, and maintains an accurate, current, and historic record of applications, eligibility non-financial, financial and ongoing verification, insurance verification, and out-of-pocket requirements for individuals eligible for State-administered health care programs. This function also includes those activities that relate to the processing of initial applications, renewal of the twelve (12) month benefit period; maintenance, dissemination and review processing of participant eligibility; and customer service functions.

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Table 92: Member Eligibility Service Level Agreements

ID	Member Eligibility Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will identify and resolve all Member data, received from system/interface/web service/batch data, which fails to update automatically.	The Supplier will: a. Resolve all failures within five (5) business days of identification. b. Accurately record all Member eligibility data within twenty-four (24) hours of receipt.
2	The Supplier will continue to generate and provide newborn enrollment reports and processing.	The Supplier will provide the Newborn Enrollment Report daily.
3	The Supplier will continue to operate and maintain the Member institutional level of care processing function and interfaces of the MMIS. The Supplier will continue to accept, process, and store all level of care data necessary for DHS-administered programs.	The Supplier will apply all level of care data changes within twenty-four (24) hours of receipt.

Table 93: Member Eligibility Takeover Requirements

ID	Member Eligibility Takeover Requirement
4	The Supplier will continue to provide, operate, and maintain a flexible, highly configurable system that contains current and historic eligibility information in a centralized, highly accessible location.
5	The Supplier will continue to provide a highly configurable system that includes numerous variables (e.g., copay exemptions, cost share information, premium exemptions) for Members as defined as part of the Takeover planning process.
6	The Supplier will continue to collect, process, capture, and maintain Member data.
7	The Supplier will continue to provide program support, including annual eligibility determination, initial and ongoing program enrollment, printing, and mailing of applications for applicable DHS-administered programs.
8	The Supplier will continue to provide and maintain presumptive eligibility (PE) processes and procedures. The presumptive eligibility process will continue to include historical audit trails.
9	The Supplier will continue to provide support for manual eligibility processes for different segments of Members and all methods of applications for applicable DHS administered programs.
10	The Supplier will continue to provide, operate, and maintain the Eligibility Verification System (EVS) and Automated Voice Response (AVR) system utilized for Member Eligibility verification functions.
11	The Supplier will continue to provide the ability for DHS-authorized Stakeholders to make updates to cost share and any out of pocket information.
12	The Supplier will continue to update and maintain enrollment of newborns to Members' cases based on hospital/MCO submitted information through a secure information system exchange, with the ability to update newborn information from multiple sources. The Supplier will send newborn information to CARES to update case files.

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ID	Member Eligibility Takeover Requirement
13	The Supplier will continue to determine eligibility and maintain all processes related to the Wisconsin Funeral and Cemetery Aids Program.
14	The Supplier will continue to operate, and maintain real time and batch data exchanges of Member eligibility information received from multiple sources in various formats. The source of all Member data changes will continue to be identified and retained.
15	The Supplier will continue to generate and issue health care ID cards by program/type of eligibility and replacement cards per individual Member. The Supplier will continue to support and maintain the functionality to request ID Cards through multiple forums, including online. The Supplier will continue to provide the ability to track number of cards issued per Member and have the ability to hold card issuance pending investigation. The Supplier will continue to provide the ability to account for lost, stolen, and damaged cards and have the ability to temporarily deactivate and reactivate a card.
16	The Supplier will continue to operate, and maintain Document Processing Unit (DPU) services, including necessary equipment, dedicated staff and managers, all interfaces, and inputs and outputs.
17	The Supplier will continue to provide Member information to DHS-authorized Stakeholders as authorized and defined by DHS.
18	The Supplier will continue to produce, distribute, and make available to DHS-authorized Stakeholders forms and notices per program, State, and Federal requirements.
19	The Supplier will continue to maintain an audit trail of Members request for copies of personal records.
20	The Supplier will continue to maintain an online inquiry tool to allow authorized Stakeholders the ability to check a Member's HealthCheck screening eligibility.
21	The Supplier will continue to process, store, and make available all HealthCheck data.
22	The Supplier will continue to operate and maintain the HealthCheck function, data, and interfaces of the MMIS.
23	The Supplier will continue to process, evaluate, and approve Member exemptions/disenrollments from programs. The Supplier will continue to provide clinical staff for decisions for exemptions and/or disenrollments.
24	The Supplier will continue to provide program support, including initial program enrollment, printing, and mailing of applications for DHS administered programs.

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Table 94: Member Eligibility Optimized Operations Requirements

ID	Member Eligibility Optimized Operations Requirement
25	The Supplier will provide eligibility operations process streamlining for various programs, including SeniorCare, WCDP, and Katie Beckett.
26	The Supplier will manually link/ unlink Member IDs and track and de-duplicate Members and Member information. The Supplier will develop, implement, and maintain a DHS-approved process for completing Member link/unlink transactions and sharing linked and de-duplicated Member IDs for all DHS administered programs with DHS-authorized stakeholders.

5.3.9 Member Enrollment

The Member Program and Managed Care Enrollment function identifies how Members are enrolled into a Program or Managed Care Organization (MCO) and what criteria are used to select potential enrollees. It includes disenrollments and level of care changes, which are also used to determine the capitation payment amounts for MCO enrollees, and sends enrollment materials and enrollment reports to communicate Program/MCO information and explain the Member’s Program/MCO choices to Members and MCOs.

Table 95: Member Enrollment Service Level Agreements

ID	Member Enrollment Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to process manual enrollment update transactions.	The Supplier will update transactions within two (2) days of receipt.

Table 96: Member Enrollment Takeover Requirements

ID	Member Enrollment Takeover Requirement
2	The Supplier will continue to operate and maintain a highly configurable Member enrollment system for the Wisconsin Medicaid Enterprise including current interfaces, data exchanges, and web services in a centralized, highly accessible location.
3	The Supplier will continue to identify/track Members that are in the enrollment process and/or disenrolled by program and status and provide reporting capabilities.
4	The Supplier will continue to maintain program or MCO enrollment hierarchies.
5	The Supplier will continue to establish/ enforce open enrollment rules as established by program, State statute, Federal regulation, and track programs and MCOs that are open or closed for enrollment via auto-assignment, reassignment, or Member choice.
6	The Supplier will continue to maintain a Member waitlist by program and enroll Members on a waitlist into the program based on program-specific rules.

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ID	Member Enrollment Takeover Requirement
7	The Supplier will continue to provide the ability to systematically apply enrollment and disenrollment rules based on various Member, provider, plan-centric, and other DHS-defined criteria. The Supplier will continue to provide the ability for DHS staff to review recommended rules and validate prior to final assignment.
8	The Supplier will continue to produce and maintain all Member program enrollment reports in multiple formats and available to DHS-authorized Stakeholders at a secure portal.
9	The Supplier will continue to provide an automated process to do daily reviews of the list of individuals or Members seeking enrollment and determine if criteria are met, and enroll based on DHS program rules. Periodic review will include applying aging rules to records and notifying DHS-authorized Stakeholders.
10	The Supplier will continue to generate, print, mail, and store all Member enrollment and disenrollment materials/notices/forms/letters/applications required by program, State, and CMS requirements.
11	The Supplier will continue to provide the ability to update Member program enrollment and disenrollment from multiple sources/systems and distribute Member enrollment information to authorized DHS-authorized Stakeholders.
12	The Supplier will continue to capture and maintain Medicaid agency structure that includes county, agency and program information used for specified DHS administered programs. Programs include Medicaid Waiver programs (Children's, Adults, IRIS)
13	The Supplier will continue to support the capability to switch Member Enrollment among programs and allow for enrollment in multiple programs, based on program policy,.

Table 97: Member Enrollment Optimized Operations Requirements

ID	Member Enrollment Optimized Operations Requirement	Due Date or Operational Expectation
14	The Supplier will continue to identify and resolve Member data that fails to update automatically.	The Supplier will resolve all Member data failures within five (5) business days of identification.
15	The Supplier will provide aggregate management reporting and streamlining of enrollment process activities.	Ongoing

5.3.10 Financial Services

The Financial Services business area includes Accounts Payable, Accounts Receivable, and State/Federal Reporting for DHS-administered programs.

Accounts Payable

General Accounts Payable includes functions related to the processing of claims payments, premiums, reimbursements, SSI benefits, refunds, interest, enrollment fees, incentives, bankruptcy and general cost settlements, and other non-claim related payments. Payees may

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include all standard Medicaid Stakeholders and other DHS partners, as identified by DHS. The Accounts Payable function is required to process payments both automatically (system generated) or manually. These payments may be transmitted electronically (EFT) or may require manual distribution. The Accounts Payable system will also allow for suspension of payments in adjudication, reactivation of pended payments, adjustments, stop payments, voiding, stale dates, replacements, and re-issuance. The Accounts Payable system will make payments and refunds for all DHS administered programs included under this Contract.

All Accounts Payable transactions are to be supported with full accounting detail in compliance with Generally Accepted Accounting Principles (GAAP). For purposes of State monitoring, all payment and refund transactions must include but are not limited to identification by payment ID, payee ID, reason, amount, program area, type of transaction, current status, dates of disposition, and fund sources.

Accounts Receivable

General Accounts Receivable business functions are related to cash receipting, cost sharing, premium collections, and other receivables. The overall purpose of the Accounts Receivable system is to record money or premium payments owed to DHS. The Accounts Receivable function processes both automatic and manual financial transactions. These monies may be received via check, EFT (Electronic Funds Transfer), money orders, or cash. All transactions and reporting are to be supported with full accounting detail and comply with the Generally Accepted Accounting Principles (GAAP).

Table 98: Financial Services Service Level Agreements

ID	Financial Services Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to produce all reports required for DHS and Federal reporting according to Federal/DHS criteria, formats, and requested data sets. The Supplier will continue to produce supporting documentation for reporting in formats as determined by DHS.	The Supplier will produce required reports and supporting documentation fifteen (15) business days prior to the due date by CMS.
2	The Supplier will continue to process capitation payments in compliance with HIPAA-standard X12 820 Premium Payment transaction standards.	The Supplier will process capitation payments monthly.
3	The Supplier will continue to perform reconciliations of DHS Member records with managed care enrollment records and automatically identify to adjust capitation payment based on reconciliation of errors or corrections when program or Member change is warranted. The Supplier will continue to provide the capability to verify correct capitation payment are executed when Member dis-enrolls from one MCO and enrolls in another plan.	The Supplier will perform Member reconciliation process on a weekly basis.

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ID	Financial Services Service Level Agreement	Due Date or Operational Expectation
4	The Supplier will continue to update claims history and online financial files with variable payment identification fields after the claims payment cycle. The Supplier will continue to provide an interface with other systems to share this payment identification information as defined by DHS.	The Supplier will update online files within twenty-four (24) hours of the financial processing cycle.
5	The Supplier will continue to process all account payable transactions in accordance with DHS guidelines.	The Supplier will process accounts payable cash transactions within one (1) business day of receipt.
6	The Supplier will continue to operate the system for generating payments, according to DHS and Federal guidelines, both automatically (system generated), and manually with the ability to run payment cycles on a daily basis during the business week.	The Supplier will issue manual checks within one (1) business day of receipt of request by DHS, unless otherwise directed. The Supplier will electronically transmit payments within twenty-four (24) hours after DHS approval of the check register to the appropriate Stakeholders.
7	The Supplier will continue to maintain internal fiscal control protocols, in accordance with GAAP, that are subject to DHS review and approval to ensure overall payment and revenue processing integrity.	The Supplier will maintain 100% accuracy on all financial transactions generated automatically and manually.
8	The Supplier will continue to self-report potential payment errors to DHS and take corrective action according to DHS guidelines.	The Supplier will perform payment adjudication within three (3) business days of error identification for inclusion in subsequent payment cycles, and/or within five (5) business days for manual payment generation.
9	The Supplier will continue to maintain a check write preview, review and approval workflow process that includes a system inventory of the payments comprising the release, and leverages system logic accounting for the basis of the payments to perform a variance analysis to flag payments that exceed normal levels.	The Supplier will provide all necessary information for check write: <ul style="list-style-type: none"> • Preview by 3:00 p.m. the day of the financial cycle. • Review and payment authorization to DHS by 12:00 p.m. the business day of the financial cycle.

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ID	Financial Services Service Level Agreement	Due Date or Operational Expectation
10	The Supplier will continue to provide, operate, and maintain a highly configurable solution that processes and pays capitation claims using a flexible capitation payment system that incorporates and distinguishes rate components based on DHS guidelines.	The Supplier will issue capitation claim payments, at a minimum on a weekly basis, using DHS approved capitation rates.
11	The Supplier will continue to pay and account for all SSI payments.	The Supplier will update SSI payment information on recipient electronic data files within ten (10) hours of receipt.
12	The Supplier will continue to produce and mail letters for accounts receivable.	<p>The Supplier will:</p> <ul style="list-style-type: none"> a. Mail initial letter within ten (10) business days of the date the accounts receivable is established. b. Mail first letter for delinquent accounts receivables within thirty (30) calendar days from the date the collection is due. c. Mail second letter within thirty (30) calendar days from the date the first letter was mailed, if accounts receivable is uncollected.
13	The Supplier will continue to produce remittance advices (RAs) for all financial cycles.	<p>The Supplier will:</p> <ul style="list-style-type: none"> a. Mail Remittance Advice (RAs) within two (2) business days of payment authorization. b. Post available 835s within twenty-four (24) hours of payment authorization. c. Make electronic RAs available to Stakeholders via the ForwardHealth Portal within twenty-four (24) hours of payment authorization.

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ID	Financial Services Service Level Agreement	Due Date or Operational Expectation
14	The Supplier will continue to maintain payment, in addition to paper checks, via electronic funds transfer (EFT) and research and resolve failed EFTs.	The Supplier will produce and make available all check registers and EFT registers to DHS and State Controller and independent auditors at the end of each/any type of payment cycle.

Table 99: Financial Services Takeover Requirements

ID	Financial Services Takeover Requirement
15	The Supplier will continue to automatically create financial transactions and apply correct account and Federal report coding, based on claim adjudication, capitation calculations and maintain fully separate accounting information for each program administered under the Contract.
16	The Supplier will continue to maintain authorized payment and refund processing cycles as specified by DHS, to include separate automated regular payment cycles for all programs covered under this Contract, including program/payer-specific processing cycles.
17	The Supplier will continue to maintain variable payment cycle configurations designed to optionally net provider payments against credit balance or accounts receivable amounts due in the payment cycle in determining the payment due the provider.
18	The Supplier will continue to maintain a system for voiding, replacing, stale dating, and reissuing payments and refunds.
19	The Supplier will continue to accept and process electronic remittance advice ASC X12 835 from payors for posting payments received.
20	The Supplier will continue to generate and reconcile a bank master file for documenting all payments and refunds issued and their current status as prescribed by DHS.
21	The Supplier will continue and maintain a "positive pay" (secure transaction) capability for all programs.
22	The Supplier will continue to ensure every transaction has an understandable description contained within the remittance advice (RA), as received by the provider and viewable by DHS, that explains the transaction.
23	The Supplier will continue to maintain garnishments, tax levies and assignment information to be used in directing or splitting payments to the payee and garnishee.
24	The Supplier will continue to pend or withhold payments on transactions per DHS policies, procedures and/or requests and provide Authorized Users with online access to pended transactions with the capabilities of releasing pended or withheld transactions automatically (system generated) or manually by Authorized Users or when they meet the fiscal criteria for processing as stipulated by DHS.
25	The Supplier will continue to maintain a financial transaction method for processing non-claim specific financial transactions to include accounts payables and receivables, as well as the ability to tie back payments in accordance with DHS-approved procedures.

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ID	Financial Services Takeover Requirement
26	The Supplier will continue to maintain a centralized system location to view and easily update all capitation rates, rate factors and payments.
27	The Supplier will continue to disallow payment to fee-for-service providers for services to be included in the managed care benefit package.
28	The Supplier will continue to identify individuals and enrollees who have retroactive changes that impact a paid capitation payment and modify or adjust the MCO capitation payment as defined by DHS. The Supplier will continue to have the ability to pay per member per month (PMPM) for Members enrolled in programs as directed by DHS.
29	The Supplier will continue to maintain PMPM payments for Medicaid waiver service providers, including non-managed care programs.
30	The Supplier will continue to maintain use of electronic fund transfer (EFT) transactions with all providers, Members, and business partners unless otherwise requested by the Payee under approved DHS guidelines.
31	The Supplier will continue to maintain the ability to process A/Rs, both system generated and manually generated, and provide Authorized Users online access to the Cash Receipting sub-business function.
32	The Supplier will continue to maintain a system for tracking all transactions received through the Wisconsin Medicaid Enterprise and making adjustments to the account receivables accordingly by program or payment type.
33	The Supplier will continue to allow and accept free form user notes on all recovery records and create automatic note entries based on defined activities.
34	The Supplier will continue to maintain security and internal control measures for the confidentiality of the information contained in the accounts receivable system.
35	The Supplier will continue to maintain a history of refunds consistent with DHS and Federal guidelines.
36	The Supplier will continue to accept non claim-specific financial transactions.
37	The Supplier will continue to maintain tracking/reporting of ARs for nursing homes and other entities as identified by DHS that allows users to view the status of where ARs are in the processing cycle to avoid having to write ARs off if payment is not recouped.
38	The Supplier will continue to maintain a system to invoice, track, accept/deposit payment and apply/disposition accounts receivables and cash receipts for all programs, payers and revenue sources covered under this Contract.
39	The Supplier will continue to maintain a process for producing and submitting reports and payment summaries to DHS according to defined criteria, format, and requested data sets and that ensures all current financial reports are re-creatable as DHS refines reporting requirements. Reports and reporting requirements are to be stored in a centralized location for retrieval by Authorized Users.
40	The Supplier will continue to generate aging accounts receivable reports that meet DHS, State, and Federal requirements.

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ID	Financial Services Takeover Requirement
41	The Supplier will continue to update financial claims history to reflect cash receipts, generate cash receipt reports, and maintain supporting documentation by DHS identified financial categories and programs.
42	The Supplier will continue to generate claims extracts and related financial data, which will be accessible in the MMIS, as well as provide the ability to share with other parties and Suppliers.
43	The Supplier will continue to maintain and use financial data to report and/or adjust providers' earnings for IRS and Wisconsin Department of Revenue reporting needs.
44	The Supplier will continue to maintain a history of claim recovery overpayments and allow overpayment distribution to the appropriate parties, including providers, Members, contractors, waiver agencies, or insurers (TPL) in accordance with program specific policy.
45	The Supplier will continue to maintain, for Authorized Users, online access to a single consolidated accounting system that provides for posting and/or adjusting the detail of payments received.
46	The Supplier will continue to maintain the capacity to include category of service benefits as part of the fiscal coding structure generated in each payment voucher and uploaded to DHS accounting system.
47	The Supplier will continue to maintain the ability to preview checkwrite payment amounts during the approval process prior to checkwrite release.
48	The Supplier will continue to operate and maintain, in accordance with State and Federal policy, the Medicare Part D payment function (aka clawback) to accurately identify and pay the calculated per Member fees to the necessary Federal agencies.
49	The supplier will continue to maintain and operate the independent claims/encounters pricing tool used for rate setting.

Table 100: Financial Services Optimized Operations Requirements

ID	Financial Services Optimized Operations Requirement
50	The Supplier will develop and maintain a working relationship with DHS-approved bank, automated EFT clearinghouses, and the State Treasury, and will ensure EFT, data transmission, and data reconciliation accuracy to comply and maintain compliance with DOA standards for banking and accounts.
51	The Supplier will develop and maintain DHS-approved security and internal financial control measures for the confidentiality of the information contained in the accounts payable system, including printed checks and check stock, during the storage, print, and mailing processes in accordance with GAAP and otherwise compliant with Industry Standards including HIPAA and PHII. The Supplier will maintain financial control documentation online with real time access.
52	The Supplier will develop and maintain a timely process, as approved by DHS, for dispositioning cash receipts against receivables and generate initial and follow-up communications regarding accounts receivables according to DHS guidelines.

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ID	Financial Services Optimized Operations Requirement
53	The Supplier will develop, maintain and make available to DHS-approved financial and adjustment processing policies and procedures and posting instructions, including written procedures for updating the financial subsystem by program.
54	The Supplier will develop and report financial metrics, as directed by DHS, to monitor financial system accuracy and payment trends.
55	The Supplier will develop and maintain DHS-approved documented procedures and controls for updating the MMIS accounts payable and accounts receivable system in accordance with DHS policies and streamlined directive process.
56	The Supplier will develop and maintain a DHS-approved process for all recoupments and collections in accordance with DHS policies.
57	The Supplier will provide analysis of various areas of expenditure to determine areas of greatest cost and compare actual expenditures with budget to determine and support control of current and projected financial position.
58	The Supplier will establish internal fiscal control reviews with DHS to provide for regular evaluation and adjustments to ensure continuous improvement to fiscal integrity.

5.3.11 Data Warehouse, Exchange and Analysis Services

DHS seeks a Supplier to take over the existing Data Warehouse, Exchange and Analysis Services. The Supplier must ensure that all of the following existing systems and services continue to operate, are maintained, and are fully supported throughout the project lifecycle:

- Decision Support System/Data Warehouse (DSS/DW) and Long Term Care Data Warehouse (LTC DW)
- Analytical Services
- Reporting
- Information/Data Exchange Services
 - Data Collection and Validation
 - LTC Information Exchange System (IES)
- Analysis, Visualization and Reporting (AVR)

The following list provides a brief description of each functional area as it is currently in production:

- The **Decision Support System/Data Warehouse (DSS/DW)** is a data repository with a Business Objects layer for Medicaid and other healthcare programs. DSS/DW loads, links and transforms data to enable DHS users and customers to create regular and ad hoc reports that efficiently query available data to address business questions.
- The **LTCare Data Warehouse** provides an area to store and access data in the data repository with a Business Objects layer for internal and external (e.g., county and

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regional program staff and administrators) staff. This access is obtained through the internet and allows access to timely information to use for utilization management, network development, quality assurance, research, and other business functions. The data access includes tools for data analysis and decision-making. The tools and data sets that are made available can be used to build periodic (ad hoc), defined frequency (operational/production), and executive level reports using data collected from multiple sources, including the LTC Information Exchange System (IES), the functional screen, and a variety of other Long Term Care (and other) program functions/data sources.

- The **Analytical Services** function outlines requirements related to supporting program analysis and program evaluation. In addition, this section provides information to respond to queries from the provider, State, or Federal government regarding services provided to the citizens of Wisconsin. Data comes from the data warehouse or other database resources. These services will require business knowledge of and expertise in all Medicaid areas. Analytical services requirements are included in other sections of the solicitation, specific to different business areas. However, all analytical services requirements listed in this solicitation must be met regardless of where they reside, and all are covered by this section.
- The **Reporting** function provides management reports DHS uses to forecast, budget, and account for a variety of areas. These reporting tools are available to staff through online access. Reporting is a core business process required by CMS in the Federal Department of Health and Human Services (HHS) and DHS. Other MMIS Report Access and Delivery requirements provide a simplified access to information through an online reporting system. Staff relies on the prompt availability of this data to provide reports on program information and forecasting. The system should enable users to navigate easily from one report to another. Reporting is included in other sections of the solicitation, specific to different business areas. However, all reporting requirements listed in this solicitation must be met regardless of where they reside, and all are covered by this section.
- **Information/Data Exchange Services** includes both data collection and validation and the LTC Information Exchange System (IES).
- **Data Collection and Validation:** The DSS/DW and LTC DW receive and exchange information from various resources. All integrated interfaces must comply with HIPAA standards and transaction code sets rules. The Supplier must maintain the interfaces and system design according to HIPAA, HITECH, and ACA guidelines and must act upon any technological updates and/or changes in business processes or business relationships, as directed by DHS. A summary of the existing system interfaces is available in the Procurement Library.

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- **LTC Information Exchange System (IES):** Originally used by Family Care/Long-Term Care Expansion to help with Medicaid long-term care population, this web-based application now serves multiple Program Areas to address data collection and validation needs. It has been developed and utilized for any Program Area with a need to collect and validate data (service level and non-service related data). This application is a data collection and validation tool. Information/Data Exchange Services requirements are included in other sections of the solicitation, specific to different business areas. However, all Information/Data Exchange Services requirements listed in this solicitation must be met regardless of where they reside, and all are covered by this section.
- **Analysis, Visualization and Reporting (AVR):** provides the ability to integrate, analyze, display, report, and map data, as well as share data and technologies for analysis and visualization with other public health partners. The software components, the Enterprise Business Intelligence Server from SAS and ESRI’s ArcGIS product, facilitate dataset integration and provide a uniform method of accessing and analyzing the data, assisting DPH in meeting its statutory requirements for periodic assessment of the health of Wisconsin citizens and measuring progress towards the goals of Healthiest Wisconsin 2020, or most current standard as directed by DHS.

Table 101: Data Warehouse, Exchange, and Analysis Services Service Level Agreements

ID	Data Warehouse, Exchange, and Analysis Services Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will provide access to all data warehouse, exchange and analysis services systems from 6 a.m. to 7 p.m., Monday through Friday, and 8 a.m. to 12 p.m. Saturday, excluding State holidays. All maintenance activities will occur outside of the access window and only with prior DHS approval.	The Supplier will maintain an average one hundred percent (100%) uptime for all systems during the access window, measured weekly Sunday through Saturday.
2	The Supplier will continue to support a process for receiving, initiating, and executing all data warehouse, exchange, and analysis services work requests from DHS.	The Supplier will acknowledge receipt of DHS directives within one (1) business day and respond with proposed dates for delivery of Deliverables within three (3) business days.
3	The Supplier will continue to maintain all activities to ensure existing reporting and analysis services are available, operational, supported, and documented.	The Supplier will insure access is not interrupted to once per month for no longer than thirty (30) minutes.

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ID	Data Warehouse, Exchange, and Analysis Services Service Level Agreement	Due Date or Operational Expectation
4	The Supplier will apply all help desk requirements in this RFP and continue to staff a user help desk to support the DSS/DW, LTC DW, IES, and business intelligence tools during operational hours.	The Supplier will respond (non-automated) to all requests to the help desk within thirty (30) minutes, 99% of the time.
5	The Supplier will continue to maintain time periods during evenings or on weekends when users can execute long running queries without fear of the system being brought down for maintenance. In addition, the Supplier will continue to notify the users of any long running queries, processes, or other delays that could impact the DSS/DW or LTC DW refresh or the window for maintenance.	The Supplier will provide windows for long running queries that will occur after normal access hours (6 a.m. to 7 p.m. five days (M-F) and Saturday 8 a.m. to 12 p.m. excluding State holidays).
6	The Supplier will continue to refresh the appropriate DSS/DW and LTC DW structures according to DHS-approved timeframes.	The Supplier will complete refreshes within twenty-four (24) hours of the completion of the Medicaid claims payment cycle.
7	The Supplier will continue to maintain a process to provide DHS-Authorized Users access to DSS/DW, LTC DW, and IES applications in accordance with internal DHS procedures.	The Supplier will provide access within one (1) business day of receipt of electronic DHS approval.

Table 102: Data Warehouse, Exchange, and Analysis Services Takeover Requirements

ID	Data Warehouse, Exchange, and Analysis Services Takeover Requirement
8	<p>The Supplier will continue to:</p> <ul style="list-style-type: none"> a. Perform routine and full backups (except during access times); b. Perform backups according to a DHS-approved schedule; c. Maintain sufficient transaction logging, database backup, and synchronization among multiple databases to allow data restoration to any “point in time”; d. Execute appropriate upgrades (e.g., database restructuring) to improve database performance; e. Ensure the interface and connectivity (e.g., ODBC) functions of applications that send and retrieve data from the DSS/DW and LTC DW are maintained; f. Initiate or update user data access to DSS/DW, LTC DW, and IES applications electronically; g. Terminate, reverse, or back-out an update in the event it is discovered the update is erroneous or corrupted.
9	The Supplier will continue to maintain DSS/DW and LTC DW documentation and all associated documentation with historical data (e.g., ETL, Data Model) and make it available to DHS.
10	The Supplier will continue to maintain all historical and ongoing current data stored on the DSS/DW and LTC DW, data stores, and data marts. The Supplier will continue to follow the DHS-approved process for requesting data sets and will follow defined timelines as established for each request.

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ID	Data Warehouse, Exchange, and Analysis Services Takeover Requirement
11	<p>The Supplier will continue to operate and maintain all technologies (servers, software, networks), systems, applications, and tools to ensure existing reporting and analysis services are operational, supported, and documented:</p> <ol style="list-style-type: none"> a. Decision Support System (DSS)/Data Warehouse (DW); b. Long Term Care Data Warehouse (LTC DW); c. Executive Information System (EIS); d. Information Exchange System (IES).
12	<p>The Supplier will continue to provide ad hoc reporting services and capabilities that are fully accessible and available to authorized DHS users.</p>
13	<p>The Supplier will continue to operate and maintain pre-formatted report templates that obtain and present data including:</p> <ol style="list-style-type: none"> a. Recipient and provider claim history (paid and unpaid); b. Summarization of services by several categories (e.g., inpatient, outpatient, mental health, nursing home, drug, transportation, home health, DME/DMS, MAR, FCOS, clinical). <p>The templates allow the user to enter parameters (e.g., provider or recipient IDs, date of service range) based on individual or ad hoc queries.</p>
14	<p>The Supplier will continue to ensure operational, performance, administrative and other reports are automatically generated, electronically distributed, security enabled, and reviewed and refreshed annually.</p>
15	<p>The Supplier will:</p> <ol style="list-style-type: none"> a. Operate the DSS/DW and LTC DW security system that controls various types of data access. Security is user-specific, control both access to data marts and the level of detail of the data in the data mart, and limits the records within the data mart (e.g., only show those records for the MCO); b. Maintain a supervisory tool to restrict access and record all security contacts with NIST reporting functionality; c. Generate audit trail reports showing before and after image of changed data, the ID of the person making the change, the change date, and the processing time; d. Ensure all electronic data transfers and access comply with all applicable Federal HIPAA and NIST Privacy and Security requirements in this RFP; e. Limit access to data/queries by user/security level.
16	<p>The Supplier will continue to operate and maintain secure access to the DSS/DW and LTC DW via a web browser, including the following capabilities:</p> <ol style="list-style-type: none"> a. Maintain a mechanism to log and translate requests initiated from a Web browser directed to the DSS/DW and LTC DW; b. Access data, via the Web gateway, within the enabled DSS/DW and LTC DW; c. Maintain ability to support a web portal for access by providers, Trading Partners, and other Stakeholders (e.g., Milwaukee Child Welfare (MCW), DCF, DOJ, and LTC).

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17	<p>The Supplier will continue to operate and maintain a reporting infrastructure capable of evolving with Industry Standards to push production reports to the end user (DHS, MCOs, State entities, Resource Centers, and other private and non-private entities) using a variety of formats (e.g., ASCII Text, PDF, HTML, XML, EXCEL), and:</p> <ol style="list-style-type: none"> a. Automate the generation of all production reports that are distributed to the entities listed above; b. Maintain automated report scheduling; c. Maintain multiple secure report delivery mechanisms, such as SFTP, portal, email, email distribution lists, and reports; d. Maintain the ability to send reports in multiple formats.
18	<p>The Supplier will continue to draft, develop, edit, and produce oral and written presentations to communicate findings and support DHS staff.</p>
19	<p>The Supplier will continue to organize and facilitate external and user group meetings at the request of DHS.</p>
20	<p>The Supplier will continue to receive, store, and analyze data received from internal and external entities. In addition, the Supplier will continue to support data importing and integration into analytics.</p>
21	<p>The Supplier will continue to add new data sets and data sources as directed by DHS and in accordance with the approve change control processes.</p>
22	<p>The Supplier will continue to have the capabilities create new data marts and data linkages based on DHS directives and in accordance with the approve change control processes.</p>
23	<p>The Supplier will maintain DSS/DW and LTC DW documentation in accordance with RFP Section 5.2.10.</p>
24	<p>The Supplier will continue to employ proven database design and data management methodologies to validate, edit, scrub, and transform raw data prior to loading/updating the data warehouse on an ongoing basis. After loading/updating, the database should be ready to support all reporting and analysis needs. These methodologies will:</p> <ol style="list-style-type: none"> a. Analyze completeness of updates based on historical and projected data volume for the source; b. Integrate various data types and formats, such as medical claims, costs, encounters, eligibility information, and provider information; c. Standardize data into a common format to enable normative comparisons; d. Customize database design in accordance with DHS's analytical and ad hoc reporting requirements; e. Assess and improve the quality of data contained within the database.
25	<p>The Supplier will continue to maintain required data to complete the analysis and reporting requirements of this RFP.</p>
26	<p>The Supplier will continue to operate and maintain industry-specific tools such as groupers, risk adjustments, and healthcare specific data sets.</p>
27	<p>The Supplier will continue to operate and maintain intelligent data load processing and load balancing for the all data warehouses. All load processes will include:</p> <ol style="list-style-type: none"> a. The ability to identify if an error occurred during the load process and automatically notify a list of contacts by email and electronic system notification. b. The ability to confirm that the data loaded was the data expected to have been loaded and, if not, automatically notify a list of contacts by email and electronic system notification.

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ID	Data Warehouse, Exchange, and Analysis Services Takeover Requirement
28	The Supplier will continue to support analytics and reporting activities including budget and expenditures, audit support, pricing, and reimbursement.
29	The Supplier will continue to maintain the capabilities to load data received from DHS-defined partners and data repositories and provide capabilities to integrate that data with existing DHS data sets using current data warehouse tools and technology.
30	The Supplier will continue to provide Medicaid administration data to support budget forecasts and monitoring efforts and Medicaid program modeling.

Table 103: Data Warehouse, Exchange, and Analysis Services Optimized Operations Requirements

ID	Data Warehouse, Exchange, and Analysis Services Optimized Operations Requirement	Due Date or Operational Expectation
31	The Supplier will continue to provide an alternative analysis and recommendations for version upgrade options to DSS/DW, IES, and LTC DW software and tools in accordance to System Maintenance SLAs.	The Supplier will provide the alternative analysis and recommendation within two (2) months.
32	The Supplier will continue to maintain a metadata repository of DSS/DW and LTC DW.	The Supplier will update and publish the metadata repository as updates are implemented and reviewed quarterly.
33	The Supplier will continue to reconcile and balance MMIS data to comparable data from other reports to ensure internal validity, including DSS to ensure external validity, and provide an audit trail.	The Supplier will deliver the balancing report to DHS within one (1) business day of the completion of the processing cycle and notify DHS of any imbalances existing in the reports, including the reason for the imbalance.
34	The Supplier will continue to provide a listing and analysis of all existing reports and report descriptions, source information, DHS report owner contact information, query logic, and other metadata for any report utilized to support the enterprise.	The Supplier will deliver the listing and analysis results quarterly or upon the implementation of a major project.

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ID	Data Warehouse, Exchange, and Analysis Services Optimized Operations Requirement	Due Date or Operational Expectation
35	The Supplier will provide analysis of all existing reports and report descriptions, source information, DHS report owner contact information, query logic, and other metadata for any report utilized. This analysis will be used to create a report of recommendations to support DHS for clean-up purposes to reduce duplication and archive queries no longer needed. The Supplier will implement all DHS-approved recommendations from this report.	The Supplier will: Deliver analysis on a yearly basis for clean-up purposes for DHS review within five (5) business days of the end of the year. Implement all DHS-approved recommendations within three (3) months.
36	The Supplier will continue to generate and produce monthly audit trail and usage reports for all data warehouse, exchange, and analysis services reports and systems.	The Supplier will deliver a prior month report to DHS within five (5) business days of the end of the month.
37	The Supplier will continue to analyze and report on all system and infrastructure performance.	The Supplier will provide reporting of optimization annually, or after any major system change.
38	The Supplier will: a. Generate program management reports showing status of all DSS/DW and LTC DW projects, including project completion dates and identification of any issues that would affect scheduled completion; b. Document the results of ongoing design meetings and business requirements meetings and the resultant design specifications, including changes to databases, reports, ETL, and data model documentation.	Ongoing
39	The Supplier will provide detailed documentation containing methodology/sources used in the development of reports and archive reports in an enterprise content management system. All reports will be accessible to DHS.	Ongoing
40	The Supplier will: a. Provide end-user training that will include tool(s) training and data training by subject area and level of competence; b. Provide IES users with training and documentation on the use of the IES.	Ongoing
41	The Supplier will analyze the databases and infrastructure to optimize performance on an ongoing basis, after the implementation of a major project or change, or as requested by DHS to ensure that all performance requirements are met or exceeded.	Ongoing

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ID	Data Warehouse, Exchange, and Analysis Services Optimized Operations Requirement	Due Date or Operational Expectation
42	The Supplier will make recommendations on an ongoing basis regarding optimized reporting templates based on evolving Industry Best Practices that would generate a broad scope of information typically sought by Medicaid agencies to assist program management, quality improvement, and decision-making.	Ongoing

5.3.12 Third Party Liability Services

The Third Party Liability (TPL) business area is comprised of three key business processes: Third Party Liability, Casualty, and the Health Insurance Premium Purchase program. The goal of the TPL business area is to minimize the use of DHS health care funds for payment of services through public assistance programs for which other parties are responsible.

DHS receives TPL information from both electronic and manual inputs and seeks a Supplier to oversee the technical and operational aspects of the receipt and processing of all TPL information. The Supplier will receive, validate, and make the TPL information available throughout the enterprise. Accurate and timely TPL information is necessary for the Supplier to perform the cost avoidance and post pay recovery functions for DHS. Utilizing accurate TPL information during the processing of claims enables DHS to minimize upfront expenditures for services for which other parties retain responsibility. The post payment recovery activities require a Supplier to identify, generate electronic and paper recovery requests, and maintain the full life cycle of the recoveries to ensure compliance with all State and Federal laws.

To maximize recovery efforts in accordance with State and Federal laws, DHS operates a casualty recovery function. The Supplier will make available necessary data and process incoming recoveries from DHS and/or their partner to operate the casualty recovery function.

The Health Insurance Premium Purchase program requires a Supplier to obtain Members' other health insurance information and determine the cost effectiveness of other coverage for possible payment by DHS. DHS seeks a partner to perform continuous review of this program and suggest improvements to effectively manage health care dollars.

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Table 104: Third Party Liability Service Level Agreements

ID	Third Party Liability Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to accept and match, against all necessary data, external sources of TPL data as necessary for DHS-administered programs' TPL policies.	The Supplier will: <ul style="list-style-type: none"> a. Complete electronic TPL updates within one (1) business day. b. Complete manual TPL updates within two (2) business days. c. Initiate corrective actions for TPL updates that fail updating within two (2) business days.
2	The Supplier will continue to perform TPL verification and enrollment activities to accurately add and update TPL information to the MMIS.	The Supplier will: <ul style="list-style-type: none"> a. Initiate written and electronic requests for verification within three (3) business days. b. Initiate follow-up to requests for verification within ten (10) business days after initial request.

Table 105: Third Party Liability Takeover Requirements

ID	Third Party Liability Takeover Requirement
3	The Supplier will continue to operate and maintain a system for storing, and making accessible across the Wisconsin Medicaid Enterprise all DHS-required third party liability (TPL) information and documentation for DHS-administered programs. The system will accept and store Member and carrier information to maintain a complete and accurate TPL record.
4	The Supplier will continue to maintain the operational capacity to perform TPL processing functions for DHS-administered programs according to the DHS-approved Staffing Management Plan.
5	The Supplier will continue to maintain the system capability and procedures to accept and update, both manually and systematically and in accordance with DHS-approved procedures, all TPL information from currently identified DHS-authorized Stakeholders. The system will continue to allow or disallow the update of TPL information based on source hierarchies and exemption logic.
6	The Supplier will continue to make TPL information available, limited by role-based security, for all DHS-authorized Stakeholders.
7	The Supplier will continue to maintain and make accessible through role-based security a complete and accurate audit trail of TPL data.
8	The Supplier will continue to maintain the interfaces among the TPL system and all DHS-authorized Stakeholders, systems, and Suppliers.
9	The Supplier will continue to maintain all cost avoidance logic and configuration. All cost avoidance processing will maintain compliance with all State and Federal policies.

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ID	Third Party Liability Takeover Requirement
10	The Supplier will continue to operate and maintain highly configurable cost avoidance claims processing utilizing the current and verified TPL information on file.
11	The Supplier will continue to operate, manage, and oversee the post payment recovery function of the MMIS to recover and process all payments for which other entities are liable, both TPL and non-TPL recovery related, for DHS-administered programs and in accordance with DHS policy.
12	The Supplier will continue to maintain the post payment recovery system of the MMIS that initiates, tracks, and processes post payment recovery requests to other entities. This post payment recovery system is designed to identify claims for post payment recovery and initiate the recovery via paper and electronic NCPDP and HIPAA compliant transactions.
13	The Supplier will continue to operate and maintain the post payment recovery system to automatically adjust claims and services for which a post payment recovery has been collected.
14	The Supplier will continue to operate an insurance discrepancy function within the MMIS to notify all DHS-authorized Stakeholders of potential TPL discrepancies. The Supplier will continue to use the information obtained through this function to maintain the accuracy of the TPL information contained in the MMIS.
15	The Supplier will continue to generate and securely provide the necessary data required for DHS or its agent to process casualty recoveries.
16	The Supplier will continue to maintain the system and interfaces to receive and fully process all HIPP cases. The Supplier will maintain the automated cost effectiveness calculation of the HIPP processing function.
17	The Supplier will continue to provide Premium Assistance services in accordance with State and Federal law and other State program requirements as defined by DHS.

Table 106: Third Party Liability Optimized Operations Requirements

ID	Third Party Liability Optimized Operations Requirement	Due Date or Operational Expectation
18	The Supplier will continue to operate the health insurance premium payment (HIPP) function of the MMIS. The Supplier will provide ongoing support of the HIPP processing function and rates and provide a yearly report documenting the review and recommendations of all HIPP processing procedures and rates.	The Supplier will generate and provide a report yearly, due on the first business day of March each year.
19	The Supplier will provide the operational flexibility to staff appropriately for operational periods of higher demand for TPL processing and the operational area expertise of DHS's TPL policies and procedures.	Ongoing

5.3.13 Estate Recovery

The Wisconsin Estate Recovery Program seeks repayment for the cost of certain long term care and the Wisconsin Funeral and Cemetery Aids Program (WIFCAP) services paid for on behalf of Members by Medicaid, BadgerCare Plus, Community Options Program (COP), or non-Medicaid

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Family Care, as well as any services provided by the Wisconsin Chronic Disease Program (WCDP). Recovery is made from the estates of Members, the estates of their surviving spouses, certain non-probate property, and liens placed on their homes. Recovery is made when a Member and the Member’s dependents no longer need those assets.

Wisconsin spends approximately 40-50 percent of its total Medicaid budget to provide long term care services and WIFCAP. The money recovered is returned to the programs and used to pay for care for other Members. Long term care services for which the program seeks repayment include nursing home services, home care services, and community-based long term care program services.

State and Federal laws require Wisconsin Medicaid to recover some of the money used to pay for services for Medicaid Members. These laws are designed to recover from the assets of those who received benefits from the Medicaid program.

Estate Recovery workflow and case management functionality is currently provided by Lien, Estate and Affidavit Processor (LEAP), and interfaces/integrates with other data sources and the Decision Support System (DSS) Data Warehouse.

Table 107: Estate Recovery Service Level Agreements

ID	Estate Recovery Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to maintain, update, and submit for DHS approval all user and system documentation as it relates to the operation, maintenance, and modifications of the estate recovery case management system in a highly accessible, secure, and central location.	The Supplier will update system documentation annually, or following system updates ten (10) days prior to implementation.
2	The Supplier will continue to ensure the estate recovery case management system is operational and is available according to required timeframes. Additionally, scanned images will be available in LEAP according to required timeframes.	The Supplier will: a. Provide estate recovery case management and LEAP system availability from 6am to 7pm M-F and 8am-12pm on Saturdays. b. Make available by 6 am all documents scanned by 2 pm the previous business day and make available by 2 pm all documents scanned after 2 pm the previous business day.

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Table 108: Estate Recovery Takeover Requirements

ID	Estate Recovery Takeover Requirement
3	The Supplier will continue to provide, maintain, and operate an estate recovery case management system that includes all existing workflow, document generation, case processing/scoring/tracking, financial management and tracking, scanning, data storage/matching/imports/exchange, call management, system interfacing, and user/system capabilities and functionality.
4	The Supplier will continue to provide, update and maintain all development and production servers necessary to take over and operate the current/existing estate recovery case management system.
5	The Supplier will continue to adhere to the overall Staffing Management Plan to provide adequately trained and dedicated staff to meet current Estate Recovery Program requirements.
6	The Supplier will continue to accept paper or EFT payments, deposit into a State bank account, record, reconcile, account, code, track, and store payment related data for all forms of estate recovery payments, as they are received on behalf of DHS. Further, the Supplier will either integrate payment related data with the estate recovery case management system or automatically store payment information in the case management system.
7	The Supplier will continue to generate all State and Federal required and/or requested Estate Recovery reports in approved formats, layouts, and timeframes.
8	The Supplier will continue to provide timely and secure role-based access, data extracts, System Integration, and interfacing capabilities to all DHS-authorized systems, partners, Suppliers, and staff.
9	The Supplier will continue to update and maintain data exchanges that provide case leads, integration, and other active subscriptions for all current State and Federal collaborative partners.
10	The Supplier will continue to maintain a separate estate recovery universe in the data warehouse that provides the ability for authorized Stakeholders to create ad hoc reports on program performance and operations.

Table 109: Estate Recovery Optimized Operations Requirements

ID	Estate Recovery Optimized Operations Requirement	Due Date or Operational Expectation
11	The Supplier will continue to maintain an active subscription, on behalf of DHS, to the Social Security Death Index. Similarly, on behalf of DHS, the Supplier will continue to maintain an active subscription to the Wisconsin Circuit Court Access at no cost to DHS (currently at no cost).	The Supplier will provide proof of paid receipts or subscription renewal and SSDI certification to DHS annually.
12	The Supplier will plan and collaborate with DHS and other Suppliers as directed by DHS to ensure the availability and operations of the estate recovery case management system based on related data and system dependencies.	Ongoing
13	The Supplier will assure all staff are trained to do all functions related to LEAP and Estate Recovery in order to provide support during DHS staff turnover.	Ongoing

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5.3.14 Pharmacy Benefit Management (PBM)

The Pharmacy Benefit Management (PBM) business area maintains responsibility for the full spectrum of pharmacy services for DHS's Wisconsin Medicaid Enterprise, including Medicaid, BadgerCare Plus, SeniorCare, Wisconsin Chronic Disease Program and the AIDS Drug Assistance Program. At the heart of these pharmacy services is the processing of pharmacy claims, including prescription drugs and provider-administered drugs, diabetic supplies, and medication therapy management claims. DHS utilizes the MMIS to process pharmacy claims, allowing claim inputs on a variety of media and providing real-time claim processing capabilities. DHS manages the pharmacy benefits through the configuration and maintenance of benefit packages and coverage policies within the MMIS, editing and auditing claims against pharmacy policies, and providing utilization review both prospectively and retrospectively. In addition to the requirements listed within this section, all PBM capabilities are also subject to the Claims and Encounter requirements of section 5.3.6, Benefit Plan Administration requirements of section 5.3.2, Benefit Plan Rate Administration requirements of section 5.3.3, and the Financial Services requirements of section 5.3.10.

To serve Stakeholders that are interacting with the PBM business area, DHS has established unique call centers. These call centers focus on authorization of services, real time submissions, and pharmacy programs. The call centers must continuously provide the highest level of customer service and knowledge of the PBM business area to serve Stakeholders effectively. DHS also manages the PBM business area toward the goal of lower costs and higher quality. To accomplish this, DHS established policies that require prior authorization for services. These authorizations, managed through the Prior Authorization business area, allow Stakeholders to request authorization over the phone, via real time adjudication by the STAT-PA system, and through paper and portal submissions. These authorizations align DHS with State and Federal policy while managing the pharmacy benefits in the most efficient manner.

Lowering costs and maintaining quality also has led to the establishment of a Medication Therapy Management program that allows providers reimbursement for provider intervention based and Comprehensive Medication Review and Assessment services. Pharmacy lock-in and utilization review activities also help DHS to maintain the quality of care and lower costs. In addition, DHS manages a drug rebate program to maximize program dollar recoveries from drug manufacturers. The drug rebate program spans pharmacy programs and includes managing the rebate life cycle for both fee-for-service and managed care pharmacy benefits for which DHS has provided payment. DHS collects rebates for Federal, supplemental, State-only rebates and diabetic supplies in accordance with established State and Federal rebating policies.

DHS seeks a Supplier to partner with in the overall management of the pharmacy benefits for the Wisconsin Medicaid Enterprise. This management and oversight of the PBM business area will be accomplished through the establishment of an effective Supplier team that brings Industry

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Best Practice knowledge and an evolving staffing pattern to meet the changing needs of the pharmacy benefits management.

Table 110: Pharmacy Benefit Management Service Level Agreements

ID	Pharmacy Benefit Management Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to operate and maintain a Pharmacy Benefits Management system for DHS-administered programs that meets all current PBM processing functionality, and allows for the receipt, processing, adjudication and status check of pharmacy claims from all DHS-approved media types.	The Supplier's PBM system will be available twenty-four (24) hours a day excluding DHS-approved downtime.
2	The Supplier will continue to support and maintain all pharmacy claim processing functions in accordance with DHS policies. The Supplier will support and maintain processing of real-time submissions and responses through a point of sale system, batch submissions, reversals and adjustments utilizing the claims processing and benefit plan administration structure of the MMIS.	The Supplier will provide a four (4) second average response time, measured weekly from Sunday through Saturday, on all POS real-time pharmacy claims.
3	The Supplier will continue to participate in national Medicaid HIPAA workgroups to represent Wisconsin's interests in ensuring that national decisions on HIPAA telecommunication standards meet the needs of Wisconsin's health care programs. The Supplier will secure DHS approval prior to any representation or presentation of documentation related to the Wisconsin pharmacy program, including any local, State, national conferences, or other public or private forums.	The Supplier will provide a monthly summary report of all representation/ presentation activities for the prior month.
4	The Supplier will continue to provide ongoing consultative support and recommendations for all reimbursement policies, pricing scenarios, and pricing adjustments. This will include detailed cost/benefit and alternatives analysis of all pharmacy pricing and reimbursement policy recommendations.	The Supplier will provide a monthly status report of all pricing consultation services, rate changes, and reimbursement policy recommendations for the prior month.
5	The Supplier will continue to maintain processes, procedures, and schedules for the exchange of rate and reimbursement policy updates.	The Supplier will update all rate and reimbursement policy changes in accordance with the approved schedule.
6	The Supplier will continue to perform pricing review requests from DHS-authorized Stakeholders in accordance with the DHS-approved processes and procedures.	The Supplier will meet the DHS approved standards and schedule.

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Table 111: Pharmacy Benefit Management Takeover Requirements

ID	Pharmacy Benefit Management Takeover Requirement
7	The Supplier will continue to provide the operational and system support necessary to maintain the PBM system and related functions, including Point of Sale Submission and Response; Claims Processing; Benefit Plan Administration; Editing/Auditing; Pharmacy Services Lock-in; Prior Authorization and STAT-PA; Prospective and Retrospective Drug Utilization Review; Drug Rebate, including Supplemental, Diabetic Supply, State-only, and Federal; Medication Therapy Management; Pricing; Advising and consulting services, including advisory and clinical adjudication staff, Call Center Support, including Drug Authorization, Policy Override (DAPO), SeniorCare customer service hotline, and the pharmacy POS call center.
8	The Supplier will continue to operate and maintain PBM claim processing capabilities to support all State and Federal policies including: DHS-defined pricing, professional dispensing fees, cost share calculations and tracking; Drug Utilization Review; Third Party Liability.
9	The Supplier will continue to obtain, capture, store, and verify data sources from required State sources, Federal sources, and other PBM related sources (e.g. compendia, Pharmacy Society of Wisconsin).
10	The Supplier will continue to maintain the necessary interfaces to ensure the availability of accurate information regarding Member eligibility, drug information, provider information, Member benefit limitations, managed care enrollment status, and other data and interfaces necessary to support PBM functionality.
11	The Supplier will continue to operate and maintain a PBM system that provides auditing and document/data retention capabilities. The Supplier will continue to ensure all PBM documentation and data is maintained in accordance with DHS-defined record retention policies. The Supplier will continue to maintain all drug rebate documentation/data in perpetuity and any documentation/data under litigation hold in accordance with the requirements of the hold while under Contract. All drug rebate documentation/data the current Fiscal Agent holds will be transitioned to the selected Supplier and the selected Supplier is required to turn over all document upon Contract termination.
12	The Supplier will continue to manage professional dispensing fees, support pricing benchmark flexibility (e.g., SMAC, WAC, FUL, NADAC), and support flexible cost sharing requirements (e.g., PDL status, Member eligibility type) to meet State and Federal requirements by program.
13	The Supplier will continue to maintain membership for one (1) designated Supplier staff member and one (1) designated DHS staff member to the National Council for Prescription Drug Programs (NCPDP) organization annually. The Supplier will maintain membership and all related travel travel costs for Supplier staff at no additional cost to DHS. The Supplier will represent DHS's interest at the NCPDP meetings and conferences. The Supplier will represent DHS's interest at the NCPDP meetings and conferences.
14	The Supplier will continue to perform all data processing and activities necessary to complete all drug rebate activities including dispute resolution and negotiation of supplemental rebate amounts. The Supplier will continue to provide the operational support necessary to help manage the full range of DHS drug rebate activities including supplemental, diabetic supply, State, and Federal rebating processes.
15	The Supplier will continue to utilize, maintain, and update an automated drug rebate management (ADRM) system for State and Federal drug rebate programs in compliance with all State and Federal requirements to ensure accurate drug rebate invoices are produced, tracked, collected, and managed for all manufacturers.

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ID	Pharmacy Benefit Management Takeover Requirement
16	<p>The Supplier will continue to manage and maintain a secure manufacturer drug rebate portal (MDRP) website for all State and Federal drug rebate programs that includes the following functionality:</p> <ul style="list-style-type: none"> a. Invoice retrieval; b. Claim level detail review; c. Electronic Reconciliation of State Invoice (ROSI) and Prior Quarter Adjustment (PQA) submission/disposition; d. Dispute activities; e. Communications; f. Rebate agreement administration; g. Electronic fund transfers (EFT) payment support for all drug rebate and supplemental rebate activities.
17	<p>The Supplier will continue to operate and perform drug rebate dispute research, tracking, and resolution activities in compliance with State and Federal dispute resolution reporting practices and timeline requirements. The Supplier will support all dispute activity, including disputes for periods prior to Takeover.</p>
18	<p>The Supplier will continue to maintain DHS-approved automated drug updating services to maintain the National Drug Code (NDC) master file that includes following capabilities:</p> <ul style="list-style-type: none"> a. Add, update, or archive; b. Support table configuration; c. Utilize Centers for Medicare and Medicaid (CMS) data on the NDC master file; d. Maintain the capability to categorize NDCs by logical groupings; e. Maintain the capability to categorize NDCs by customizable groupings (e.g., brand or generic status, covered outpatient drug status, therapeutic class); f. Maintain a preferred drug list status for NDCs; g. Maintain a prior authorization status for NDCs; h. Maintain a comprehensive NDC pricing file (e.g., SMAC, EAC); i. Maintain current claim edits on the NDC master file; j. Maintain current and history claim audits on the NDC master file; k. Maintain data to comply with Federal policies (e.g., CMS termination date, package size); and l. Maintain data to comply with State policies (e.g., BMN, obsolete, medical necessity).
19	<p>The Supplier will continue to operate, maintain, and support all TrOOP/PLRO processing functionality and responsibilities.</p>
20	<p>The Supplier will continue to maintain managed care editing for inclusion or exclusion of pharmacy services using approved standards in accordance with State and Federal policies.</p>
21	<p>The Supplier will continue to comply with all mandated, Federal DUR reporting requirements and produce the DUR Annual report.</p>
21	<p>The Supplier will continue to perform all Drug file, coverage maintenance, and policy implementations, including monthly updates and biannual implementations of Preferred Drug List (PDL) maintenance, Prior Authorization, quantity limits and other service limitations.</p>

Table 112: Pharmacy Benefit Management Optimized Operations Requirements

ID	Pharmacy Benefit Management Optimized Operations Requirement	Due Date or Operational Expectation
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ID	Pharmacy Benefit Management Optimized Operations Requirement	Due Date or Operational Expectation
22	The Supplier will provide reoccurring reports that include all pricing and policy recommended best practices and policy changes for implementation consideration by DHS.	The Supplier will provide a report of recommendations at least quarterly for the prior quarter.
23	The Supplier will provide DHS-approved analytical reporting of all recommended policy and pricing best practices DHS has implemented.	The Supplier will provide a quarterly review of all implemented recommendations for the prior quarter.
24	The Supplier will provide DHS-approved, secure online tools for the collection and intake of data for development of pharmacy pricing and reimbursement policies. All tools and processes will follow pharmacy Industry Standards and continuously evolve to meet changing State and Federal regulations, standards, and needs regarding pricing and reimbursement policies.	The Supplier will provide an annual report documenting all completed and anticipated changes to proposed tools.
25	The Supplier will operate and maintain DHS-approved drug utilization review activities and processes. This will include both Prospective and Retrospective DUR processing. The Supplier will work with DHS to establish criteria and standards for the management of all DUR activities in accordance with Industry Best Practices and maintain the system capabilities to manage all DUR processing, including performing targeted intervention activities as requested by DHS.	The Supplier will update all DUR tables during Prospective DUR processing from an incoming claim or reversal within four (4) seconds.
26	The Supplier will maintain a DHS-approved process for performing pricing review requests from DHS-authorized Stakeholders. This process must encompass the complete lifecycle of the pricing review process from intake to final establishment of rates as result of the review and include timelines and performance standards.	Ongoing
27	The Supplier will utilize all data sources for PBM purposes only and in accordance with DHS policy and retain responsibility for all fees and costs associated with obtaining and using these data sources including system updates for revised data exchange layouts or formats.	Ongoing
28	The Supplier will provide all drug updating service(s) as part of their base contract costs. The Supplier will include the receipt of new and updated information from the drug updating service(s) as part of maintenance and manage this process in accordance with the established change management procedures.	Ongoing

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ID	Pharmacy Benefit Management Optimized Operations Requirement	Due Date or Operational Expectation
29	The Supplier will include, as part of the Staffing Management Plan, an overall PBM staffing plan necessary for the successful management and operation of the PBM business area for DHS approval. This staffing plan will include a dedicated/experienced Pharmacy manager, a dedicated/experienced Drug Rebate Manager, and the necessary technical and operational staff. The Supplier will review the staffing plan with DHS at least annually or upon DHS request, for adjustments based on program needs.	Ongoing
30	The Supplier will implement a DHS-approved Pharmacy Lock-in Services program that follows State and Federal defined policies and Industry Best Practices. The Supplier will propose a variable lock-in case management volume calculation that follows Industry Best Practices and is based on DHS program population demographics, not to exceed ten percent (10%) of the total population.	Ongoing
31	The Supplier will implement a DHS-approved Retrospective Drug Utilization Review program that follows State and Federal defined policies and Industry Best Practices. The Supplier will propose a variable Retro DUR volume calculation that follows Industry Best Practices and is based on DHS program population demographics, not to exceed ten percent (10%) of the total population.	Ongoing
32	The Supplier will provide pharmacy pricing and reimbursement consultative support for the entire Wisconsin Medicaid Enterprise, including covered outpatient drugs, over-the-counter drugs, provider administered drugs, diabetic supplies, specialty and high cost drugs, compounds, vaccines, medication therapy management, ingredient and dispensing fees, durable medical supplies, and durable medical equipment across all programs.	Ongoing
33	The Supplier will perform detailed analysis to support the PBM program, including: a. State and Federal regulation changes (e.g., Covered Outpatient Drug redesign CMS-2345-P); b. Establish/enforce policies for proper distribution and reimbursement of medicines dispensed at a pharmacy for ultimate use in a prescriber's office or outpatient clinic (e.g., infusion suites); c. Coordinate cost share maximums and coordination of benefits.	Ongoing
34	The Supplier will provide the staff and technology to provide detailed analysis and reporting of Wisconsin Medicaid Enterprise's pharmacy pricing and reimbursement policy. The Supplier will provide DHS-requested reports of utilization, costs, trends, or any other aspect of pharmacy pricing and reimbursement policies.	Ongoing

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ID	Pharmacy Benefit Management Optimized Operations Requirement	Due Date or Operational Expectation
35	The Supplier will implement DHS-approved modeling/decision support tools and services to assist DHS in the development of pricing recommendations. The Supplier will provide dedicated staff, available to DHS, for performing modeling exercises.	Ongoing
36	The Supplier will develop, for DHS approval, implement and maintain processes, procedures, and methodology for the development, analysis, administration, and implementation of pharmacy pricing and reimbursement policies. Established processes and procedures will follow pharmacy Industry Standards, evolve with changing policies and standards, and utilize established and verified methods for collection of data, analysis, and development of rates and reimbursement policies.	Ongoing
37	The Supplier will provide consultative services that include the continuous analysis of new pricing methods, options and rates to propose for DHS implementation.	Ongoing
38	The Supplier will consider all DHS pharmacy program policy, coverage, and data in providing pricing and reimbursement policy consultative support. This includes DHS-approved use of drug rebate and preferred drug list information.	Ongoing
39	The Supplier will provide secure online tools to perform ongoing surveys of data from DHS-approved Stakeholders in accordance with DHS and Federal regulations. The Supplier will implement DHS-approved survey methodology for all surveys, including ingredient, dispensing fee, and acquisition costs surveys.	Ongoing

5.3.15 Portal

The Portal business area is comprised of the ForwardHealth Portal web application that provides external and internal Stakeholders a conduit to conduct business electronically with DHS and provides a platform for providing and distributing information and data electronically and efficiently. The ForwardHealth portal consists of a collection of public and secure portals comprising a wide range of information, tools and some applications directly connected to the MMIS and/or the Data Warehouse. The ForwardHealth Portal provides up-to-date policy information; allows the electronic submission and receipt of a variety of information and transactions, including real-time claims and prior authorizations; and serves as a communication hub for exchanging data, reports, and messages.

As the Wisconsin Medicaid Enterprise evolves, DHS is continuously seeking opportunities to utilize the portal as a method of transitioning manual and paper-based processes to streamlined electronic processes. DHS seeks a Supplier to take over the technology and operations of the ForwardHealth Portal and utilize it as a foundation to increase electronic business process opportunities and information sharing. The Supplier will also utilize the ForwardHealth Portal as

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a communication hub to maintain information for a wide array of Stakeholders. The requirements and instructions included in this section are related specifically to taking over the current MMIS Portal business functions.

Table 113: Portal Service Level Agreements

ID	Portal Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to develop, post, maintain, and support all DHS-approved content on the ForwardHealth Portal in accordance with approved processes and procedures.	The Supplier will post approved content to the portal within one (1) business day of receipt.
2	The Supplier will continue to fix all broken links in accordance with approved processes and procedures.	The Supplier will develop a plan for resolving broken link(s) for DHS approval within one (1) business day of the discovery of a broken link.
3	The Supplier will continue to maintain browser compatibility with the following browsers: a. Internet Explorer or its successor b. Mozilla Firefox c. Apple Safari	The Supplier will maintain compliance with the current browsers. Capability with new versions of supported browsers will be in place within three (3) months of major version release.
4	The Supplier will continue to maintain the operational helpdesk capacity to assist portal users through contacts submitted via the portal, email, and telephone.	The Supplier will provide helpdesk support , available through all communication methods, 7:00 a.m. until 6:00 p.m. (CT) Monday through Friday.

Table 114: Portal Takeover Requirements

ID	Portal Takeover Requirement
5	The Supplier will continue to operate, maintain, and update the ForwardHealth Portal, a collection of public-facing and secure websites providing DHS-defined access to information and applications for DHS administered programs.
6	The Supplier will continue to operate and maintain existing secure and public functionality, content, and processes of the ForwardHealth Portal and in accordance with all global privacy, security, content, and accessibility standards and requirements.
7	The Supplier will continue to maintain secure access to DHS-defined reports and data through the ForwardHealth Portal.
8	The Supplier will continue to maintain links to public and secure content and resources.
9	The Supplier will continue to operate and maintain interfaces among the ForwardHealth Portal and DHS-authorized Stakeholders and systems.

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ID	Portal Takeover Requirement
10	The Supplier will continue to maintain an up-to-date site map and advanced search capabilities to all public and secure portal users.
11	The Supplier will continue to maintain, through role-based security, direct update and/or read-only access to MMIS screens as determined by DHS. The Supplier will maintain the flexibility to assign a profile to DHS staff that mirrors the view/access of DHS-authorized Stakeholders.
12	The Supplier will continue to generate and maintain audit trails, usage history, and usage statistics of all portal users and make this information available via role-based security to DHS-authorized Stakeholders through standard and ad hoc reporting.
13	The Supplier will continue to implement, update, and manage, based on DHS approval, new and existing security roles using a highly configurable security access and management system.
14	The Supplier will continue to generate, compile and maintain all portal reports, letters, notifications/alerts, and interfaces as specified by DHS and CMS, in a secure, central, highly accessible location.
15	The Supplier will continue to apply DHS-approved styles and standards and a consistent look and feel to existing and new ForwardHealth Portal content.
16	The Supplier will continue to print/mail or electronically distribute required letters and notices necessary to support the ForwardHealth Portal.
17	The Supplier will continue to inform users of functionality by supported browsers through content and user guides.
18	The Supplier will continue to maintain notification and exchange functionality for DHS-administered programs through policy handbooks, email subscriptions, secure messaging, and secure file transfer capabilities.
19	The Supplier will continue to maintain a centralized master index of all provider handbook policy topics to enable users to easily search and locate topics within the provider handbooks.
20	The Supplier will continue to maintain an archive of all content posted on the ForwardHealth Portal and make this content available in accordance with the DHS content guidelines and owner's direction.

Table 115: Portal Optimized Operations Requirements

ID	Portal Optimized Operations Requirement
21	The Supplier will document, implement, and maintain DHS-approved procedures for the development, approval, posting, and management of content on the ForwardHealth Portal.
22	The Supplier will document, implement, and maintain DHS-approved security access requests and management processes and procedures, including the processes and procedures for the development and updating of security roles.
23	The Supplier will develop and maintain new content and functionality, based on DHS approval and direction using responsive web design (RWD) techniques, for compatibility with mobile interfaces.
24	The Supplier will provide tools and develop DHS-approved processes to proactively identify broken links.

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ID	Portal Optimized Operations Requirement
25	The Supplier will manage security roles and access requests for the ForwardHealth Portal in accordance with approved security and management procedures.

5.3.16 Public Health

To facilitate broad public health goals, DHS operates systems and programs with those goals in mind. The Public Health business area encompasses the Wisconsin Immunization Registry (WIR), Wisconsin Well Woman Program (WWWP), Wisconsin Chronic Disease Program (WCDP), and the AIDS Drug Assistance Program (ADAP).

DHS has integrated the WWWP, WCDP, and ADAP programs into the core MMIS system and business processes. The overall integrated business processes for these programs are covered in the respective Takeover RFP business area Sections 5.1 and 5.2. DHS seeks a Supplier to continue the successful integration of these important public health programs in the MMIS systems and business processes. In addition to the overall integration, these programs have specific data and reporting needs. The continued successful operation of these programs requires a Supplier that will partner with DHS to provide these vital public health services.

In addition to the integrated public health programs, DHS operates the Wisconsin Immunization Registry that provides a comprehensive source of immunization records and data for Wisconsin. The WIR is continuously evolving with technology to serve as a hub for all immunization information for DHS and its Stakeholders. The Supplier will maintain, update and enhance the WIR to keep pace with technology and needs, and provide the operational support for DHS and Stakeholders to ensure the success of the registry. The Supplier will provide the technical and operational support of the WIR through a flexible staffing model that allows DHS to continuously advance the WIR through grants and funding opportunities made available.

Table 116: Public Health Service Level Agreements

ID	Public Health Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to operate and maintain the Wisconsin Immunization Registry (WIR) and all related systems and functions in accordance with all requirements set forth in this RFP. The Supplier will provide, operate, maintain, upgrade and support all networks, hardware, databases, software, tools, and licenses necessary to maintain current functionality of the WIR.	The Supplier will make the WIR available twenty-four (24) hours a day, seven (7) days a week 100% of the time, excluding scheduled downtime. The Supplier will notify DHS within thirty (30) minutes of unscheduled downtime.
2	The Supplier will continue to provide system capability and operational capacity to convert reporting form data to the WWWP Cancer Screening and Tracking (CaST) database.	The Supplier will send a data extract on a weekly basis.

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ID	Public Health Service Level Agreement	Due Date or Operational Expectation
3	The Supplier will continue to operate and maintain all WIR technical environments. The Supplier will maintain all infrastructure in accordance with the approved technical infrastructure maintenance and upgrade plan.	The Supplier will update the infrastructure maintenance and upgrade plan annually for DHS-approval.
4	The Supplier will continue to provide a WIR helpdesk staffing solution, at a DHS designated location, utilizing a minimum of two (2) qualified helpdesk support staff, to assist all Stakeholders; this solution will also be agile and flexible allowing for the increase staffing levels as helpdesk support volumes increase.	The Supplier's WIR Helpdesk Staffing solution will provide availability 7:30 a.m. to 4:30 p.m. CST, Monday through Friday.

Table 117: Public Health Takeover Requirements

ID	Public Health Takeover Requirement
5	The Supplier will continue to compile and provide all Wisconsin Immunization Registry (WIR), Wisconsin Well Woman Program (WWWP), Wisconsin Chronic Renal Disease Program (WCDP), AIDS Drug Assistance Program (ADAP) reports, and Born Registry, other registries, letters, and notifications.
6	The Supplier will continue to conduct a weekly status meeting with designated DHS WIR staff or more frequently as requested by DHS.
7	The Supplier will continue to provide security access, tools, and support to allow authorized public health Stakeholders the ability to construct analytical datasets and reports utilizing DHS program administrative data.
8	The Supplier will continue to maintain operational staffing levels to fulfill all operations, enhancements, system, and technical infrastructure maintenance, training, testing, and documentation requirements of the WIR.
9	The Supplier will continue to provide training, outreach, and support for providers to enroll, bill, enter, and search reporting forms, as well as other tasks/ activities necessary to participate in the Wisconsin Well Woman Program, Wisconsin Chronic Disease Program, and the AIDS Drug Assistance Program, as reviewed and approved by DHS.
10	The Supplier will continue to operate and maintain role-based security access functionality, procedures, and protocols to allow DHS-authorized Stakeholders access to WIR functionality and data. The Supplier will implement security profiles and roles based on DHS approval and will maintain the flexibility to allow for both direct and assisted access to data and systems.
11	The Supplier will continue to maintain the ability for DHS-authorized Stakeholders to enroll, update, and maintain Member and provider information for WWWP, ADAP, and WCDP.
12	The Supplier will continue to maintain security management protocols and measures to limit access to WWWP, ADAP, and WCDP program data to only authorized individuals.
13	The Supplier will continue to provide system capabilities to communicate with WWWP, ADAP, and WCDP Stakeholders through both hard copy and electronic communication methods.

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ID	Public Health Takeover Requirement
14	The Supplier will continue to maintain all WIR documentation and data in accordance with DHS-approved data retention standards. The Supplier will provide the ability to restore archived data or documentation upon DHS request.
15	The Supplier will continue to generate and maintain all internal and external documentation for WIR in accordance with the documentation requirements of this RFP.
16	The Supplier will continue to operate and maintain all current automated and manual data exchanges and interfaces necessary to operate the WIR system. The Supplier will remain current on all standards-based interfaces utilized by WIR.
17	The Supplier will continue to operate the WIR in accordance with all NIST, State, and Federal privacy and security laws and regulations.
18	The Supplier will continue to capture, store, and maintain all information and data necessary to administer the WWWP, ADAP, and WCDP.
19	The Supplier will continue to maintain the functionality to all DHS-authorized Stakeholders to submit hard copy and electronic reporting forms required to process WWWP services. The WWWP reporting forms will be processed, stored, and utilized in claims processing and allow Authorized Users search and reporting capabilities of submitted forms.

Table 118: Public Health Optimized Operations Requirements

ID	Public Health Optimized Operations Requirement
20	The Supplier will develop, implement, and maintain a DHS-approved technical infrastructure maintenance and upgrade plan that addresses scheduled and ad hoc maintenance of the WIR based on DHS approval to execute scheduled maintenance plans.
21	The Supplier will maintain a flexible staffing model utilizing staff experienced in Immunization information systems that allows for changing technical staffing levels as additional projects and funds are made available to DPH for the maintenance, operation, and upgrading of the WIR.

5.3.17 Recipient Notice

The Recipient Notice business area includes the automated and manual generation of notices that are sent to Members outlining the benefits provided. This business area also includes a process for Members to report suspected fraud to DHS. This section contains requirements for the Supplier to take over the systems and technical support for the Recipient Notice business area. This includes all activities, processes, and support services to ensure the system and system components meet or exceed the requirements.

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Table 119: Recipient Notice Service Level Agreements

ID	Recipient Notice Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to generate all DHS-approved Explanation of Medicaid Benefits (EOMBs).	The Supplier will generate EOMBs in accordance with expectations set forth in the EOMB schedules.
2	The Supplier will continue to identify Members who are required to receive Notices of Privacy Practices (NPP), generate and distribute the notices, and track mailing dates for each Member in accordance with State and Federal guidelines.	The Supplier will generate NPPs and distribute notices for all eligible Members on the 15th of the month.
3	The Supplier will continue to provide metrics and trends for all EOMB activity.	The Supplier will provide a monthly report of all EOMB activities within five (5) business days of the first of the month.

Table 120: Recipient Notice Takeover Requirements

ID	Recipient Notice Takeover Requirement
4	The Supplier will continue to systematically or manually generate, store and distribute EOMBs, 1095-B information, and member invoices for DHS-administered programs. The Supplier will produce EOMBs, 1095-B information, and member invoices both electronically and in paper format for all DHS-authorized Stakeholders. The Supplier will ensure notices comply with all State and Federal policies and laws.
5	The Supplier will continue to operate, and maintain a highly configurable system to generate Member notices. This system contains a history of services and allow for flexibility based on business rules, as well as comply with State and Federal laws and policies.
6	The Supplier will continue to obtain DHS approval for utilization of all EOMB templates.
7	The Supplier will continue to track, process, and respond to individual requests for a copy of their EOMB or PHI and subsequent disclosures as directed by DHS in accordance with HIPAA standards.

Table 121: Recipient Notice Optimized Operations Requirements

ID	Recipient Notice Optimized Operations Requirement
8	The Supplier will develop, implement, and maintain DHS-approved processes to allow Stakeholders to report suspected fraud through existing or new electronic or manual reporting mechanisms. The overall fraud reporting processes will ensure all suspected cases of fraud are reported to DHS.
9	The Supplier will develop DHS-approved metrics and trend reporting for all EOMB activity.
10	The Supplier will develop and maintain complete and accurate DHS-approved procedures and documentation of the EOMB process, queries, schedules, report formats, and generation history. The Supplier will continue to provide the documentation in a secure, central, highly accessible location.

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5.3.18 eHealth (HIT/HIE)

The Supplier will take over the existing State Level Repository (SLR) system for the management of the EHR Incentive Program , the Medical Assistance Provider Incentive Repository (MAPIR).

MAPIR, the current State Level Repository, is a web-based application for the Wisconsin Medicaid EHR Incentive Program that matches the CMS Registration and Attestation data to the information in the MMIS. MAPIR provides a central repository for information related to applications, attestations, payment, and oversight for the Wisconsin Medicaid EHR Incentive program and operations. MAPIR was designed and developed by a 13-state collaborative, the MAPIR Collaborative, that sought a shared technical solution to support the core functions of the Medicaid EHR Incentive Program in states supported by HP Enterprise Services as their fiscal agent/MMIS Supplier. The MAPIR Collaborative continues to provide oversight of application design and development required to support Federal regulations. The Supplier must continue to participate with the MAPIR Collaborative and accept releases.

MAPIR consists of two user interfaces:

- **MAPIR Application** The MAPIR Application allows Eligible Hospitals and Eligible Professionals to complete and submit Wisconsin Medicaid EHR Incentive applications. This application is a customer-facing application.
- **MAPIR Administrative Tool** The MAPIR Administrative Tool allows the Wisconsin Medicaid EHR Incentive Program staff to review applications and perform basic administrative functions. This application is a non-customer facing application.

The eHealth requirements are related to the high level functionality of the current system. The requirements include a highly configurable solution that performs rules-based determination in accordance with current Federal statutes, regulations, and informational security standards and has automated workflow capability that effectively:

- Manages the receipt of all eligibility reviews and approval processing of all EHR materials;
- Calculates, distributes, and/or recoups program payments to/from eligible hospitals and professionals;
- Manages and distributes all appropriate EHR based program notifications, communications, and/or messaging;
- Manages the EHR provider appeal process and complete auditing process/tools;

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- Manages and allows for all current bi-directional electronic interface among State systems (HIE/SLR/MAPIR) and CMS (EHR Incentive program national level registry NLR) for reporting and receipt of all EHR related program data;
- Manages and accepts all methods of interfaces and batch updates to the SLR/MAPIR;
- Performs functional (smart) data matching, updates, and overwriting capabilities while compiling reports and performing error tracking, resolution, triggers, and alerts of unmatched and duplicate records;
- Performs archival of EHR-related records and provides save and update functionality, with user/role-based administrative capacity to lock down and/or release applications/information as necessary.

Table 122: eHealth (HIT/HIE) Takeover Requirements

ID	eHealth (HIT/HIE) Takeover Requirement
1	The Supplier will continue to provide a system that is highly configurable, performs rules based determination, and has an automated workflow capability that effectively manages the receipt of all eligibility reviews, approval processing of all EHR materials (including attestations) as submitted by entity, provider, or proxy in accordance with current Federal statutes, regulations and informational security standards.
2	The Supplier will continue to provide a system that effectively calculates, distributes, and/or recoups program payments to/from eligible hospitals and professionals (or their designated proxies) in accordance with current Federal statutes, regulations and informational security standards.
3	The Supplier will continue to provide a system that effectively manages and distributes all appropriate EHR based program notifications, communications, and/or messaging to newly matched NLR providers, pending providers, approved/participating providers, providers/entities subject to audit or recovery proceedings (as well as any designated entities, and/or proxies) in accordance with current Federal statutes, regulations and informational security standards.
4	The Supplier will continue to provide a system that effectively manages the EHR provider appeal process and complete auditing process/tools in accordance with current Federal statutes, regulations and informational security standards.
5	The Supplier will continue to provide a system that effectively manages and allows for all current bi-directional electronic interface among State and Federal systems for reporting and receipt of all EHR related program data.
6	The Supplier will continue to provide a system that effectively manages and accepts all methods of interfaces and batch updates to the SLR.
7	The Supplier will continue to provide a system that performs functional smart data matching, updates, and overwriting capabilities while compiling reports and performing error tracking, resolution, triggers, and alerts of unmatched and duplicate records (from CMS and to MMIS).
8	The Supplier will continue to provide a system that performs archival of EHR-related records, save and update functionality, with user/role-based administrative capacity to lock-down and/or release applications/information as necessary.

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ID	eHealth (HIT/HIE) Takeover Requirement
9	The Supplier will continue to provide staffing resources for the EHR Incentive Program, as part of the proposed Staffing Management Plan, to provide pre-payment auditing support of EHR applications and customer service support to all Stakeholders. The Supplier will continue to maintain DHS-approved processes and procedures for these functions.
10	The Supplier will continue to maintain and support all eHealth program related reports.

Table 123: eHealth (HIT/HIE) Optimized Operations Requirements

ID	eHealth (HIT/HIE) Optimized Operations Requirement
11	The Supplier will provide staffing resources to assist DHS with all eHealth related projects, reports, and initiatives.

5.3.19 Provider/Partner Contract Compliance

The Provider/Partner Contract Compliance area deals with interactions that the Supplier may have with other Suppliers or external partners with whom DHS has contracts. These partners include any entities participating in a DHS service delivery model and include HMO, MCO, Non-Emergency Medical Transportation (NEMT), Health Homes, PIHPs, Benefit Suppliers, and Trading Partners.

The Provider/Partner Contract Compliance business area enables DHS to establish, manage, and oversee service delivery models to deliver innovative and cost effective care to Members enrolled in DHS administered programs. DHS is seeking to partner in the successful delivery of these service delivery models with a Supplier possessing strong capabilities in the day-to-day operation and management of provider and partner contract compliance.

A cornerstone of any successful delivery model is partnering among the correct service partners necessary to meet the goals of the program. The Provider/Partner Contract Compliance business area manages the onboarding, enrollment, and ongoing maintenance of the service delivery partner’s information and data. DHS seeks a Supplier to help innovate with the creation of delivery models and management and coordination of service delivery partners, including the ongoing training and customer service needs necessary to ensure ongoing success.

In addition to the management and oversight of the service delivery partners, the provider/partner contract compliance business area encompasses the enrollment of Members into the delivery models and monitoring all aspects of the delivery model. DHS seeks a Supplier with the capabilities to perform all enrollment activities and ongoing oversight of the delivery programs, including managing the interfaces with all service delivery partners. This includes assisting DHS with obtaining, measuring, and analyzing provider networks to ensure the successful delivery of

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care. In addition, a key component of the success of any delivery model is measuring the outcomes against established goals. Suppliers will partner with DHS and service delivery partners to develop methods of obtaining service delivery data and encounters to enable the measurement of delivery success.

Table 124: Provider/Partner Contract Compliance Service Level Agreements

ID	Provider/Partner Contract Compliance Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to support the Trading Partner enrollment management function.	The Supplier will process Trading Partner enrollments within three (3) business days of receipt.

Table 125: Provider/Partner Contract Compliance Takeover Requirements

ID	Provider/Partner Contract Compliance Takeover Requirement
2	The Supplier will continue to provide enrollment and technical support to all potential and existing service delivery partners received through all electronic and manual inquiries.
3	The Supplier will continue to maintain interfaces and data exchanges to receive and utilize data and enrollments from internal and external systems during the enrollment process.
4	The Supplier will continue to provide role-based security to allow for the maintenance of service delivery partner information for DHS-authorized Stakeholders using both manual and systematic updates of data.
5	The Supplier will continue to provide and maintain interfaces of service delivery partner enrollment and certification data to all authorized internal and external systems.
6	The Supplier will continue to provide ad hoc and standardized reporting on service delivery encounters and program data.
7	The Supplier will continue to provide and maintain a mechanism for tracking and implementing sanctions and payment suspensions at varying levels of specificity of providers, networks, and contracts for all DHS administered programs.

Table 126: Provider/Partner Contract Compliance Optimized Operations Requirements

ID	Provider/Partner Contract Compliance Optimized Operations Requirement
8	The Supplier will develop, implement, and maintain, based on DHS approval, procedures and processes to manage the life cycle of the Trading Partner enrollment management function.
9	The Supplier will develop, implement, and maintain DHS-approved service delivery partner enrollment processes and procedures.
10	The Supplier will develop, implement, and maintain DHS-approved service delivery program, partner, and network maintenance procedures and processes.
11	The Supplier will maintain all partner data through an annual recertification and review process of all service delivery partners as required by DHS.

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ID	Provider/Partner Contract Compliance Optimized Operations Requirement
12	The Supplier will provide customer service functions, training, and communications for all DHS administered programs. Customer service functions will extend to all DHS-authorized Stakeholders of these programs.
13	The Supplier will maintain a process to receive and store program/provider networks for all DHS administered programs. This includes the capture and storage all DHS specified data elements for all DHS Program services providers and entities allowing both view-only and update access to authorized DHS-authorized users utilizing role-based security.
14	The Supplier will collaborate with DHS to develop, maintain, and distribute trainings and communications for all service delivery partners in DHS-approved formats and distribution methods.
15	The Supplier will provide and support quality assurance and improvement initiatives in the management of service delivery contracts.

5.3.20 Program Integrity and Utilization Management

It is the primary responsibility of the Office of the Inspector General (OIG) to provide oversight of the Medicaid program to identify and fight fraud, waste and abuse, and monitor Program Integrity (PI) and Utilization Management (UM).

Wisconsin DHS has a web based fraud reporting portal for Stakeholders to anonymously report potential fraud that links to the SURS (Surveillance Utilization Review System) Case Tracker. OIG also receives fraud referrals through a DHS hotline which is entered into the SURS Case Tracker. OIG vets and researches every fraud lead that comes in and opens cases for every lead received, including those that warrant further investigation.

Wisconsin DHS seeks a Supplier that can take over a case tracking system. Their current SURS Case Tracker system provides business users from multiple business areas the tools to provide a complete, end-to-end, case tracking and audit program, interfaces with multiple data sources, offers reporting capabilities, and provides audit support to DHS in the management of all audits, cases, and investigations. In addition, it is necessary that the Supplier take over their small collection of targeted data queries and models that they use to identify providers and claims that need to be audited.

DHS relies heavily on the SURS Case Tracker to meet their day-to-day business needs. Without it, they would be at significant risk of not conducting timely audits of providers, not recovering Medicaid dollars paid in error, and not identifying fraud. It is pertinent that current functionality is maintained and historical case information and documentation is retained during the migration and transition from the SURS Case Tracker to the new case tracking solution. The importance of the SURS Case Tracker and the need to constantly evolve to meet program needs and changes includes the need for a fully staffed team that can quickly and efficiently respond to these changes. DHS seeks a Supplier that can supply the appropriate staff with the necessary qualifications to continuously evolve the SURS Case Tracker.

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System Requirements

DHS has invested many years designing and developing a SURS Case Tracker system that meets the changing business needs of the OIG. The SURS Case Tracker allows users to log, track, and assign cases, load claims data by interfacing with the DSS DW and MMIS, perform audits, identify findings and recoveries, store documents, generate reports and letters, monitor case status, track appeals and referrals, monitor recoveries, interface with the MMIS financial system, and report on activities associated with provider audits and fraud investigations. Complex workflows have been established with role based security that allow authorized users to perform certain actions and automatically route audit documents through several levels of approval.

The Supplier will continue to meet and maintain all system requirements for the existing case management system to retain functionality needed by the OIG to meet their business needs.

Performance and Operational Requirements

Wisconsin DHS OIG receives fraud referrals through a web based portal or hotline. Audit cases are also opened based on targeted queries that identify aberrant billing. As a result, thousands of audits are performed each year that all need to be fully tracked from the time a fraud lead is received, through case investigation, query analysis, claim loads recovery, appeal, and case closing.

Required functionality for Program Integrity/Utilization Management Takeover of the existing SURS Case Tracker and interoperability:

- Maintain a fraud reporting portal
- Maintain targeted queries and models
- Maintain a SURS Case Tracker with complex workflows
- Provide the ability to open multiple cases and link them
- Provide the ability to obtain and load claims and payment data
- Maintain a process to conduct audits and identify findings and all types of recoveries
- Capability to generate reports and letters
- Maintain and upload documents to a case
- Maintain search capabilities
- Provide dedicated staff to support the SURS Case Tracker

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Table 127: Program Integrity and Utilization Management Service Level Agreements

ID	Program Integrity and Utilization Management Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will continue to provide the capability to match member date of death and claims/encounters data files, including documenting the decision-making rationale and steps performed as part of the automated comparison of claims/encounter and eligibility data for DHS Administered programs with the death data to identify deceased members who received services. DHS will provide the death data to the Supplier.	The Supplier will process and compare all data match information within fifteen (15) business days of receipt.

Table 128: Program Integrity and Utilization Management Takeover Requirements

ID	Program Integrity and Utilization Management Takeover Requirement
2	The Supplier will continue to provide a SUR case tracking solution that allows Authorized Users to establish cases; assign automated case ID; assign case workers; move the case into a workflow with routing capability; manually and electronically manage the activities within the case; historically track and report the case activities, provider information, and findings; capture case header and case detail information; and store documents that meet storage requirements.
3	The Supplier will continue to obtain claim and payment data from the DSS, DW, and MMIS for any service area included in the State plan, and load them into the case tracking solution. The Supplier will review system generated adjustments to verify they are not already part of a case in the case tracking solution.
4	The Supplier will continue to provide and maintain a user acceptance testing environment and model office testing environment as applicable for the case tracking solution.
5	The Supplier will continue to maintain an automated, web based portal solution for reporting fraud and complaints that meets the ForwardHealth Portal requirements, links to the case tracking solution with workflow functionality that will automate and standardize DHS business processes, and support electronic management of documents as defined by DHS.
6	The Supplier will continue to maintain a process to open multiple cases with multiple providers, add findings code, enter recoupment amounts, and link multiple independent cases together for tracking within the case tracking solution.

Table 129: Program Integrity and Utilization Management Optimized Operations Requirements

ID	Program Integrity and Utilization Management Optimized Operations Requirement
7	The Supplier will evaluate existing functionality of the SURS Case Tracker and retain and maintain the documentation to ensure current functionality continues as part of the Takeover process.
8	The Supplier will evaluate and document the process for existing targeted data queries and models for future analytics needs as part of the Takeover process.

5.4 Enhancements Requirements

Section 5.4 contains the minimum requirements DHS has determined that a Vendor’s proposed solution, per Enhancement, must meet to be considered a responsive proposal. Vendors must

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respond, in accordance with Section 4.0 Proposal Response, to all Enhancements listed in this section. All proposed solutions will require final approval by DHS in accordance to SDLC and change control processes governing this work. Therefore, a Vendor's response to each Enhancement, in accordance with Section 4.0, must clearly denote the proposed solution's ability to meet the minimum requirements as stated within this RFP, and if chosen, the resulting Contract.

5.4.1 Enhancement #1: Long Term Care (LTC) Program Integration

5.4.1.1 Purpose and Vision

Implement Enhancements to the MMIS to fully integrate all ~~Long Term Care~~ Long Term Care DHS programs into the MMIS. Building on previous Enhancements to the MMIS to add provider and Member data, fully implement the functionality to process and pay all program claims through the MMIS, including changes to TPL, service authorization, financial, benefit plan administration, ForwardHealth Portal to support claims processing ~~and other data receipt, evaluation, storage and reporting needs.~~ ~~and other data receipt, evaluation, storage and reporting needs.~~

5.4.1.2 Scope of Work

The integration of LTC processing into the MMIS will allow waiver programs to streamline workarounds and leverage processing solutions already functioning and implemented in the MMIS.

Interfaces between DHS-authorized Stakeholders are needed to allow for real-time and electronic updates of LTC eligibility, enrollment, service authorizations, and other information as necessary to allow for streamlining of processes. Thus, the scope of work includes the following:

- Fully implement MMIS claim processing capability for all DHS LTC programs;
- Complete any remaining Member and provider integration work;
- ~~Receive, evaluate, store and report on data related to LTC programs;~~ ~~Receive, evaluate, store and report on data related to LTC programs;~~
- Develop framework for integration with all DHS-authorized Stakeholders necessary for management of programs.

5.4.1.3 Use Case

Integration of the LTC programs and services into the MMIS is currently in process, and this work will need to be leveraged and completed as part of the Takeover and Enhancement phases to ensure a smooth transition into the MMIS. Completing any remaining Member and provider integration work will be pivotal to the success of LTC processing in the MMIS. All Member and

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provider data for LTC programs and services will need to be completed prior to LTC claims processing in the MMIS.

A framework will need to be developed for integration of interfaces between all DHS-authorized Stakeholders and will be necessary for successful management and oversight of LTC programs. Waiver agencies and county agencies require access and oversight of LTC programs and services in the MMIS. Management of LTC programs and services requires internal as well as external Stakeholder access, with updating capabilities as defined, for proper administration of services.

To process all LTC programs and services in the MMIS, claims processing changes will be necessary to incorporate processing and data needs that are not enabled in the current MMIS. Integration of all program and service processing will allow for more consistency in how programs and policies are managed and maintained. The ability to have program processing under one integrated system will optimize system functionality and allow for a more definitive picture of all DHS programs and services, which is especially important when evaluating the full impacts of system changes.

5.4.1.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.1.5 Long Term Care (LTC) Program Integration Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

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Table 130: ENH #1 Long Term Care (LTC) Program Integration Requirements

ID	ENH #1 Long Term Care (LTC) Program Integration Requirement
1	The Supplier's proposed solution will provide, implement, and maintain a centralized, flexible, highly configurable streamlined eligibility and enrollment solution for all DHS LTC programs.
2	The Supplier's proposed solution will provide, implement, and maintain bi-directional standardized interfaces between all DHS-authorized Stakeholders.
3	The Supplier's proposed solution will provide, implement, and maintain a solution to process claims/encounters and create capitation payments, claim payments and remits for Long Term Care Programs utilizing the MMIS.
4	The Supplier's proposed solution will provide, implement, and maintain a quality data management solution to integrate the LTC data warehouse and information exchange system in accordance with DHS's data management strategy.
5	The Supplier's proposed solution will provide, implement, and maintain LTC fee schedules, in a centralized, highly accessible location for DHS-authorized Stakeholders and systems as defined by DHS.
6	The Supplier's proposed solution will implement, generate, maintain, and distribute reporting and notifications to authorized DHS-authorized Stakeholders of all service authorization utilization and processing functions. Reporting and notification capabilities will include electronic real-time access to Authorized Users, automated alerts and notifications, and standardized scheduled and ad hoc reporting capabilities.
7	The Supplier's proposed solution will implement, operate, and maintain a highly configurable service authorization processing function that accepts, processes, edits, reviews for duplicates and overlaps, and stores, in accordance with DHS-defined business rules, new and updated service authorizations.
8	The Supplier's proposed solution will implement, operate, and maintain a highly configurable and flexible claims processing function that utilizes approved service authorizations for processing, adjudication, and pricing of claims/encounters for all DHS-administered programs in accordance with DHS-defined business rules by program.
9	The Supplier's proposed solution will implement a service authorization monitoring function to alert Authorized Users of events that impact service authorization and facilitate the automated closure or extension of service authorizations based on DHS program configurable business rules.
10	The Supplier's proposed solution will provide an easily accessible and readable audit trail online, available via role-based security, for all service authorization data. This audit will track all changes and views of service authorization data by user.
11	The Supplier's proposed solution will provide, implement, and maintain an automated solution that processes mass updates to service authorizations as defined by DHS, including triggering claims adjustments.
12	The Supplier's proposed solution will implement, operate, and maintain a highly configurable workflow with configurable notifications between authorizing agencies and the service authorization processing system for notifications and work items necessary to complete service authorization processing.

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ID	ENH #1 Long Term Care (LTC) Program Integration Requirement
13	The Supplier's proposed solution will provide, implement, and maintain a method for file submission statistics to DHS-authorized Stakeholders, including file update failures and reasons for failures.
14	The Supplier's proposed solution will include development of a systematic process to detect fraud and abuse.
1515	The Supplier's proposed solution will include data receipt, evaluation, storage, and reporting to support LTC program needs. The Supplier's proposed solution will include data receipt, evaluation, storage, and reporting to support LTC program needs.
1645 46	The Supplier's proposed solution will develop, support, and perform sampling at an organizational level for cross program audits and local program administration audits.
1746 47	The Supplier's proposed solution will identify and report services rendered to Long Term Care (LTC) residents, while a Member is in a non-allowable setting (e.g., nursing home).
1847 48	The Supplier's proposed solution will support the integration of data for LTC waiver programs, accessible within the MMIS, DSS, or LTC DW.
1948 49	The Supplier's proposed solution will generate all reports as identified for the administration of LTC programs.
2049 20	The Supplier's proposed solution will provide, implement and maintain a solution that provides enhanced functionality and capabilities in use of MDS data within the MMIS by removing data processing functions from the data warehouse.
2120 24	The Supplier's proposed solution will provide, implement, and maintain a flexible, highly configurable solution to receive, process, store, and integrate Medicare data, including part D event records, with Medicaid data.

5.4.2 Enhancement #2: Enhanced Claims and Encounters Processing

5.4.2.1 Purpose and Vision

The Supplier will implement an enhanced claims and encounters system that automates and improves current processes. These Enhancements will include automated workflows for initiating, reviewing, and approving transactions; oversight and controls; and updated methods of sending and receiving transactions.

5.4.2.2 Scope of Work

The enhanced claims and encounters processing functionality requires the use of a highly-configurable and user-friendly system to drive all claims and encounters processing, allowing nimble response to changes in policy and pricing, along with a highly capable modeling environment that allows designated users access to model all rule changes prior to implementation. This system will house a simplified benefit plan and pricing structure that allows providers transparency into how claims and encounters are processed and a policy/change automated workflow that facilitates review and approval of all rule changes.

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The claims and encounters processing engine will be enhanced to allow a single point of entry for all claims, encounters, and non-claim formats into the Wisconsin Medicaid Enterprise, and the MMIS will electronically process these submissions. The claims and encounters processing functions for adjustments will be streamlined to allow net adjustment processing and, along with enhanced electronic functions for returning and correcting claims prior to denials, will be required to reduce the use of paper submissions. The claims and encounters processing engine and rules system must allow for the editing of fee-for-service claims against type. Thus, the scope of work includes the following:

- Implement a single claims/encounter processing platform to process and/or route all claim/encounter submissions using processing system Enhancements;
- Reduce claims/encounter denials through enhancing electronic functions for returning and correcting claims/encounters prior to denial;
- Implement edit/audit processing changes to allow for processing against claims and encounters;
- Update historical sequencing of events for rule processing to allow for transparency in claims/encounter processing;
- Streamline manual adjudication methods to reduce manual claims processing procedures.

5.4.2.3 Use Case

Enhancements to the MMIS are necessary for all fee-for-service claims to edit and audit against encounters, allowing for more comprehensive monitoring of services received across fee-for-service and MCOs. The current MMIS only allows for editing/auditing of fee-for-service to fee-for-service and encounter-to-encounter. By enhancing MMIS edit and audit functionality, services will be able to be monitored more accurately and closely to DHS policies. Once in a lifetime procedures and other service limitations will be able to be enforced across all services rendered.

Processing system Enhancements are needed to leverage a single claims/encounter processing platform for all programs and services, including the complete integration of LTC processing into the MMIS. System Enhancements are in process to integrate LTC Member and provider data into the MMIS for processing. Once integration is complete, claims and encounter processing Enhancements will be required to process services for all programs.

To advance the MMIS MITA maturity, system Enhancements are necessary to avoid unnecessary denials. Enhancing claims/encounter suspense functionality to electronically route suspended claims/encounters in DHS-defined situations back to providers will allow

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corrections/additions before claims complete processing and deny, thus enabling the ability to reduce denial rates.

Edit and audit processing requires Enhancements to reduce manual reviews, processes, and procedures and to streamline and automate wherever possible to optimize system processing abilities. Many audits and edits still require manual processes to continue processing. By optimizing system processing of edits and audits, manual processing will be eliminated wherever possible and the system will function more efficiently, allowing for more prompt processing of claims through the edit and audit system.

Finally, processing enhancements are needed to remove all use of Explanation of Benefits (EOB's) as a means to determine pricing in the MMIS. Currently, EOBs are utilized to determine pricing, but DHS's seeks to reserve the use of EOBs within the system as an explanation of benefits on the RAs only. Moving away from this practice will enable the system to determine pricing in the MMIS without posting EOB's that are not explaining benefits and services being rendered.

5.4.2.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.2.5 Enhanced Claims and Encounters Processing Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

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Table 131: ENH #2 Enhanced Claims and Encounters Processing Requirements.

ID	ENH #2 Enhanced Claims and Encounters Processing Requirement
1	The Supplier will provide infrastructure to support a single claims/encounter submission platform that integrates business rules by program.
2	The Supplier's proposed solution will implement and maintain a flexible solution to reduce unnecessary claims/encounter denials by suspending claims and allowing provider/partners to submit additional information/corrections for DHS-defined situations.
3	The Supplier's proposed solution will edit and audit claims against encounters, and vice versa, across claim types and programs as defined by DHS.
4	The Supplier's proposed solution will streamline and automate edits and audits to reduce manual reviews to increase processing efficiencies as directed by DHS.
5	The Supplier's proposed solution will implement and maintain a highly accessible, online historical sequencing of events for all processing/pricing on claims/encounters, including all edits/audits, displaying in a human and machine readable detail level in adherence with MITA standards, for all DHS-authorized Stakeholders.
6	The Supplier's proposed solution will implement and maintain a solution to ensure all transactional processing occurs through the MMIS.
7	The Supplier's proposed solution will implement and maintain an automated pricing solution for negotiated payments or a similar method to pay bypassing edits (exception based) and ensure payment information is tied back to the claim
8	The Supplier's proposed solution will enhance claims processing functions for adjustments to allow for net adjustment processing to allow subsequent child claims to reflect marginal changes relative to the parent claim and streamlining the current parent/child processing allowing for transparency in processing.
9	The Supplier's proposed solution will implement and maintain a solution to provide the ability to lock and unlock claims as defined by DHS.
10	The Supplier's proposed solution will add functionality to allow enhanced non-capitated payments to be automatically paid based on encounters as defined by DHS.
11	The Supplier's proposed solution will implement an adjustment process in which the original claim/encounter ICN is used to increment the subsequent adjustment claim/encounter ICN and mark the original ICN as having been adjusted.
12	The Supplier's proposed solution will implement and maintain a flexible, highly configurable solution to identify pricing separately from the EOB and report accurately on the R/A.
13	The Supplier's proposed solution will allow for the optimization in the application of Cost Share, according to DHS policy.
14	The Supplier's proposed solution will incorporate all the panels and functionality to adjudicate an encounter and group of encounters.

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5.4.3 Enhancement #3: Eligibility and Enrollment

5.4.3.1 Purpose and Vision

As the Wisconsin Medicaid Enterprise grows, batch interfaces will be replaced with real-time, two-way interfaces. These interfaces will be designed to increase reuse, reduce customization, and facilitate faster and more accurate reconciliation across systems holding Member eligibility and enrollment information to reduce wait times associated with transfers of eligibility information. The overall Member Eligibility and Enrollment subsystem must include a strong data management solution to eliminate duplicate records and records with errors.

5.4.3.2 Scope of Work

The enhanced Member Eligibility and Enrollment processing functionality requires implementation of streamlining within the Member Eligibility and Enrollment subsystem of the MMIS to reduce manual entry errors and increase Stakeholder satisfaction. These enhancements will innovate the MMIS enrollment model with a more flexible solution for handling new programs by DHS and to allow Members to concurrently enroll in multiple programs. Current manual and labor-intensive processes, such as newborn enrollment and the Katie Beckett program, will be replaced with nimble, configurable program processes that reduce manual data entry and handoffs. In addition, these changes will provide a strong data management solution to reduce data redundancy and error records across the Member Eligibility and Member Enrollment subsystems. As the Wisconsin Medicaid Enterprise grows, batch interfaces will be replaced with real-time, two-way interfaces.

5.4.3.3 Use Case

Enhancement #3 Eligibility and Enrollment seeks to update and modernize processes within these business areas. The modernization needs to include the newborn enrollment function that requires manually intensive processes among the MMIS, hospitals, county agencies, and CARES systems that could be streamlined and automated to make processing more efficient and increase Stakeholder satisfaction. In addition, the overall eligibility and enrollment solution needs more flexible, configurable solutions that will help reduce manual data entry and less efficient manual interfaces between Stakeholders.

The member eligibility and enrollment business areas include the exchange of data across several interfaces, causing issues with data redundancy across systems and errors in updating record information. By improving data management of Member eligibility and enrollment information, data redundancy can be reduced and systems alignment will allow for more efficient processing. These interfaces also include many single-entity interfaces. By providing standardized interfaces among Stakeholders, DHS will reduce the need for customization for bi-directional Member

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eligibility and enrollment exchanges and allow for increased automation of data transfers across systems and allowing for real-time interfacing.

5.4.3.4 Enhancement Approach

DHS seeks Vendors’ innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor’s overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.3.5 Eligibility and Enrollment Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 132: ENH #3 Eligibility and Enrollment Service Level Agreements

ID	ENH #3 Eligibility and Enrollment Service Level Agreement	Due Date or Operational Expectation
1	The Supplier's proposed solution will implement and maintain requirements to facilitate reconciliation across all systems holding Member eligibility information.	The Supplier will reconcile 99.9% of Member Eligibility information within one (1) business day of receipt or report of error.
2	The Supplier's proposed solution will implement and maintain requirements to facilitate reconciliation across all systems holding Member enrollment information.	The Supplier will reconcile 99.9% of Member Enrollment information within one (1) business day of receipt or report of error.

Table 133: ENH #3 Eligibility and Enrollment Requirements

ID	ENH #3 Eligibility and Enrollment Requirement
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ID	ENH #3 Eligibility and Enrollment Requirement
3	The Supplier's proposed solution will implement and systematically maintain a flexible, highly configurable, and nimble solution in support of the accurate implementation of eligibility business policies for all DHS administered programs.
4	The Supplier's proposed solution will implement and systematically maintain a flexible, highly configurable, and nimble solution in support of the accurate implementation enrollment business policies for all DHS administered programs.
5	The Supplier's proposed solution will allow for and support concurrent enrollment in multiple DHS administered programs (e.g., SSI and FamilyCare managed care programs). The proposed solution will include the ability to allow configuration to determine which programs a Member may be enrolled in concurrently.
6	The Supplier's proposed solution will provide an online enrollment interface for all enrollment processes for authorized operational users.
7	The Supplier's proposed solution will implement and maintain an online resource tool that utilizes the enrollment rules, Member information, and data from other sources to recommend and capture recommendations and decisions in the program enrollment selection process to all authorized DHS-identified partners to better serve Member's needs .
8	The Supplier's proposed solution will implement and maintain a public facing online resource tool to be utilized by Members for program/plan comparisons.
9	The Supplier's proposed solution will provide assignments based on enrollment rules, Member information, and data from services, performance and other sources using Member-specific data for auto-assignment.
10	The Supplier's proposed solution will implement and maintain an automated, process based solution to identify, review, report, and process Members on waitlists; for all DHS administered programs as defined by DHS.
11	The Supplier's proposed solution will implement and maintain a data management solution that eliminates data redundancy across systems and ensures data integrity.
12	The Supplier's proposed solution will implement standardized batch and real time interfaces with real-time bi-directional standardized interfaces designed to increase reuse and reduce customization.
13	The Supplier's proposed solution will implement and maintain a flexible, highly configurable solution for electronic and manual enrollment processing of DHS administered programs as defined by DHS.
14	The Supplier's proposed solution will integrate with the centralized document management repository, as defined in section 5.2.14 Document Management, for signed enrollment forms and other eligibility and enrollment forms as defined by DHS.
15	The Supplier's proposed solution will implement and maintain a solution to provide transparency in business rules for easy user readability.
16	The Supplier's proposed solution will perform Level of Care data processing in the MMIS system and remove current data processing using the data warehouse.

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ID	ENH #3 Eligibility and Enrollment Requirement
17	The Supplier's proposed solution will identify and store Member income amounts and maintain within MMIS to cap cost sharing responsibilities and maintain and update Member income information from multiple sources to ensure cost share caps are not exceeded.
18	The Supplier's proposed solution will allow for multiple types of cost share caps per household/individuals to be captured, tracked against claims/encounters, and maintained within MMIS application based on DHS program business rules by program, services, or other methods as defined by DHS.
19	The Supplier's proposed solution will make EOMBs accessible and optimized for viewing on mobile devices across all platforms and accessible through web browsers in compliance with DHS browser and version standards.
20	The Supplier's proposed solution will automatically flag retroactive institutional level of care rate change and/or Member cost share and trigger automatic claim adjustments, based on applicable eligibility updates.

5.4.4 Enhancement #4: Grievances and Appeals

5.4.4.1 Purpose and Vision

The current grievances and appeals system is primarily a manual process that includes sending and sharing case documents between internal and external staff. A complete end-to-end grievances and appeals system is needed to track, support, and share grievances and appeals case information to meet the business needs of DHS and external users.

5.4.4.2 Scope of Work

DHS seeks an innovative solution to implement a centralized grievances and appeals system within the MMIS and the operational capacity to support these functions. This grievances and appeals system will provide a complete solution to provide intake, research, tracking, routing, management, and oversight of the grievances and appeals processes across DHS, other departments, and external Stakeholders. This system must support a variety of grievances and appeals processes, including but not limited to provider enrollment appeals, prior authorization appeals, claim processing appeals, and fair hearing requests.

- Implement a system to centralize all grievances and appeals processes
- Provide operational support to manage the clerical and administrative aspects of processing
- Route and manage all grievances and appeals processes from initiation to completion

5.4.4.3 Use Case

DHS needs consolidation and removal of the traditional data silos in the effort to provide a centralized, highly accessible, and secure system where access is managed through role-based

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security/identity management measures in order to provide a wider range of partners (both internal and external) access to more detailed information for tracking and reporting purposes for grievances and appeals. This complete end-to-end tracking solution will allow access to more detailed information related to grievances and appeals. A grievances and appeals system will provide the capability to manage, grievances and appeals and assign responsibility. An automated process and flexible solution is necessary to route cases to the appropriate location and manage the aging process to ensure that cases are processed in a timely manner. The grievances and appeals system needs to interface with MMIS claims and encounters, providers, managed care organizations, and other external Stakeholders to flag claims, bypass system edits, and link the determination of the grievance or appeal.

DHS needs this system to share case-related documents, and eliminate most or all of the manual process of calling or emailing staff to discuss and check on case status and the manual routing of hard copy materials for reviewers. The need for flexibility is necessary to identify settlements, full or partial recoveries, adjustments, meet State and/or Federal grievance and appeal timelines, as well as the ability to see appeal notes on pending grievances and appeals in MMIS. The Vendor will need to provide standard reporting functionality to report on outcomes.

Responding Vendors should provide a narrative description of their proposed approach to meet the Enhancements and to develop an automated grievances and appeals case management solution to meet DHS and external users' business needs.

5.4.4.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise and for all DHS administered programs and business processes, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

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5.4.4.5 Grievances and Appeal Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 134: ENH #4 Grievances and Appeals Requirements

ID	ENH #4 Grievances and Appeals Requirement
1	The Supplier's proposed solution will provide, implement, and maintain an automated case management solution, or tracking system that exceeds the minimum performance standards for all DHS administered programs and business areas that have, grievances and appeals.
2	The Supplier's proposed solution will provide a complete end-to-end grievance and appeal process in an automated case management solution to log and track provider, recipient, and audit appeals and grievances with functionality that meets or exceeds current system capabilities for all DHS administered programs.
3	The Supplier's proposed solution will provide a highly configurable, automated document management/workflow process, housed within the case management solution for all grievances and appeals which incorporates role-based security privileges, is indexed/searchable, and is published to a secure, central, highly accessible location and is published in formats, layouts, and documentation standards as requested by DHS.
4	The Supplier's proposed solution will provide online, real-time, role based, secure access and/or privileges to all DHS-identified staff and partners in order to submit, generate, and/or accept grievances and appeal information, notifications, audit appeals, case requests/case information/case closure as well as conduct queries/searches, record updated statuses about grievances and appeals cases for all DHS administered programs.
5	The Supplier's proposed solution will provide a standardized, bi-directional communication process, with interfaces that allow inquiries and automated notifications, and is configurable by need.
6	The Supplier's proposed solution will provide and operate a highly configurable, secure solution that interfaces with all required systems, both currently identified and modifiable to meet future needs, as is necessary to administer, and build cases as identified within the DHS Grievances and Appeal program/process.
7	The Supplier's proposed solution will provide capabilities within the MMIS that allows processes resulting from grievance and appeal rulings to be implemented.
8	The Supplier's proposed solution will provide a case management solution that will enable the development and support of a fully integrated, configurable, customized, flexible, rules-driven decision support process to support a dynamic, responsive, automated workflow and approval process to establish priorities, timelines, and deadlines for scheduled hearings based on specified criteria.
9	The Supplier's proposed solution will provide DHS-authorized staff role based access to clinical decision making tools and subscriptions that meet national standards and program policy relevant to appeal and grievance review.

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ID	ENH #4 Grievances and Appeals Requirement
10	The Supplier's proposed solution will provide dedicated coding staff that have access to Industry Best Practice tools to perform the job.
11	The Supplier's proposed solution will provide a highly configurable, user-defined dynamic dashboard that provides real-time/near real-time performance metrics, data reporting, and analytics as it relates to the overall Wisconsin Medicaid Enterprise at DHS.
12	The Supplier's proposed solution will manage grievance and appeal from multiple sources, eliminate duplicates, and allow the user to make a decision where to assign responsibility for the case within the case management solution.
13	The Supplier's proposed solution will develop, provide, submit, maintain, and implement a formalized, documented process and timeline (to be utilized by all prospective grievance and appeal parties) that ensures all appeal adjudication resolutions, that went through a fair hearing, are completed ten (10) business days prior to the hearing; this process and timeline is subject to review and approval by DHS. All other grievances and appeals that do not go through the fair hearing process will follow timelines as determined by DHS.
14	The Supplier's proposed solution will provide a dedicated and experienced staffing configuration to provide administrative functions, clinical expertise, medical coding and ombudsman duties that complies with the overall DHS Staffing Configuration Plan.
15	The Supplier's proposed solution will implement a staffing configuration to exceed performance requirements as they relate to the operation and maintenance of the case management solution or tracking system for all DHS administered programs and business areas that have (or anticipate having) grievances and appeals from all vested Stakeholders.

5.4.5 Enhancement #5: Integrated Workflow and Document Management

5.4.5.1 Purpose and Vision

DHS manages a wide variety of programs, resulting in complex business processes and a large volume of incoming and outgoing documents to manage. As the enterprise transitions to a Module environment, business processes may span multiple Suppliers and systems or existing business processes may increase in complexity. DHS relies on automated workflows to help manage these business processes. A nimble workflow system that responds rapidly to changes will enable DHS to further utilize automated workflows and continuously adjust business processes in the most optimal manner.

The flow of documents between Stakeholders and systems has the potential to lead to inefficiencies. DHS's goal is to centralize document management processes to allow a single point of reference for all Stakeholders to manage existing documentation. A collaborative environment that allows for one-stop shopping of documentation will improve DHS's document management capabilities.

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5.4.5.2 Scope of Work

DHS seeks a Vendor solution that includes the implementation of a highly configurable, flexible workflow system directly integrated into the MMIS that facilitates the operational processing of the MMIS business areas in a highly efficient manner. This workflow system must interface with the document management system and other Modules, offer triggers and alerts for all processing functions, and allow Authorized Users of the workflow system the ability to view the processing statistics and functions in a real-time manner. DHS's vision calls for a workflow and document management system that allows for updating information across systems based on workflow processing to eliminate data entry redundancy and increase validation of items processed through workflows.

In addition, DHS seeks a solution that includes the implementation of a document management system to manage the full life cycle of the Wisconsin Medicaid Enterprise documentation for all Suppliers and systems. This will include interfaces to receive and send documents to all authorized systems and include record management capabilities. The document management system will include industry leading scanning capabilities and correspondence template management, generation, and tracking.

- Replace the current workflow and document management systems with a nimble, configurable system
- Allow greater insight into operational processing statistics
- Integrate the workflow processes directly into the MMIS
- Provide Industry Best Practice document management

5.4.5.3 Use Case

The current decoupled workflow solution has resulted in numerous inefficiencies for DHS, including the dual entry of data into systems and reduced ability for oversight and management of business processes for Authorized Users. The solution also lacks configurability and flexibility to meet changing business processes in a cost effective and efficient manner, resulting in reduced use of automated workflow solutions. A flexible, nimble solution that integrates into the MMIS and allows for interfacing and connections across Modules will position DHS to utilize workflow technology to advance business processes. DHS's vision is to continue workflow processes for Prior Authorization, Provider Enrollment, Estate Recovery, SeniorCare Application Processing, Ventilator carve-out for Managed Care, and Managed Care Provider appeals while creating the structure and foundation to expand workflow usage.

As the Wisconsin Medicaid Enterprise grows, the volume of documentation that must be generated and stored has increased dramatically. The current solution for document management is not poised to take on the challenges of compiling documentation from across the enterprise and effectively managing it. DHS requires all documentation stored to be of the highest quality

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and a system that follows Industry Best Practices in the management of documentation life cycles. DHS also generates a large volume of documents to send to Stakeholders. To position for future growth, DHS seeks to remove current limitations of documentation creation and management, including inability to create real-time correspondence, lack of configurability in templates for forms and letters, slow life cycle for implementation of new and updated templates, and lack of complete correspondence history for a Stakeholder.

DHS seeks a Vendor proposing innovative solutions to solve these business needs.

5.4.5.4 Enhancement Approach

DHS seeks Vendors’ innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor’s overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.5.5 Integrated Workflow and Document Management Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 135: ENH #5 Integrated Workflow and Document Management Service Level Agreements

ID	ENH #5 Integrated Workflow and Document Management Service Level Agreement	Due Date or Operational Expectation
1	The Supplier's proposed solution will develop, maintain, and store online configurable and easily updated letter templates and forms to support all DHS administered programs. All elements of a template will be configurable and easily updated to allow for efficient changes.	The Supplier will ensure all template updates are completed and in production within one (1) business day of receipt.

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Table 136: ENH #5 Integrated Workflow and Document Management Requirements

ID	ENH #5 Integrated Workflow and Document Management Requirement
2	The Supplier's proposed solution will implement and maintain a highly configurable and flexible Industry Best Practice workflow solution that is directly integrated into the MMIS.
3	The Supplier's proposed solution will implement interfaces among the workflow system, the MMIS, and other DHS-identified systems to allow for complete integration of the workflow solution into the Wisconsin Medicaid Enterprise.
4	The Supplier's proposed solution will implement a workflow solution that allows designated DHS business users to configure new and update existing workflows through a simplified online user interface. Workflows will be configured and implemented using the online user interface and not require development staff or coding changes.
5	The Supplier's proposed solution will include: <ul style="list-style-type: none"> a. Activation of a workflow process, trigger, or alert through DHS-defined events; b. Manual initiation of workflow processes; c. Sequential, non-linear, and parallel processing; d. Escalation, rerouting, and flagging of documents and processes. e. Cancellation of in progress workflows by authorized DHS staff.
6	The Supplier's proposed workflow solution will provide DHS with oversight and management of all business processes.
7	The Supplier's proposed solution will implement role-based security to all aspects of the workflow solution, allowing DHS-designated Stakeholders direct access to all aspects of the workflow processing and queues.
8	The Supplier's proposed solution will develop DHS-defined standardized and ad hoc reporting for all aspects of the workflow processing and metrics. Reports will be developed and delivered in a format, frequency, and location approved by DHS.
9	The Supplier's proposed solution will include modeling of all DHS-identified business processes for efficiencies and the creation of workflows. Supplier will provide ongoing review of existing business processes for workflow automation improvements in accordance with the CQI standards and requirements set forth in this RFP.
10	The Supplier's proposed solution will include implementation of all DHS-approved workflows resulting from the business process modeling activities.
11	The Supplier's proposed solution will implement a workflow solution that facilitates the secure sharing of documentation and processing among all DHS-identified Stakeholders.
12	The Supplier's proposed solution will develop, implement, and maintain documentation on all workflows, document management, and correspondence creation solutions in accordance with the documentation requirements set forth in this RFP.
13	The Supplier's proposed solution will implement and maintain a secure and encrypted electronic document management system (EDMS) that follows Industry Best Practices and utilizes workflow capabilities, optical character recognition (OCR) technology, audit capabilities, redaction capabilities, and the ability to transmit documents and scanned data to DHS-authorized Stakeholders and systems across the Wisconsin Medicaid Enterprise and for all DHS-administered programs and business processes.

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ID	ENH #5 Integrated Workflow and Document Management Requirement
14	The Supplier's proposed solution will utilize the EDMS to scan, index, validate, and store all DHS-identified documents. The system will maintain the ability to accept documents from all original hardcopy or electronic formats into the EDMS. All documents stored in the EDMS will be viewable, through role-based security, to DHS-identified and authorized DHS-authorized Stakeholders, both natively in the EDMS and in external systems.
15	The Supplier's proposed solution will implement an EDMS that includes a record management system. Supplier will utilize the RMS to manage the life cycle of documentation in accordance with DHS requirements.
16	The Supplier's proposed solution will, in collaboration with DHS, develop, implement, and maintain procedures for the storage and destruction of all documents, both electronic and hard copies, in accordance with DHS policy and Wis. Admin. Code ch. ADM 12 Electronic Records Management.
17	The Supplier's proposed solution will utilize the EDMS to systematically track, link, retrieve, and display related documentation.
18	The Supplier's proposed solution will maintain the capability for documents to be automatically imported and processed into the EDMS and workflow through a variety of means and media.
19	The Supplier's proposed solution will provide the system and operational capacity to electronically accept and store documentation for all Wisconsin Medicaid Enterprise systems and Suppliers.
20	The Supplier's proposed solution will maintain a mechanism for tracking and categorizing return "reasons" for all returned documentation that is accessible to all DHS-authorized Stakeholders and allows for standardized and ad hoc reporting.
21	The Supplier's proposed solution will collaborate with the System Integrator to implement and maintain document management and indexing strategy procedures.
22	The Supplier's proposed solution will maintain scanning and OCR capabilities and compliance with the current and future version of all national and local forms.
23	The Supplier's proposed solution will implement and maintain optical character recognition tools that enable the OCR of both red and black forms.
24	The Supplier's proposed solution will implement an EDMS that accepts documentation through a variety of access points, including emailed correspondence, remote scanning, and documentation uploaded through external systems.
25	The Supplier's proposed solution will implement an EDMS that includes role-based security and provides a complete and accurate record of all user access. User access records will be easily accessible to DHS.
26	The Supplier's proposed solution will store all documentation in a non-proprietary format such as TIFF or PDF-A.
27	The Supplier's proposed solution will provide the ability to scan documents of all sizes into the EDMS at a DHS-approved resolution. Document scanning capabilities will include the option for color scanning and the ability to scan original documents that include highlighting and allow users to view text under the highlighting in the scanned/electronic copy.
28	The Supplier's proposed solution will implement an EDMS that allows for rapid adaptation to changing and emerging technologies and inputs in the receipt and management of documentation.

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ID	ENH #5 Integrated Workflow and Document Management Requirement
29	The Supplier's proposed solution will implement an EDMS that includes electronic signature capabilities in compliance with DHS, State, and Federal policies.
30	The Supplier's proposed solution will develop secure bi-directional interfaces that allow the exchange of documents from and into the EDMS from all DHS-authorized Stakeholders and systems.
31	The Supplier's proposed solution will develop, implement, and maintain a highly configurable and flexible system for the creation, generation, tracking, and storage of all letters, notices, and forms. The correspondence generation system will allow full integration with the proposed EDMS.
32	The Supplier's proposed solution will implement a correspondence generation system that allows the manual and automatic creation of correspondence with the ability to print locally, print through a managed print center, print-to-mail or send electronically.
33	The Supplier's proposed solution will implement a correspondence generation system that allows simplified user access to view, edit in accordance with DHS styles and standards, and approve all correspondence through role-based security.
34	The Supplier's proposed solution will implement a correspondence generation system that natively stores or integrates with the EDMS to store copies of all correspondence generated and maintain a full audit trail and history of correspondence generated.
35	The Supplier's proposed solution will include implementation of a plan and schedule for decommissioning the existing workflow, document management, and correspondence generation systems that reduces risk to external and internal Stakeholders and eliminates disruption of business processes.
36	The Supplier's proposed solution will convert all documentation from the existing EDMS, workflow, and correspondence generation systems into the new solution(s). Documentation will be converted in a manner to allow optimal usage of new system functionality.
37	The Supplier's proposed solution will create, in collaboration with DHS, and deliver trainings and training materials to all affected DHS-authorized Stakeholders as the new solution(s) are implemented.
38	The Supplier's proposed solution will create, in collaboration with DHS, and distribute communications to affected DHS-authorized Stakeholders regarding the transition to the new solution(s).

5.4.6 Enhancement #6: Service Authorization Processing Improvements

5.4.6.1 Purpose and Vision

DHS relies on the use of service authorizations (SA) as a method to maintain the quality of care provided to Stakeholders while controlling program costs and reducing fraud, abuse, and waste in healthcare delivery. As delivery models evolved and programs expanded, the use of service authorization continues to increase. As a result, DHS is continuously seeking ways to streamline the SA process for maximum efficiency. The logical evolution of this streamlining approach is looking at integration solutions that provide less manual intervention in the creation and processing of SAs while still maintaining the overall goals of the service authorization program.

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DHS envisions extensive automated service authorization processing and utilization of clinical and transactional data sources during adjudication to allow resources to focus on the overall management and implementation of policies that further the goals of the program.

5.4.6.2 Scope of Work

DHS seeks Vendor solutions for a series of Enhancements to the service authorization subsystem of the MMIS to optimize SA processing in a highly efficient manner, including the use of configurable business rules to approve SAs real-time using an algorithm-based system and the addition of SA technology and processes to eliminate manual submission of SAs and utilize transactional and clinical data sources. The Enhancements should allow greater flexibility in the submission and usage of service authorization records to allow all DHS administered programs, regardless of delivery model, to utilize the service authorization system. DHS also seeks a solution that provides greater management oversight into the end-to-end SA process and make available SA source data generated during the submission of automatically adjudicated service authorization requests. DHS is interested in Vendor solutions that allow ease of updates to existing SAs and allows users to view and compare all iterations of a service authorization request. The solution will track each submission through unique identifiers and allow users to easily compare each submission and its data against subsequent submissions. DHS is also interested in solutions that remediate claim submission methods and service authorization matching criteria to account for provider-submitted service authorization numbers.

- Implement real-time adjudication of service authorization requests using configurable business rules and algorithms.
- Implement a SA system that expands utilization management efforts while reducing manual submission of SAs for processing by utilizing sources of clinical and transactional data.
- Allow for greater flexibility in the submission and usage of SAs to align with DHS program delivery models.
- Provide greater data access and reporting to facilitate the overall management of SA activities.
- Improve the update processing during the adjudication of SAs, allowing controlled user updates of SA requests and a method to track and compare all iterations of a SA submission.
- Allow the provider submission of service authorization numbers.

5.4.6.3 Use Case

The adjudication of service authorization, except for key process types available via the STAT-PA application, is a manual process requiring clerical and clinical review of each request. As service authorization requirements change, this results in needing additional staffing resources to

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manually adjudicate the requests. A solution that automates adjudication of higher volume and/or less complex SAs will free DHS operational resources to focus on other areas, furthering the overall goal of the service authorization program. In addition, DHS has available a variety of data sources, both clinical and transactional, for use in service authorization processing but lacks the tools/software to integrate these data sources into the adjudication process.

Some data from the service authorization process, most notably SAs that are submitted real-time through STAT-PA, is not stored. This eliminates DHS's ability to review provider-submitted data to look for trends or potential fraud/waste/abuse. To enable analytics and fraud reporting, all service authorization data must be stored and made available.

The submission of service authorizations does not always allow the flexibility necessary as DHS's delivery models and policies have evolved. The current solution does not provide for collaborative submissions, unique matching situations, or effective management of episodes of care that are necessary in DHS's business processes. The inability for providers to submit service authorization numbers on claim submissions is a limitation that has hampered efficient claims processing.

DHS seeks a Vendor proposing innovative solutions that solve these business needs.

5.4.6.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.6.5 Service Authorization Processing Improvements Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall

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project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 137: ENH #6 Service Authorization Processing Improvements Requirements

ID	ENH #6 Service Authorization Processing Improvements Requirement
1	The Supplier's proposed solution will implement and maintain capabilities to allow for multiple policy overrides to co-exist on the same service authorization record, allowing for efficient provider submission and DHS processing and management.
2	The Supplier's proposed solution will implement and maintain capabilities allowing providers to collaborate on SA submissions and updates. The system will allow the secure capture and storage of inputs, identifying the source, from all Stakeholders and submit as a single submission or update. Collaboration will be in accordance with DHS policy and allow authorized Stakeholders update and view access to PAs submitted as part of a collaboration.
3	The Supplier's proposed solution will implement SA processing capabilities that allow for the submission of SA requests authorizing multiple billing providers and match and utilize these PAs across claim types during claims processing.
4	The Supplier's proposed solution will enhance the SA submission and claims processing matching functions for all PAs. This includes allowing for the submission of pharmacy PAs by NDC, drug strength and dosage form, and by active ingredient.
5	The Supplier's proposed solution will implement and maintain real-time management reports that provide authorized Stakeholders detailed and summary views of all in-process PAs in the system.
6	The Supplier's proposed solution will capture and store all submitted STAT-SA information. This information will be stored to allow the querying of the data.
7	The Supplier's proposed solution will provide service authorization notification capabilities to Stakeholders utilizing email, text message, secure portal message, and mail capabilities.
8	The Supplier's proposed solution will collect, store, and utilize provider service authorization notification preferences.
9	The Supplier's proposed solution will provide initial and ongoing verification of provider service authorization contact information.
10	The Supplier's proposed solution will implement and maintain a configurable structure that allows for the automatic adjudication of service authorizations.
11	The Supplier's proposed SA automation solution will utilize business rules and algorithms that allow for efficient and effective implementation of consistent new and updated SA adjudication guidelines for processing PAs using decision trees and logics.
12	The Supplier's proposed solution will implement and maintain processes and tools that allow for the automated and manual adjudication of service authorization requests utilizing clinical and transactional data.
13	The Supplier's proposed solution will implement an approach to automating service authorization processing and adjudication. The approach will place immediate focus on PAs with high volume or adjudication guidelines that allow for rapid automation.

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ID	ENH #6 Service Authorization Processing Improvements Requirement
14	The Supplier's proposed solution will capture, store, and make available to Authorized Users all input and output data submitted by Stakeholders during the submission of all PAs that are regardless of original input source of SA request.
15	The Supplier's proposed solution will implement capabilities that allow authorized Stakeholders the ability to change the scope of authorized SA services at any time, including extending or limiting SA authorized time frames or units.
16	The Supplier's proposed solution will implement and maintain a flexible capability for creating service authorizations that span the complete scope of an episode of care, allowing multiple providers, services, timeframes, and authorized units/pricing. The proposed solution will allow authorized Stakeholders to efficiently create treatment profiles for clinically authorized services on a single authorization record.
17	The Supplier's proposed solution will implement and maintain evidence based criteria tools and software packages for use in SA adjudication.
18	The Supplier's proposed solution will implement and maintain a solution for the electronic storage and management of SA adjudication guidelines and policies. The proposed solution will maintain centralized, secure, highly accessible access to all information and allow for the efficient updating and management of all documentation.
19	The Supplier's proposed solution will implement and maintain a solution that tracks and stores all SA updates each time the same SA is received back from the provider as a distinct record in the MMIS. The proposed solution will present, via the MMIS online user interface, all data on an original submission, track subsequent updates, link updates to the original submission and allow users to easily view and compare the data across submissions.
20	The Supplier's proposed solution will implement and maintain a solution that allows for the submission of SA numbers on all claim input sources. The SA matching logic utilized in claims processing will utilize program specific business rules to process a submitted claim utilizing a SA found in the system or the submitted SA number.
21	The Supplier's proposed solution will implement and maintain a solution on the ForwardHealth Portal that enables authorized Stakeholders to determine usage of a service against service limits. The proposed solution will allow users to determine when a SA submission may be required.
22	The Supplier's proposed solution will implement and maintain a solution that automatically generates the completed SA request and attachment forms, of all information entered during a STAT-PA request, then index and store the completed forms in the EDMS.
23	The Supplier's proposed solution will implement and maintain a solution that edits SA submissions to determine if the SA request is required. Proposed solution will allow for the flexibility to prevent SA submissions in accordance with DHS business rules if a SA is not required.
24	The Supplier's proposed solution will implement and maintain an automated capability that allows users to build a claim submission from information contained on an approved service authorization request. The proposed solution will utilize existing information from the SA to build the claim submission record and prompt users to complete remaining/missing information.
25	The Supplier's proposed solution will implement and maintain a service authorization notification process that provides for automated monitoring and alerts to all DHS-authorized Stakeholders for impacts to previously processed claims and encounters utilizing updated service authorizations.

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ID	ENH #6 Service Authorization Processing Improvements Requirement
26	The Supplier's proposed solution will implement and maintain ongoing data validity checks of data contained on active, approved service authorizations and notify DHS-authorized Stakeholders. The data validity and notification process will utilize configurable business rules to identify data change triggers and notification requirements.

5.4.7 Enhancement #7: Provider Management Improvements

5.4.7.1 Purpose and Vision

Numerous DHS programs across the enterprise use, store, and maintain provider data. As the enterprise grows, consolidation of processes into a single solution is needed for efficient and effective management. The enrollment of providers and ongoing management of provider data currently exists as a mixture of automated and manual processes, and each program has specific enrollment, management, and data needs for their providers. In addition, providers are often participating in numerous DHS programs, resulting in many interactions to enroll and maintain data. DHS's vision for provider enrollment calls for consolidated automated processes that accommodate the breadth of DHS programs and increase Stakeholder satisfaction in their interactions with the provider system.

5.4.7.2 Scope of Work

DHS is seeking a solution for Enhancements to the Provider Management subsystem of the MMIS that enables a streamlining of the provider enrollment and management processes. The system should move to an integrated provider file and allows for efficient management of provider records and implements strong data management policy and processes to manage all provider data. The integrated provider file will allow varying levels of provider linkage and ownership to be stored along with multiple address and demographic information necessary for program-specific utilization.

To facilitate the efficient enrollment and management of providers within the Wisconsin Medicaid Enterprise, the system will be enhanced to allow all provider applications, regardless of program, and provider data updates to be conducted electronically, with electronic notifications available to DHS-authorized Stakeholders for all processing functions. The Provider Management subsystem of the MMIS will serve as a single source of provider information across the enterprise, and to facilitate that goal, a highly-configurable provider information interface will be developed, available to Stakeholders through batch and real-time access.

- Streamline the provider file to reduce duplicative provider information
- Mature the provider model to allow provider records to be shared among programs

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- Implement a centralized online provider enrollment platform that allows providers to enroll in any and all DHS programs and reduce duplicative enrollment application efforts
- Add capability for provider credentialing workflow and management as part of provider enrollment process
- Implement provider data management strategies

5.4.7.3 Use Case

Provider enrollment and data management for all DHS programs is disparate. The lack of a single, electronic point of entry results in providers having to submit multiple applications when participating in multiple DHS programs. In addition, some programs lack electronic application processes, adding further manual processes to the operations of the provider enrollment business area and removing the ability to leverage automated data capture, matching, and screening processes.

The wide range of provider supporting programs has led to a wide range of data structures to maintain provider data. Some data is maintained centrally in the MMIS, and other data is kept outside of it. The structure of the MMIS provider file leads to duplicative provider data, and it also lacks the flexibility needed to capture the data necessary for all programs to effectively utilize the MMIS as a centralized file of provider data. Differing data needs and separate data stores highlight the need for broad data management for all provider data.

Provider data is used across the enterprise, and a large volume of that data is contained in the MMIS. This has resulted in the development of numerous interfaces, each slightly different and with differing criteria. The addition of each interface increases the maintenance DHS must perform for every change to the provider Module of the MMIS. DHS seeks a standardization of these interfaces to increase Stakeholder ability to retrieve and send the necessary provider data in the format they require, while reducing DHS's administrative burden to maintain these interfaces.

DHS seeks a Vendor proposing innovative solutions that solve these business needs.

5.4.7.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. Methodology: Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed

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- Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor’s overall Takeover and operations staffing plans to enable the management of the dedicated team.
 3. **Timeline:** Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.7.5 Provider Management Improvements Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 138: ENH #7 Provider Management Improvements Requirements

ID	ENH #7 Provider Management Improvements Requirement
1	The Supplier's proposed solution will implement and maintain Enhancements to the existing MMIS provider management subsystem to increase flexibility/configurability and establish online provider management that provides a single point of entry for all individual, organizational, and sole-source providers to enroll and maintain information for all DHS-administered programs.
2	The Supplier's proposed solution will implement and maintain a complete tracking record and reporting solution of all online provider file enrollment submissions and updates, capturing DHS-defined data elements, including the IP address of the submitter.
3	The Supplier's proposed solution will include enrollment, re-enrollment, dis-enrollment, and revalidation, in accordance with program defined policies, for providers of all DHS-administered programs.
4	The Supplier's proposed solution will support enrollment of all providers and partners associated with all enrollment models, such as Health Maintenance Organizations (HMOs), Health Homes, PIHP/PAHPs, IHAs, Accountable Care Organizations, Primary Care Case Managers, and Waiver Agencies. The data collected and stored will be included in the Provider Master File and will include information about provide/partner networks for all providers and partners participating in an enrollment model.
5	The Supplier's proposed solution will allow for configurable automated processing of provider applications.
6	The Supplier's proposed solution will automate initial and ongoing background checks, screenings, and finger printing intake, in accordance with DHS, State, and Federal policies.
7	The Supplier's proposed solution will allow for the efficient and effective deployment of new and updated program-specific rules in the enrollment and management of provider records using a highly configurable system.

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ID	ENH #7 Provider Management Improvements Requirement
8	The Supplier's proposed solution will allow providers to submit enrollment and data changes to multiple programs with a single electronic submission.
9	The Supplier's proposed solution will provide configurable automatic notification capabilities to alert-affected DHS-authorized Stakeholders of changes to the provider file.
10	The Supplier's proposed solution will include workflow capabilities within the proposed provider management solution to automatically route enrollments and change requests, in accordance with program-defined business rules, to DHS-authorized Stakeholders for processing.
11	The Supplier's proposed solution will provide notifications to Stakeholders utilizing email, text message, secure portal message, and mail capabilities.
12	The Supplier's proposed solution will collect, store and utilize provider notification preferences.
13	The Supplier's proposed solution will provide initial and ongoing verification of provider contact information.
14	The Supplier's proposed solution will implement and maintain a solution for the connection of multiple provider records, allowing program-specific and Enterprise-Wide data for a single provider to be viewed, updated, and managed by DHS-authorized Stakeholders in a consolidated manner. This solution will allow the flexible management of provider records while still allowing the decoupling of records.
15	The Supplier's proposed solution will implement capabilities to identify, display, and make available internally and externally the services a provider is eligible to provide on a program level.
16	The Supplier's proposed solution will implement a master data management solution for the effective management of the enterprise provider data and maintain the most up-to-date provider information consolidated from a variety of DHS-approved data sources.
17	The Supplier's proposed solution will implement a solution to identify data owners for DHS-defined provider data elements and specificity and provide notification capabilities to owners and affected Stakeholders of all data changes.
18	The Supplier's proposed solution will implement and maintain a highly flexible solution to support identification of multiple types of provider relationships (e.g., billing and rendering, networks, school districts, locations) and provide for reporting of correlations and trends in relationships. The solution will allow multiple relationship types on a single provider record.
19	The Supplier's proposed solution will implement GIS technology and develop a process for automated electronic reporting of geographical and geospatial data on individual providers and provider relationships.
20	The Supplier's proposed solution will implement and maintain a highly configurable standardized provider data interface, available to authorized Stakeholders via both secure batch and real-time connections through role based security. This interface will allow users to query and export data from the provider file in accordance with their level of access.
21	The Supplier's proposed solution will implement a secure, role based standardized interface that allows authorized Stakeholders the ability to update and change provider records. This interface will control access to provider records to those users deemed authorized.

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ID	ENH #7 Provider Management Improvements Requirement
22	The Supplier's proposed solution will provide a process/procedure for identifying eligible but unenrolled providers for purposes of provider recruitment and support provider outreach through evaluation of provider networks and tracking of performance measures to ensure correct mix of providers within State.
23	The Supplier's proposed solution will create and deliver trainings and training materials to all affected DHS-authorized Stakeholders as the new solution(s) are implemented.
24	The Supplier's proposed solution will create and distribute communications to affected DHS-authorized Stakeholders regarding the transition to the new solution(s).

5.4.8 Enhancement #8: Integrated Portal

5.4.8.1 Purpose and Vision

The ForwardHealth Portal serves as a public hub for external and internal Stakeholders to access DHS program information and data, and allows Authorized Users the ability to directly interact and conduct business with the Wisconsin Medicaid Enterprise. To solidify this position as a centralized hub, DHS seeks to improve upon the capabilities and structure of the ForwardHealth Portal to increase ease of access for all Stakeholders. As the Wisconsin Medicaid Enterprise evolves into a modular environment, DHS is looking to move towards single sign-on solutions that enable a one-stop shop for all Stakeholders, serving as the gateway for all systems and users, and is looking for a Vendor to propose solutions to accomplish this goal through collaboration and cooperation across the enterprise.

DHS also views the ForwardHealth Portal as a vital piece to the overall communication and exchange strategy with Stakeholders. To further this goal, functionality on the portal must be enhanced or added to allow DHS to move most communications and data exchanges to the portal. This will require innovate solutions that allow systems to communicate directly with the portal to retrieve and send information, data and files.

5.4.8.2 Scope of Work

DHS seeks Enhancements that allow for the implementation of an integrated portal that can serve as a single point-of-entry to all internal and external entities to the Wisconsin Medicaid Enterprise. Users will be able to utilize this portal via single sign-on access to authorized functions necessary to do business with the enterprise, including the core MMIS and Modules. Information and utilities within the integrated portal will be consolidated to allow users ease of access, and all user access, inquiries/searches, and processing functions will be tracked by the integrated portal.

The current public facing ForwardHealth portals will be enhanced to promote increased usage by internal and external users, including targeted messaging, a revamped online policy handbook

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that is more intuitive to users, a streamlined security model that allows for delegated access and greater oversight and transparency of user access and permissions, the ability to easily and seamlessly engage in two-way file transfers, and mobile friendly information and functions.

- Implement a single sign-on portal for all systems across the Wisconsin Medicaid Enterprise;
- Allow ease of access for both DHS-authorized Stakeholders including automated file retrieval;
- Modify or replace current communication methods within the portal to allow greater ease of use for Stakeholders and allow the portal to serve as a true two-way communication hub.

5.4.8.3 Use Case

The Module environment will increase the number of systems and resources Stakeholders must utilize. DHS seeks to maximize Stakeholder satisfaction with all interactions with the Module environment through ease of use to all systems and a security structure and approach tailored to the unique needs of the Wisconsin Medicaid Enterprise.

As the Wisconsin Medicaid Enterprise grows, Stakeholders will increasingly rely on a centralized method of interacting with DHS. The current methods for managing resources and content on the ForwardHealth Portal are not intuitive or easy to manage, resulting in decreased usage and Stakeholder satisfaction. DHS seeks a simplified method of managing content and resources and exchanging information/data with Stakeholders, eliminating manual processes whenever possible.

5.4.8.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.

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3. Timeline: Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.8.5 Integrated Portal Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 139: ENH #8 Integrated Portal Requirements

ID	ENH #8 Integrated Portal Requirement
1	The Supplier's proposed solution will implement a single sign-on security solution, presented through an integrated portal, to allow all DHS-authorized Stakeholders access to all Wisconsin Medicaid Enterprise systems. The proposed solution will be highly configurable to allow for rapid response to changing content, security profile and management needs.
2	The Supplier's proposed solution will include collaboration with all DHS-identified internal and external Stakeholders to develop, implement, and maintain security access and maintenance protocols.
3	The Supplier's proposed solution will implement and maintain standard interfaces to allow for the transfer of user credentials across systems in a single sign-on environment.
4	The Supplier's proposed solution will grant, maintain, and terminate user access for all Wisconsin Medicaid Enterprise systems in accordance with DHS-approved procedures.
5	The Supplier's proposed solution will provide real-time, ad hoc access to all security management data to DHS-authorized Stakeholders through role-based security.
6	The Supplier's proposed solution will implement a security solution that tracks and maintains a complete audit trail of all user access activities under the purview of the Supplier. This information will be made available to authorized Stakeholders through a user-interface available real-time and stored in a DHS-defined data warehouse.
7	The Supplier's proposed solution will implement delegated access of approved security privileges. The solution will be flexible and configurable to allow varying levels of delegation.
8	The Supplier's proposed solution will implement a security system that allows user access accounts to be resurrected after deactivation.
9	The Supplier's proposed solution will include the ability for users to maintain multiple roles/access under the same account.
10	The Supplier's proposed solution will include the ability to grant limited term accounts that automatically expire.
11	The Supplier's proposed solution will implement a highly configurable security access request and maintenance solution in a centralized, accessible location that grants, modifies, and terminates access for users. Users will have the ability to initiate security access requests and the solution will allow workflow capabilities to process request approvals.

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ID	ENH #8 Integrated Portal Requirement
12	The Supplier's proposed solution will implement instant message/chat capabilities. These capabilities will allow users to interact directly with the staff appropriate to answer their questions.
13	The Suppliers proposed solution will implement a content management system to publish, track, and maintain all portal content. This content management system will allow authorized Stakeholders the ability to generate, approve, and publish content across the portal, archive past content and track content for potential revisions and updates, and update duplicate content across the website with one change.
14	The Supplier's proposed solution will enhance the online policy handbooks and policy topic index to allow for greater search abilities, flexibility, and configurability in the structure and display of data to create an intuitive flow of information for users.
15	The Supplier's proposed solution will enhance the portal to serve as a communication hub for the Wisconsin Medicaid Enterprise, allowing authorized Stakeholders' role-based access to send/receive/store communications and information securely.
16	The Supplier's proposed solution will implement and maintain an automated archive process that archives files and communications in accordance with DHS-defined timeframes.
17	The Supplier's proposed solution will maintain a complete and accurate record of all communications and files exchanged via the communication hub. The record of all communications and files will include the ability for a user to easily identify where a file is located and how to access it.
18	The Supplier's proposed solution will provide role-based reporting capabilities for all communication, messaging/chats and file exchanges.
19	The Supplier's proposed solution will maintain a copy of all files exchanged via the portal communication hub in accordance with a DHS-defined timeframe by file exchange type. All files will be archived in accordance with DHS RDA.
20	The Supplier's proposed solution will provide DHS-defined notifications to users service to archiving files sent through the communication hub.
21	The Supplier's proposed solution will provide the ability for users to send targeted secure messages. The user will have the ability to select the specific audience for a given message.
22	The Supplier's proposed solution will implement two-way secure messaging, allowing DHS-authorized users the ability to exchange messages. All messages exchanged will be saved and archived.
23	The Supplier's proposed solution will implement a workflow for review and approval of all messages and files sent through the communication hub.
24	The Supplier's proposed solution will implement and administer text message notification capabilities through the communication hub.
25	The Supplier's proposed solution will collect and store notification preferences from users and contact methods related to those preferences. All contact information will be automatically validated upon submission and on a reoccurring basis.
26	The Supplier's proposed solution will enhance the email subscription function of the portal to allow greater flexibility in creating and maintaining email subscription listings and types.

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ID	ENH #8 Integrated Portal Requirement
27	The Supplier's proposed solution will implement two-way file exchange capabilities through the communication hub, allowing Authorized Users to exchange files securely.
28	The Supplier's proposed solution will implement the ability for automated and manual file transfers. Manual file transfers will include an intuitive user interface allowing Authorized Users the ability to upload files and specify recipient(s).
29	The Supplier's proposed solution will propose and implement a granular security structure on the portal to grant users security access based on specific functionality to replace the current security structure.
30	The Supplier's proposed solution will develop, in collaboration with DHS, implement, and maintain procedures for all activities related to the communication hub.
31	The Supplier's proposed solution will implement a solution to enable all native browser navigation capabilities, including the "Back" button, to function throughout the ForwardHealth Portal.
32	The Supplier's proposed solution will implement and maintain capabilities to allow authorized entities to securely automate the upload and download of files and messages through the creation of standard interfaces.
33	The Supplier's proposed solution will implement a targeted Enhancement plan of existing ForwardHealth Portal content and functionality for compatibility with mobile interfaces using responsive design techniques.
34	The Supplier's proposed solution will review and implement Enhancements to the Drug Search Tool, drug pricing and policy/coverage files, and both the interactive and downloadable fee schedules that increase the ability for Stakeholders to obtain complete and accurate information rapidly and efficiently.
35	The Supplier's proposed solution will implement and maintain a solution to allow simplified and/or shortened links to portal content and keyword/advanced search capabilities
36	The Supplier's proposed solution will create, in collaboration with DHS, and deliver trainings and training materials to all DHS-authorized Stakeholders as the new solution(s) are implemented.
37	The Supplier's proposed solution will create, in collaboration with DHS, and distribute communications to affected DHS-authorized Stakeholders regarding the transition to the new solution(s).
38	The Supplier's proposed solution will enable native browser capability for all integrated portal functions with the top five (5) Industry-standard browsers.

5.4.9 Enhancement #9: Benefit Plan Administration

5.4.9.1 Purpose and Vision

Enhancements in claims processing functionality require a highly-configurable and user-friendly Benefit Plan Administration system to drive all claims processing, allowing for nimble response to changes in policy and pricing.

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5.4.9.2 Scope of Work

The Benefit Plan Administration system requires streamlining of processes and leveraging efficiency opportunities in configuration to drive towards a more simplified benefit plan and pricing structure that allows for greater transparency into how claims/encounters are processed.

Implementing a new, highly capable modeling environment would provide DHS-designated Stakeholders access to complete predictive modeling of all rules prior to implementation of changes. Enhancements to review and approve all rule changes through an automated workflow would allow DHS to streamline manual processes and procedures. Thus, the scope of work includes the following:

- Implement a highly-configurable, user-friendly system allowing for nimble response to changes in policy and pricing;
- Implement modeling environment capabilities.

5.4.9.3 Use Case

Streamlining processes and leveraging efficiency opportunities in configuration will aid DHS in moving the MMIS more in line with MITA standards for “Human-Readable rules,” as well as allow for a more simplified structure. The rules processing engine in the MMIS today has several areas where configuration changes could be streamlined to remove unnecessary complexities.

Enhancements to implement automated workflows for reviews and approvals would replace the current directive process to promote changes in a more streamlined process.

Predictive modeling capabilities will allow for increased transparency of policy and program functions and allow DHS the ability to more fully understand impacts across programs and systems when proposing changes. It will allow for “what if” scenarios to see the benefits and downstream affects to be used as a tool to aid in decision-making.

5.4.9.4 Enhancement Approach

DHS seeks Vendors’ innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. Methodology: Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. Staffing: Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor’s

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overall Takeover and operations staffing plans to enable the management of the dedicated team.

3. Timeline: Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.9.5 Benefit Plan Administration Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 140: ENH #9 Benefit Plan Administration Service Level Agreements

ID	ENH #9 Benefit Plan Administration Service Level Agreement	Due Date or Operational Expectation
1	The Supplier's proposed solution will provide, implement, and maintain DSM code sets within required timelines.	The Supplier will complete all updates and configuration by the effective date of the code/code set.
2	The Supplier's proposed solution will include automated quality checks for all reference file and configuration updates. Supplier will immediately notify DHS upon discovery of any error and provide sufficient information to determine if the Supplier is responsible and provide a CAP.	The Supplier will correct errors in the reference files or configurations within one (1) business day of discovery.

Table 141: ENH #9 Benefit Plan Administration Requirements

ID	ENH #9 Benefit Plan Administration Requirement
3	The Supplier's proposed solution will include collaboration with DHS to determine and implement governance for reference file, benefit package, and policy updates that are rules-based and easily modifiable by DHS-authorized Stakeholders for use in an automated workflow management process that also allows the capability for electronic approvals by program.
4	The Supplier's proposed solution will implement and maintain an automated workflow solution to process, initiate, review and approve system changes by program.
5	The Supplier's proposed solution will include the design, implementation, support, and maintenance of a standard benefit structure that integrates all programs and can be configured through an online interface.
6	The Supplier's proposed solution will design, produce, support, and maintain an automated process for data sharing and integration with the Wisconsin Immunization Registry.
7	The Supplier's proposed solution will design, produce, support, and maintain an automated business solution for reference files, by program, which can be accessed by authorized State Stakeholders online.

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ID	ENH #9 Benefit Plan Administration Requirement
8	The Supplier's proposed solution will review all system business rules and identify and inactivate any duplicate or obsolete processing as part of ongoing management of data governance and analyze and propose efficiencies.
9	The Supplier's proposed solution will update the Benefit Plan business rules engine by program to include additional data elements (e.g., cost sharing) and provide for additional tracking at benefit plan level, provider level, Member level, and user configuration as defined by DHS.
10	The Supplier's proposed solution will enhance all fee schedules or underlying data by program to ensure they are easily searchable and presented in an end user-friendly format as defined by DHS.
11	The Supplier's proposed solution will update the Drug search tool to enhance searching capabilities and/or underlying data to streamline presentation of accurate coverage information.
12	The Supplier's proposed solution will implement and maintain an additional dynamic modeling environment (i.e., sandbox) that allows all changes to reference files and benefit packages to be tested against all claim types and encounters, including LTC. The platform should allow for predictive modeling scenarios where changes to the inputs show the effects to the output. The environment will provide for reporting of outputs by program.

5.4.10 Enhancement #10: Enhanced Financial System

5.4.10.1 Purpose and Vision

The Supplier will implement an enhanced financial system that automates and improves current processes. The system will provide automated workflows for initiating, reviewing, and approving financial transactions; provide electronic system correction of any financial errors; improve financial reporting and balancing capabilities, including integration to DHS’s fiscal system; improve financial oversight and controls; and update methods of sending and receiving payments.

5.4.10.2 Scope of Work

DHS seeks Enhancements that allow for the implementation of an enhanced financial system. The Supplier will be engaged in system-based project modifications that will enable the following functionality:

- Implement automated workflows, and increase automatic oversight and control;
- Improve financial processing and interfacing;
- Enhance data feed capabilities.

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5.4.10.3 Use Case

Automation of workflow processes for initiating, reviewing, and approving financial transactions will streamline the current DHS directive process to ensure efficiencies in processing. By automating processing, changes can be made and approvals can be sent within a shortened turnaround time, thereby increasing automatic oversight and control.

Enhancements to data feed capabilities can streamline electronic solutions for sending and receiving of payments within the MMIS. Providing efficiencies will allow for more prompt payment processing across systems and will increase Stakeholder satisfaction.

In order to increase efficiencies and oversight of all DHS-administered programs, additional support and assistance recommendations are needed with State fiscal effect, program monitoring/evolution, and cost model development. Today, DHS is not receiving the data and support they would need to be able to advance their processing capabilities and to advance their MITA maturity going forward. DHS is looking for a collaboration with the Supplier to meet fiscal effect and monitoring needs more effectively and to assist in meeting DHS needs.

5.4.10.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. Methodology: Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. Staffing: Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. Timeline: Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.10.5 Enhanced Financial System Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

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Table 142: ENH #10 Enhanced Financial System Requirements

ID	ENH #10 Enhanced Financial System Requirement
1	The Supplier's proposed solution will provide a timely, robust data feed for financial transactions to DHS accounting systems.
2	The Supplier's proposed solution will automate and document history adjustments to all transactions for all programs and services to reflect changes in funding sources, tracking payments and recoupments, and other accounting actions that do not impact provider payment amounts or 1099 reporting.
3	The Supplier's proposed solution will consolidate and build an automated solution for calculating, invoicing, and tracking payments, as well as the ability to provide e-payment through provider portal, and tie back payments.
4	The Supplier's proposed solution will consolidate and build an automated solution for submitting, approving and issuing manual payments and checks, retaining all data required for fund source determination, payee identification, and reason for check issuance, as well as the ability to tie back payments.
5	The Suppliers proposed solution will provide, implement, and maintain a solution for an automated workflow for transaction processing.
6	The Supplier's proposed solution will establish a detailed Enterprise-Wide adjustment process that includes financial information on the net payments made, percent of payments, gross payments made as part of the adjustment processing, and the ability to have links to claims activities.
7	The Supplier's proposed solution will provide a flexible, configurable recoupment process that allows for changes to how much is recouped per cycle.
8	The Supplier's proposed solution will implement and maintain a flexible, highly configurable solution for stopping payments through a user interface for DHS-authorized Stakeholders, to make changes to the amount recouped.
9	The Supplier's proposed solution will incorporate reporting capacity associated with the Total Cost of Care project into the MMIS.
10	The Supplier's proposed solution will enhance and automate reporting financial metrics, as directed by DHS, to monitor payment trends, provide more transparency in processing, and increase financial system reporting accuracy by program.
11	The Supplier's proposed solution will implement and maintain a solution to automate approval processing to provide the ability to separate out transactions from check write approvals and processing.
12	The Supplier's proposed solution will include active collaboration and assistance to DHS in the overall efficient and effective oversight of all DHS-administered programs by providing support, assistance, and recommendations (where applicable) regarding State fiscal effect, program monitoring/evolution, and cost model development.
13	The Supplier's proposed solution will implement and maintain a solution for calculating, tracking, invoicing, and linking electronic payments.
14	The Supplier will propose, implement, and maintain a solution to automate the encounter MCO/provider payment process to allow for payments outside of the current capitation rate payment process.

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ID	ENH #10 Enhanced Financial System Requirement
15	The Supplier's proposed solution will provide a streamlined checkwrite automated workflow process that supports real-time access for each financial transaction for the following: <ol style="list-style-type: none">a. Automated support for submitting manual financial transactions designed to reduce manual entry errors;b. Automated approvals;c. Automated payment review and approval processes;d. Assignment of a unique ID associated with each checkwrite in order to associate and trace individual transactions to respective checkwrites.

5.4.11 Enhancement #11: Enterprise Data Management, Maturity, and Integration

5.4.11.1 Purpose and Vision

The Enterprise Data Management, Maturity, and Integration Enhancement is envisioned to result in mature master data management through a robust data governance structure and will ensure the Supplier and the MMIS are ready to support a DHS modular MMIS and an Enterprise Data System.

5.4.11.2 Scope of Work

To facilitate moving DHS towards the data maturity and governance outlined in the Enterprise Data Architecture and Management Strategy Assessment (EDAMSA) report, the Supplier will participate in the initial establishment of a data governance structure. The Supplier will facilitate, participate and implement the data maturity and management governance principals during this Enhancement and all phases of the Contract.

In addition, the Supplier will be required to cooperate and coordinate across the Wisconsin Medicaid Enterprise with the System Integrator and all Stakeholders and Suppliers in the implementation of data standards and governance as new Modules are implemented and enhanced.

This Enhancement includes having the Supplier work with DHS to:

- Document and implement a process to identify and assess existing data interfaces for elimination/retirement in order to attain more efficient, mature data exchanges among DHS partners.
- Define and prioritize phases and objectives for the implementation of EDAMSA recommendations
- Begin implementation of EDAMSA recommendations and principles to enhance DHS data maturity

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- Establish a data governance structure
 - Ensure extensibility, scalability and sustainability in the governance structure and data management
 - Collaborate across the enterprise on implementation of EDAMSA principles and recommendations
- Implement tools and processes to move DHS towards data management and maturity
 - Ensure the core MMIS is ready for and supports Module carve-outs with data integration, transition to the new Module, and sunset of those replaced systems.

5.4.11.3 Use Case

DHS continues to evaluate its overall MMIS solicitation strategy and enterprise data management strategy for feasibility and resource management principles. This continual evaluation has encouraged DHS to separate and manage the major solicitation efforts for the system into multiple, autonomous tasks. This separation has required DHS to identify dependencies between these separate initiatives, and to engage Vendors in assisting in streamlining and addressing future needs within the solutions.

The current configuration of the MMIS does not allow for or implement many of the data maturity needs assessed, and recommended as part of the EDAMSA process. DHS is engaging CMS in the probability of pursuing separate funding to activate the majority of the recommendations; however, the Supplier can and should work to lay the groundwork and foundation for future enterprise data management.

Additionally, the current configuration of the MMIS has multi-system/integration held internally. Originally the modular solicitation was parallel to the MMIS Takeover and Enhancement RFP; however, due to limited DHS resource allocation, the solicitations have been separated and spread out to accommodate increased project workloads. Therefore, the Supplier should participate in all modular solicitation planning efforts, and the Supplier should make all modifications necessary (when known) to the MMIS in order to provide a seamless connection among the MMIS, System Integration platform (when decided upon), and modular Supplier systems in order to have a successfully/seamlessly integrated, modular system.

DHS seeks a Vendor proposing innovative solutions that solve these business needs.

5.4.11.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. Methodology: Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed

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- Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. Staffing: Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor’s overall Takeover and operations staffing plans to enable the management of the dedicated team.
 3. Timeline: Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.11.5 Enterprise Data Management, Maturity, and Integration Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 143: ENH #11 Enterprise Data Management, Maturity, and Integration Requirements

ID	ENH #11 Enterprise Data Management, Maturity, and Integration Requirement
1	The Supplier's proposed solution will implement and maintain a highly accessible evolving online metadata repository, aligned to the standard for metadata management (National Information Standards Organization (NISO)), for the current MMIS interChange system, DSS DW, and LTC DW; Supplier will review and refresh data on a frequency defined by DHS to ensure timely reporting, and within one (1) month of a major system change.
2	The Supplier's proposed solution will implement, and execute a process that will identify and assess existing data interfaces for elimination/retirement in order to attain more efficient and mature health and administrative data exchanges among DHS partners.
3	The Supplier's proposed solution will include secure and reliable data exchange across DHS's enterprise and with external systems to maximize data integrity.
4	The Supplier's proposed solution will organize, construct and build a process and system that will accurately match Members and other entities across disparate health data, organizational entities, and functional areas in support of creating efficient and mature information exchanges and data linkages among DHS partners. The process and system will consider needs satisfied by the legacy system.
5	The Supplier's proposed solution will implement, document, and maintain an enterprise Data Domain Design model that maps to MITA 3.0 framework and DHS business needs.
6	The Supplier's proposed solution will collaborate with DHS to implement and activate all applicable Category 2 EDAMSA report recommendations, based on business needs defined and approved by DHS.
7	The Supplier's proposed solution will construct and submit a conceptual data model that is aligned with the DHS Enterprise-Wide vision, MITA 5-Year Roadmap, and EDAMSA recommendations.

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ID	ENH #11 Enterprise Data Management, Maturity, and Integration Requirement
8	The Supplier's proposed solution will include collaboration with DHS to implement and activate the MITA 5-Year Roadmap to advance and improve both system-based and overall MITA maturity levels.
9	The Supplier's proposed solution will perform data management processes, activities, and tasks that include managing all data, data standards, metadata, data semantics, data harmonization, data ownership and management, interoperability, security and privacy, access methods, data integrity, data quality, and performance standards according to the Integrated Data Management Plan.
10	The Supplier's proposed solution will include participation in and support of DHS in governance, stewardship, and data management processes according to the Data Governance Plan for all associated system components and functions of individual Supplier agreements.
11	The Supplier's proposed solution will develop and maintain documentation (EDMS) for all support, maintenance, and operations-related information needed for continued use of all functionality, including Interfaces, ETL, data management, and business intelligence.
12	The Supplier's proposed solution will fully document all reports, queries, extracts, and analytics processes including data sources, data attributes, data values, assumptions, calculations, data transformations, and other pertinent information that would be necessary for an advanced DHS user to re-create, and maintain in a secure, accessible metadata repository.
13	The Supplier's proposed solution will develop, maintain, store, and document the current and historical: conceptual, logical, and physical data model(s) in a secure, accessible, on-line repository in searchable, Human and Machine-Readable (in accordance with MITA standards) format so they can be retrieved over time by authorized DHS staff.
14	The Supplier's proposed solution will provide and maintain documentation of all Supplier-derived data fields. All documentation will be stored so authorized users can trace original source data through all transformation, from the specific source location of the data to the report output.
15	The Supplier's proposed solution will implement a fully functioning data migration environment to be used by both the Supplier and DHS for current and ongoing migration needs.
16	The Supplier's proposed solution will collaborate with all identified DHS Module Suppliers to successfully construct all integrated, Module-based plans and relevant modular Deliverables as directed and required by DHS.
17	The Supplier's proposed solution will collaborate with all identified DHS Module Suppliers to successfully implement and complete all phases and activities required for successful Module integration.
18	The Supplier's proposed solution will ensure the core MMIS operational system is actively maintained, updated, upgradable, and modified to ensure seamless connection to/with Module Suppliers enabling Module integration and interoperability for the final DHS Enterprise-Wide Medicaid modular configuration.

5.4.12 Enhancement #12: Pharmacy Benefits Management

5.4.12.1 Purpose and Vision

DHS has fully integrated the pharmacy benefits management functions into the MMIS. This integration has allowed DHS efficiencies in the processing and management of the enterprise

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claims processing and benefit management. To position this integrated PBM solution for the future, DHS wishes to expand the current capabilities for greater alignment with best practices and seeks a partner that brings that expertise in any Enhancement solutions. By pursuing advanced claims processing and benefits management tools and processes, DHS will continue to evolve the pharmacy program in Wisconsin to control costs and maintain quality of services.

5.4.12.2 Scope of Work

DHS is looking to build upon the strong foundation of pharmacy benefits management currently available in the MMIS through a series of Enhancements that expand data availability and processing capabilities. DHS seeks Enhancements that utilize Industry Best Practices in the processing and adjudication of pharmacy claims. In addition, DHS desires an expansion of the data stored by the system and shared with partners. With the expansion of data exchanges, DHS is also looking to create a centralized decision support system that consolidates all drug coverage and policy information and presents it to users in an intuitive and user-friendly manner. As drug coverage and policies become increasingly complex, DHS envisions the replacement of manual processes with more automated solutions to increase the speed of policy implementations and increased accuracy.

- Implement enhanced DUR and editing/auditing capabilities;
- Collect, store, and exchange PBM transactional and management data;
- Create a decision support tool that includes all drug coverage and policy information;
- Automate the management of the PDL process.

5.4.12.3 Use Case

The integrated PBM solution has allowed DHS efficiencies in the management of overall claims processing and benefits management across the enterprise but has resulted in the need for key Enhancement in pharmacy benefits management to align with Industry Standards. The editing and auditing solution utilized during claims processing aligns with DHS policies but leaves room for increased adherence to Industry Best Practices for effective PBM management. Consultative and technical support is necessary to advance the editing/auditing capabilities and both prospective and retrospective DUR activities.

The integrated solution has allowed smaller pharmacy programs to manage their programs and benefits through the MMIS, but complete integration, including the use of all functionality, has not been achieved. Expansion of all PBM functionality to all pharmacy programs within the MMIS will allow DHS to move towards a truly automated and integrated solution.

Continual movement toward automation is necessary as DHS's pharmacy benefits become increasingly complex to deal with rising costs and oversight needs. Key business processes that drive these goals rely on manual interactions. By moving toward automation of these processes,

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such as the generation of a preferred drug list and quick reference guide, DHS can more effectively manage pharmacy benefits.

The effective management of the pharmacy program also relies on utilization of all data sources for analysis and decision making on adjudication and processing. Key data sources from claims processing and benefits management are not currently stored, resulting in the inefficiencies including decision making, manual processes, and fragmented data and analytics.

DHS seeks a Vendor proposing innovative solutions that solve these business needs.

5.4.12.4 Enhancement Approach

DHS seeks Vendors’ innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. Methodology: Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. Staffing: Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor’s overall Takeover and operations staffing plans to enable the management of the dedicated team.
3. Timeline: Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.12.5 Pharmacy Benefits Management Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 144: ENH #12 Pharmacy Benefits Management Requirements

ID	ENH #12 Pharmacy Benefits Management Requirement
1	The Supplier's proposed solution will include DUR and claims editing/auditing Enhancements. Proposed Enhancements will align the MMIS with Industry Best Practices to facilitate improved management and oversight of pharmacy claim processing activities. Supplier will implement and maintain all Enhancements approved by DHS.
2	The Supplier's proposed solution will implement enhancements to allow for cost share responses to be returned to providers during real time claim processing.

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ID	ENH #12 Pharmacy Benefits Management Requirement
3	The Supplier's proposed solution will implement and maintain Enhancements to the DUR override capabilities to allow DHS greater oversight and control. The proposed solution will allow for the ability to limit the ability of providers to override prospective DUR alerts.
4	The Supplier's proposed solution will implement and maintain capabilities that allows for Supplier and DHS staff to initiate pharmacy claim reversals and adjustments within the MMIS. The proposed solution will allow simple initiation of reversals/adjustments through an intuitive online user interface and will have the ability to be restricted to Authorized Users.
5	The Supplier's proposed solution will implement and maintain capabilities that allows for the immediate release and implementation of real-time system changes/modifications. The proposed solution will allow for changes to immediately take effect in the production system and not require downtime.
6	The Supplier's proposed solution will capture and store all data elements from source reference data, such as drug updating service files. All data received will be stored and made available to Authorized Users.
7	The Supplier's proposed solution will implement and maintain capabilities for conducting the professional dispensing fee survey. The proposed solution will include both initial and reoccurring surveying capabilities, the collection/storage of all data, and reporting capabilities of all collected data.
8	The Supplier's proposed solution will implement and maintain capabilities to capture, store, and make available all POS/Prospective DUR transactions, including all data submitted by the provider and all responses sent to the provider.
9	The Supplier's proposed solution will implement, and maintain flexible and highly configurable capabilities for capturing and utilizing all drug file data. The proposed solution will include capabilities to adapt to changing file layouts and data elements, allowing for all data to be captured for use by the MMIS in transactional processing.
10	The Supplier's proposed solution will implement and maintain the system and operational capacity to integrate the drug rebate processing, including the collection of rebate funds, for the ADAP program into the current MMIS automated drug rebating solution. Supplier's solution will encompass all ADAP rebate types and will ensure the segregation and confidentiality of all ADAP data and funds.
11	The Supplier's proposed solution will implement and maintain a real time interface that securely transmits ADAP claim information to ADAP approved partners. This interface will supply authorized Stakeholders and systems with all ADAP claim information received and generated during claims processing and will account for changes to claim records, such as adjustments or reversals, after initial transfer of data.
12	The Supplier's proposed solution will implement and maintain Enhancements to the management, systems, and operations of the Provider Administered Drug (PAD) program. Proposed solution will include enhanced automated capabilities in the validating, editing, and collecting of rebates for PADs using a NDC to HCPCS crosswalk.

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ID	ENH #12 Pharmacy Benefits Management Requirement
13	The Supplier's proposed solution will implement and maintain a drug coverage and policy decision support tool integrated into the MMIS. The proposed support tool will automatically consolidate policy and coverage information from across the Wisconsin Medicaid Enterprise to allow users dashboard and advanced search capabilities of all drug coverage and policies in an intuitive, efficient, and user friendly method and allow for the generation of ad-hoc reports.
14	The Supplier's proposed solution will implement and maintain capabilities for the application of negotiated pricing during the automated adjudication of real time claims.
15	The Supplier's proposed solution will implement and maintain automated Preferred Drug List maintenance capabilities based on Industry Best Practices. Proposed solution will provide automated support during PDL policy determinations and automate the translation of PDL policy into MMIS claims processing rules. All PDL policy will be accurately reflected and maintained real time through an automated reference tool located on the ForwardHealth Portal.
16	The Supplier's proposed solution will provide authorized Stakeholders notification of benefit eligibility for medication therapy management services through the real time pharmacy claim response. The solution will allow the benefit eligibility information that is pushed through the real time response to be obtained through multiple internal and external systems.

5.4.13 Enhancement #13: Program Integrity Case Tracking

5.4.13.1 Purpose and Vision

The SURS Case Tracker is a custom developed case management solution utilized by the Office of the Inspector General (OIG) to manage audits, fraud referrals, appeals and investigations. This solution is imbedded with custom functionality to facilitate business processes within the audit and case process, including interaction with the MMIS and data warehouse. This Enhancement group focuses on implementing functionality Enhancements to the current case tracking solution that will extend its lifespan and protect DHS's investment in the work completed to date to customize the case tracking solution around DHS specific business needs and processes.

5.4.13.2 Scope of Work

DHS seeks to expand the functionality of the case tracking solution and expand the data sources utilized through the implementation of standardized interfaces. These interfaces will allow the case tracking solution to interact with different data sources, including the Module 1: Enterprise Data Warehouse and Module 3: Program Integrity Supplier. Enhancements to the data reporting capabilities, will allow more ad hoc reporting requests along with the creation of standard reporting. Enhancements to data security will allow the case tracking solution to be utilized across the enterprise.

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DHS is also seeking Enhancements that enable the case tracking solution to provide users an integrated solution for managing the full lifecycle of a case. This includes the ability to exchange documents and data with Stakeholders using a connection between the SURS Case Tracker and the ForwardHealth Portal, and to trigger transactions within the MMIS from a case. User ability to submit financial transactions, claim financial holds, or adjustment requests will allow users to manage a case from start to finish within the application. Case management Enhancements also include the need to expand the data collection and exchange functionality and the implementation of advanced alerts, triggers, and workflows to manage expanding caseloads.

The SURS Case Tracker must provide incident case tracking, appeal and referral tracking, reporting, and audit support, as well as support an enterprise workflow for all PI and UM activities.

DHS seeks a Supplier solution that can provide enhanced functionality:

- Improve data security
- Expand ad-hoc letter and report generation
- Implement standardized interfaces to utilize data from across the enterprise
- Offer Stakeholder interaction, including document exchange, through the case tracking solution and the ForwardHealth Portal
- Generate MMIS transactions through the case tracking solution
- Develop to interface with MMIS, DSS DW and LTC DW
- Enhance data collection, storage and exchange within the case tracking solution
- Implement alerts and triggers
- Maintain complex workflows and approval process
- Expand search capabilities
- Improve audit finding panels
- Deliver ease of use and remote access
- Support time and expense tracking
- Document the case tracking solution
- Provide comprehensive training resources

5.4.13.3 Use Case

DHS seeks Enhancements to their SURS Case Tracker. The SURS Case Tracking system offers business users from multiple business areas the tools that consists of a complete, end-to-end, case tracking, audit program, that interfaces with multiple data sources, allows customized and ad hoc reporting, and provides audit support to DHS in the management of all audits and investigations. DHS envisions enhanced functionality that will continue to allow the OIG to develop a state of the art case management system with web based technology. With the establishment of a FADS (Fraud and Abuse Detection System), as part of Module 3 Program Integrity, there is an

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increased need to access and consume data from multiple sources into the case management system.

The SURS Case Tracker manages the activities of cases and audits from beginning to end. Once a case is assigned to an auditor, they are subject to timelines to keep an audit moving through the process. Meeting established timelines requires an Enhancement that would trigger an alert to notify audit staff of assignments and case status deadlines. As auditors work a case, they use a findings panel that includes claims data for review. Not all provider types have the same claim data fields available. Building findings panels for each provider type will rapidly allow auditors to review relevant fields and identify findings. Many times, an auditor will have multiple findings on the same claim. The current SURS Case Tracker only allows for one finding to be identified. The Enhancements identified for the SURS Case Tracker includes the functionality to add multiple findings to one claim to strengthen the findings. In addition, as auditors write justification of their findings, they are currently limited by the number of characters allowed in the comments section. The need for a large capacity text field will allow audit staff to be specific with their findings and any comments they may have, without having space limitations.

DHS envisions an improved reporting solution using a dashboard view. The capability to produce ad hoc reports will meet the ever-changing needs and requests that the OIG receives. All Enhancements will improve functionality of the SURS Case Tracker while providing OIG the innovative solution they are looking for.

There are global requirements that consist of DHS needing an operational, system and user procedure manual with references that is accessible online. It is essential that the manual be kept up-to-date and consist of policies, processes, workflows and privacy/security compliance requirements that are indexed. The manual needs to be downloadable and contain hyperlinks and a search feature to quickly and easily assist the users in finding what they want.

5.4.13.4 Enhancement Approach

DHS seeks Vendors' innovative solutions to meet all business needs and requirements. The proposed solution will take into account the integrated Module platform DHS is pursuing for the Wisconsin Medicaid Enterprise, including cooperation and coordination across Suppliers.

1. **Methodology:** Propose an industry-standard project management methodology for initiating, planning, and implementing this Enhancement that incorporates proposed Deliverables appropriate to the size and scope of the Enhancement. The methodology proposed by the Vendor will be in place throughout all phases of the Enhancement.
2. **Staffing:** Propose a dedicated staffing team for all phases of the Enhancement implementation timeline. This staffing plan will be integrated into the Vendor's overall Takeover and operations staffing plans to enable the management of the dedicated team.

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3. Timeline: Propose an Enhancement specific timeline within the overall scope and timeline for all DHS-approved Enhancements, which encompasses all phases of the Enhancement implementation utilizing the proposed dedicated team.

5.4.13.5 Program Integrity Case Tracking Requirements

The following requirements must be addressed in the proposal response to Section 4.0. Under the Contract award, DHS will require the Supplier to incorporate the work effort in the overall project plans and Deliverables, making it subject to all global project requirements, SLAs, and Performance Penalties.

Table 145: ENH #13 Program Integrity Case Tracking Requirements

ID	ENH #13 Program Integrity Case Tracking Requirement
1	The Supplier's proposed solution will provide DHS staff the capability to generate ad hoc activity and phone stat reports on fraud referrals and complaints.
2	The Supplier's proposed solution will integrate and interface the fraud and complaint referrals from various sources and systems with the case tracking solution and feedback to the source system to allow for a centralized repository to track complaints and fraud referrals.
3	The Supplier's proposed solution will redirect referrals from outside parties and agencies about recipients or providers to the fraud reporting portal or refer callers to the DHS 800 number.
4	The Supplier's proposed solution will maintain and share information and data sources as defined by DHS.
5	The Supplier's proposed solution will provide the ability to identify/suppress potentially sensitive data elements for pre-built and ad hoc reports that are sent externally.
6	The Supplier's proposed solution will include a secure, password protected, role-based, web-based case management solution that uses standard browser navigation features, that is intuitive, easy to navigate, and configurable to support the entire case management process and business needs of other program areas with different business needs.
7	The Supplier's proposed solution will support a complex workflow and approval process for multiple program areas with different business needs.
8	The Supplier's proposed solution will support storing documentation of multiple data types at the case level and solution level.
9	The Supplier's proposed solution will generate numerous types/varieties of reports and letters and send them through the workflow process for approval.
10	The Supplier's proposed solution will track appeals and referrals to other entities.
11	The Supplier's proposed solution will allow fraud allegations and referrals to interface and transfer cases and documentation from multiple sources, hotlines, portals, and Enterprise-Wide systems to be tracked in the case tracking solution.
12	The Supplier's proposed solution will trigger an alert to the DHS triage person when a fraud referral or complaint has been logged and will appear on the case tracking solution dashboard.

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ID	ENH #13 Program Integrity Case Tracking Requirement
13	The Supplier's proposed solution will interface with all MMIS, Data Warehouse/Decision Support System, third party liability data, and data from outside sources to obtain relevant and appropriate information for healthcare cases, populate all data elements in the case tracking solution.
14	The Supplier's proposed solution will have the capability to add findings code on audit panels specific to the audit area and provider type being audited and include a comprehensive view of case history and audit trail of all transactions, with links to help features to support the analysis and review of case detail.
15	The Supplier's proposed solution will obtain payment data from the DSSDW, LTC DW and MMIS, flag and lock/unlock the payment in MMIS and load data into the case tracking solution. Users need the ability to filter, exclude, add, delete or select all or partial claims/encounters and details. The lock/unlock process will follow the proposed solution in EN 2: Optimized Claims/Encounter.
16	The Supplier's proposed solution will provide the ability to audit a claim/encounter detail and add multiple audit findings per claim, claim detail, and encounter.
17	The Supplier's proposed solution will provide a case tracking solution to perform as prescribed by DHS actions related to full, partial, or manually-calculated recoveries, extrapolation recoveries, full and partial suspension of payments, withholding payments, and recording multiple forms of recoveries at every stage of the case.
18	The Supplier's proposed solution will have the capability to upload/attach, delete, update and store case documents in multiple formats from multiple types of software.
19	The Supplier's proposed solution will include multiple large-capacity free-form text note functionality large enough for a complex fraud investigation, with a robust spell check feature and the ability to search and sort on keywords.
20	The Supplier's proposed solution will include a flexible, dynamic, customizable letter solution to generate, modify, delete, soft delete, or reject letters with digital signatures for all phases of a case and enter it into the workflow process. Letters should be marked with a status when mailed and include the mailed date. The process will include the capability to send alert/email indicating due dates of the next steps in the business process.
21	The Supplier's proposed solution will include a reporting solution to generate and maintain reports as defined by DHS for all phases of a case, produce standard reports from a dashboard, and produce ad hoc reports on all fields stored in the case tracking solution and export them to multiple common software formats. End users will be able to create analytic ad hoc reports by exposing views through a portal and to interface with analytic tools.
22	The Supplier's proposed solution will provide and support DHS user search capability throughout the case tracking solution using multiple fields to allow for more complex searches to make stronger associations.
23	The Supplier's proposed solution will provide and support enhanced DHS user configurable search capability throughout the case tracking solution using multiple fields and allows enhanced searches on memo, notes and text fields.
24	The Supplier's proposed solution will interface with the MMIS claims/encounters to automatically adjust claims identified for recovery.
25	The Supplier's proposed solution will interface with the financial system accounts receivable to import and export financial information back to the case tracking solution for tracking and reporting.

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ID	ENH #13 Program Integrity Case Tracking Requirement
26	The Supplier's proposed solution will provide remote access technology that allow authorized case staff to work anywhere outside of the DHS office.
27	The Supplier's proposed solution will provide the ability to expose and consume data from multiple sources, pull data into the case tracking solution, display the data, and supply feedback to external data sources through the use of web services or RESTful APIs (Application Programming Interfaces).
28	The Supplier's proposed solution will establish a process to interface with the FADS (Fraud and Abuse Detection System) solution and allow case finding results from the case tracking solution to provide feedback to the FADS solution algorithms that supports machine learning.
29	The Supplier's proposed solution will capture user defined time and expenses associated with a case.
30	The Supplier's proposed solution will provide web based access that external Stakeholders can access to electronically send, receive, notify, and submit documentation and connect the documents to the case.
31	The Supplier's proposed solution will trigger an alert to users on the dashboard when a new task or activity is assigned and when a deadline is approaching or overdue.
32	The Supplier's proposed solution will provide comprehensive training sessions for the case tracking solution, including application training modules, self-paced computer-based modules, web-based training, application tutorials, searchable help features, and an electronic user manual that is kept updated.
33	The Supplier's proposed solution will develop, maintain, and keep updated an online operational, system, and user procedure manual with references. This document at a minimum will contain policies, processes, workflows, and privacy/security compliance requirements in an indexed, searchable, and downloadable format with hyperlinks.
34	The Supplier's proposed solution will develop and maintain a systemic Claims financial hold process that can be invoked through a batch or manual process.

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6.0 COST PROPOSAL SUBMISSION AND MILESTONES

Appendix A contains the Cost Proposal Workbook for this solicitation, which must be completed and returned. DHS will only accept completed forms/worksheets, as presented and contained in Appendix A. Inclusion and submittal of additional information (or forms) not contained in Appendix A or requested by DHS or alteration of the forms contained in Appendix A in any way may be grounds for Vendor proposal disqualification. The template must be in a separate sealed envelope and submitted as per the instructions in Section 2.5.3 and Section 2.5.4. Section 6.0 includes the instructions for completing the Cost Proposal Workbook.

In addition, contained within the worksheets are instructions to provide Vendors additional assistance in completing the Cost Proposal Workbook. The instructions contained within the worksheets are included as hidden cell comments.

[References to Contract Year \(CY\) within the entirety of Section 6.0, including subsections, and within Appendix A – Cost Proposal refer to a consecutive, 12-month contract year.](#)

~~[References to Contract Year \(CY\) within the entirety of Section 6.0, including subsections, and within Appendix A – Cost Proposal refer to a consecutive, 12-month contract year.](#)~~

6.1 Cost Proposal Cover Page

Cost Proposal Cover Page is a summary page, with only data/non-numerical entry fields (yellow colored cells). Vendors should only enter in their Organizational Name and Name/Title of the Vendor Signatory. All other fields are closed/locked so that all evaluated cost Schedule Totals (Schedules A-E, only), are automatically calculated and carried forward into designated fields on the cover page. Additionally, Vendors are required to sign and date the cover page in the cells/boxes indicated.

6.2 Schedule A – Takeover Costs by Milestones

Schedule A is provided for Vendors to present the overall expected Takeover costs broken down by high-level milestones. Vendors should enter in the calculated base costs and software/licensing costs (as defined in RFP Section 9.1) for each milestone in each available, non-protected, yellow colored cell, as provided on the worksheet. Expenses projected for Staffing and “Other” costs (as defined in RFP Section 9.1) are to be calculated in sub-schedules A-1, and A-2, respectively; sub-totals automatically calculated in and from sub-schedules A-1 and A-2 will then carry forward into the respective Staffing Costs and “Other” Costs (green colored) protected cells. All Vendor entered figures/costs will roll up into each associated

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milestone “total” costs, and then roll up into a total “Takeover Costs by Milestones” cell that is reported on the Cost Proposal Cover Page.

6.2.1 Schedule A.1 – Staffing Takeover Costs

Schedule A.1 is provided for Vendors to present the overall expected staffing needed, by milestones, during the MMIS and Fiscal Agent system and operational takeover stage (contractual months 1 – 12). Yellow colored fields (for text and costs) are provided for Vendors to list critical staff/positions (Key Positions and/or non-Key Positions) and all personnel costs associated with those positions, by each milestone. Once positions have been listed/named in a milestone, Vendors should carry those Staffing costs forward (cumulatively) to the remaining milestones in the first lines as designated in the schedule. The Staffing costs (as defined in RFP Section 9.1), once detailed out, will roll up, under each appropriate milestone cost heading, as a total “Staffing” cost in each designated cell, by milestone, in Schedule A.

6.2.2 Schedule A.2 – Other Takeover Costs

Schedule A.2 is provided for Vendors to present any significant, additional, reportable costs (as defined in Section 9.1 of the RFP and are not already included in or with named line items) that can be specifically listed and priced for inclusion by Milestone. By supplying additional space for Vendors to furnish additional detail of typically hidden, yet significant, costs, DHS expects increased transparency from Vendors in the Cost Proposals. The “Other” costs, once detailed out, will roll up, under each appropriate milestone cost heading, as a total “Other” cost in each designated cell, by milestone, in Schedule A.

6.3 Schedule B - Global Project Management and Administration Costs

Schedule B is provided for Vendors to present the overall expected Global Project Management and Administration costs, by high-level global project area and CYFFY. Vendors should enter in the calculated Base Costs (as defined in RFP Section 9.1) in each available, non-protected, yellow colored cell, as provided on the worksheet. Expenses projected for Staffing and “Other” costs (as defined in RFP Section 9.1) are to be calculated in sub-schedules B-1, and B-2, respectively; sub-totals automatically calculated in and from sub-schedules B-1 and B-2 will then carry forward into the respective Staffing Costs and “Other” Costs (green colored) protected cells. All Vendor entered figures/costs will roll up and carry forward into overall Global Project Management and Administration Costs line item on the Cost Proposal Cover Page and calculated out by Base Contract total and 5 – 1 Year (Optional) Extensions total in the protected, designated fields.

6.3.1 Schedule B.1 - Global Project Administration Staffing Costs

Schedule B.1 is provided for Vendors to present the overall proposed, high-level global project staffing counts, annual average salaries, and average hourly wages by position, high-level global

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project area, and [CYFFY](#). Required Key Positions are to be included by cost only, not listed by title, as an overall cumulative amount (for each [CYFFY](#)), as per the “Total Salary for Named Key Personnel/Staff” line item supplied as the first line in each high-level global project area. The remaining yellow colored fields (for position title, FTE counts, average annual salary, and average hourly wage) are provided for Vendors to list additional staff/positions (non-Key Positions) and all personnel costs associated with those positions, by each high-level global project area and [CYFFY](#). The Global Project Administration Staffing cost total by high-level project area and [CYFFY](#), will then auto calculate and carry forward into (green colored) protected, designated fields in Schedule B. It is important to note that any/all projected personnel counts and costs should be congruent throughout the Vendor’s RFP response.

6.3.2 Schedule B.2 – Other Global Project Management and Administration Costs

Schedule B.2 is provided for Vendors to present any significant, additional, reportable costs (as defined in Section 9.1 of the RFP) that can be specifically listed and priced for inclusion by high-level global project area. By supplying additional space for Vendors to furnish additional detail of typically hidden, yet significant, costs, DHS expects increased transparency from Vendors in the Cost Proposals. The “Other” costs, once detailed out, will then auto calculate and carry forward into (green colored) protected, designated fields, in Schedule B.

6.4 Schedule C - Annual Maintenance and Operations Costs

Schedule C is provided for Vendors to present the overall expected MMIS and Fiscal Agent Maintenance and Operations Costs (by MMIS Business Operational Areas), by high-level business/operational area and [CYFFY](#). Vendors should enter in the calculated Operational Costs and Software Fees and Licenses Costs (as defined in RFP Section 9.1) in each available, non-protected, yellow colored cell, as provided on the worksheet by individual MMIS Business Operational Areas and [CYFFY](#). Expenses projected for Staffing and “Other” costs (as defined in RFP Section 9.1) are to be calculated in sub-schedules C-1, and C-2, respectively; sub-totals automatically calculated in and from sub-schedules C-1 and C-2 will then carry forward into the respective Staffing Costs and “Other” Costs (green colored) protected cells by individual MMIS Business Operational Areas and [CYFFY](#). All Vendor entered figures/costs will roll up and carry forward into the MMIS and Fiscal Agent Maintenance and Operations Costs line item, on the Cost Proposal Cover Page; calculated out by Base Contract total and 5 – 1 Year (Optional) Extensions total in the protected, designated fields.

- [In B-46 Base Facility Costs, Vendors should only enter facility costs associated with the main Vendor facility. The additional Milwaukee, WI facility and any other additional proposed facility costs should be included on Schedule C.2 – Annual Maintenance and Operations Other Costs as noted in section 6.4.2.](#)

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6.4.1 Schedule C.1 – Annual Maintenance and Operations Staffing Costs

Schedule C.1 is provided for Vendors to present the proposed MMIS and Fiscal Agent Maintenance and Operations high-level MMIS Business area staffing counts, annual average salaries, and average hourly wages by position, high-level global project area, and CYFFY. Required Key Positions are to be included by cost only, not listed by title, as an overall cumulative amount (for each CYFFY), as per the “Total Salary for Named Key Personnel/Staff” line item supplied as the first line in each high-level global project area. The remaining yellow colored fields (for position title, FTE counts, average annual salary, and average hourly wage) are provided for Vendors to list additional staff/positions (non-Key Positions) and all personnel costs associated with those positions, by each high-level global project area and CYFFY. The Staffing cost totals, by high-level MMIS Business Area, and CYFFY, will then auto calculate and carry forward into (green colored) protected, designated fields in Schedule C. It is important to note that any/all projected personnel counts and costs should be congruent throughout the Vendor’s RFP Technical and Cost Proposal responses.

6.4.2 Schedule C.2 – Annual Maintenance and Operations Other Costs

Schedule C.2 is provided for Vendors to present any significant, additional, reportable costs (as defined in Section 9.1 of the RFP) that can be specifically listed and priced for inclusion by high-level MMIS Business Area, and CYFFY. By supplying additional space for Vendors to furnish additional detail of typically hidden, yet significant, costs, DHS expects increased transparency from Vendors in the Cost Proposals. The “Other” costs, once detailed out, will then auto calculate and carry forward into (green colored) protected, designated fields, in Schedule C.

- [In B.2 - 48 Other Costs Facility Requirements, Vendors should enter facility costs associated with the separate Document Processing Unit facility in Milwaukee, WI on a dedicated line. All other proposed facility costs not otherwise accounted for should be listed on a separate line.](#)

6.5 Schedule D - Enhancements Costs

Schedule D is provided for Vendors to present the overall expected Enhancement costs broken down by standard line-item expense categories, and high-level milestones expense categories. Vendors should enter in the calculated base costs and software/licensing costs (as defined in RFP Section 9.1) for all enhancements, by enhancement, in each available, non-protected, yellow colored cell provided on the worksheet. Expenses projected for Staffing and “Other” costs (as defined in RFP Section 9.1) are to be calculated in sub-schedules D-1, and D-2, respectively; sub-totals automatically calculated in and from sub-schedules D-1 and D-2 will then carry

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forward into the respective Staffing Costs and “Other” Costs (green colored) protected cells on Schedule D. Additional Milestone line item expense categories (as indicated by the yellow colored, non-protected cells), for the specific completion benchmarks during the Enhancement DDI period, will enable Vendors to provide a higher level of detail and transparency for costs associated with incremental implementation and approval of the work. All Vendor entered figures/costs will roll up and carry forward into a total for all MMIS Enhancements Activities Costs, on the Cost Proposal Cover Page.

6.5.1 Schedule D.1 – Staffing Enhancements Costs

Schedule D.1 is provided for Vendors to present the overall expected staffing needed, by enhancement, during the overall 36 month projected Enhancement period. Yellow colored fields (for text and costs) are provided for Vendors to list critical staff/positions (Key Positions and/or non-Key Positions) and all personnel costs associated with each Enhancement. The Staffing costs (as defined in RFP Section 9.1), once detailed out, will roll up under each appropriate Enhancement cost heading as a total “Staffing” cost in each designated cell, by Enhancement, in Schedule D.

6.5.2 Schedule D.2 – Other Enhancements Costs

Schedule D.2 is provided for Vendors to present any significant, additional, reportable costs (as defined in Section 9.1 of the RFP and are not already included in or with named line items) that can be specifically listed and priced for inclusion by Enhancement. By supplying additional space for Vendors to furnish additional detail of typically hidden, yet significant, costs, DHS expects increased transparency from Vendors in the Cost Proposals. The “Other” costs, once detailed out, will roll up, under each appropriate Enhancement heading, as a total “Other” cost in each designated cell, by milestone, in Schedule D.

6.6 Schedule E – MMIS Operations Carve-Out Projections

Schedule E is provided for Vendors to present the overall expected and projected MMIS Operations Carve-Outs broken down by the eight (8) defined Modules as written in Section 1.2. DHS expects that once modular Contracts are awarded to various Suppliers and all services, systems, and operations are fully functioning with the awarded Suppliers, some portion of the pre-contracted operational amounts of those transferred services/personnel/operations should be reduced from the overall annual operations costs of the original MMIS Supplier. Therefore, Vendors are requested to provide a starting point estimate reduction (entered as a negative amount) to the overall operational and staffing costs for each expected module carve-out. This overall (base) expected carve-out reduction for each module, is to be entered into the designated, non-protected, yellow colored cell, as provided on Schedule E. Projected Staffing costs and “Other” costs (increases or decreases) are to be recorded on Schedule E.1 and E.2, respectively. Sub-totals automatically calculated in and from sub-schedules E-1 and E-2 will then carry

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forward into the respective Staffing Costs and “Other” Costs (green colored) protected cells on Schedule E. All Vendor entered figures/costs will roll up and carry forward into a total for all Total Proposed Carve Out (Increases or Decreases to) Costs, on the Cost Proposal Cover Page.

MMIS Carveouts Costs are intended to be the initial, negotiable, overall starting cost (increase or reduction) for future, planned, module carve outs. These MMIS (Module) Carveouts Costs are projected to be completed as per RFP Section 1.4 Estimated Project timeline. The basic calculation should include the following factors:

- Projected total operational carve out (broken down by Staffing and Other) for each proposed module, per month;
- Projected total of months or contract years that need to be carved out.

~~MMIS Carveouts Costs are intended to be the initial, negotiable, overall starting cost (increase or reduction) for future, planned, module carve outs. These MMIS (Module) Carveouts Costs are projected to be completed as per RFP Section 1.4 Estimated Project timeline. The basic calculation should include the following factors:-~~

- ~~• Projected total operational carve out (broken down by Staffing and Other) for each proposed module, per month;~~
- ~~• Projected total of months or contract years that need to be carved out.~~

6.6.1 Schedule E.1 – Other MMIS Operations Carve Out Projections

Schedule E.1 is provided for Vendors to present the overall projected staffing costs (increases or decreases) by proposed Module. Yellow colored fields (for text and costs) are provided for Vendors to list critical staff/positions (Key Positions and/or non-Key Positions) and any/all increases or decreases to personnel costs projected to be associated with each Module Carve-Out. The increases or decreases to Staffing costs (as defined in RFP Section 9.1), once detailed out, will roll up, under each appropriate Module Carve-Out cost heading, as a total “Staffing” cost in each designated cell, by Module Carve-Out, in Schedule E.

6.6.2 Schedule E.2 – Other MMIS Operations Carve Out Projections

Schedule E.2 is provided for Vendors to present any significant, additional, reportable costs increases or decreases (as defined in Section 9.1 of the RFP and are not already included in or with named line items) that can be specifically listed and priced for inclusion in the Module Carve-Out. By supplying additional space for Vendors to furnish additional detail of typically hidden, yet significant, cost increases or decreases, DHS expects improved transparency from Vendors in the Cost Proposals. The “Other” costs, once detailed out, will roll up, under each

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appropriate Module Carve-Out cost heading, as a total “Other” cost in each designated cell, by Module Carve-Out, in Schedule E.

6.7 Schedule F – Rate Card

Schedule F is provided to Vendors to define and specify a standard staffing rate card and propose a blended staff rate that provides the costs for the annual Modification Hours.

6.7.1 Schedule F – Hourly Rates

The Staffing Rate Card requires the Vendor to provide rates for each position on a team of technical and business staff that would be customary and representative of a project team assigned to an MMIS maintenance, modification, operations, and/or specialized project. This team is typically composed of several standard positions (e.g., business analyst, systems analyst, and developer), however, the Vendor should include all titles/positions that are considered necessary or critical in any standard MMIS projects.

These position titles and their proposed hourly wages are to be entered on a per FTE basis into the designated, non-protected, yellow colored cells, provided on Schedule F. Vendors may either combine, average, or collapse rate card positions hourly wages into a singular “positional” rate (e.g., one hourly wage/rate for a BA I, II, and II) or enter each level of designated positions individually.

Although these rates will not display on the Cost Proposal Cover Page nor are they used elsewhere in the Cost Proposal Workbook, DHS reserves the right to review and negotiate the rates for future use. DHS may request additional staffing resources above the approved base contract staffing, as indicated in Section 5.2.6, using the Rate Card per position rates indicated in Schedule F.

6.7.2 Schedule F – Total Blended Rate

Once all positions and hourly wages are entered, the Vendor should employ their own standard methodology to incorporate all listed hourly wages to calculate and enter the “Total Blended Rate” per CYFFY. Although these rates will not display on the Cost Proposal Cover Page, they are carried forward and used to auto calculate the overall Project (Pool) Hours costs per CYFFY on Schedule C, ID C-81. DHS reserves the right to review all methodology in determining the “Total Blended Rate” and negotiate these rates.

In addition to determining the annual modification (Project Pool) hours on Schedule C, ID C-81, the “Total Blended Rate” by CYFFY will become the calculation for purchased additional modification hours (DHS Requested Additional Hours X CYFFY Total Blended Rate) or refund unused Project Pool Hours (Unused Project Pool Hours X CYFFY Total Blended Rate) as indicated in Section 5.2.5 – System Modification.

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6.8 Schedule G – Key Personnel Listing, Rates and Count

Schedule G is provided to Vendors to present the overall Key Personnel count and salary structure, as defined under Appendix B – Key Staff Qualifications. Vendors are required to enter into the designated, non-protected, yellow colored cells for each listed Key Staffing positions the project FTE (Full Time-Equivalent) count, average annual salary, and average FTE hourly wage per position, per CYFFY. Vendors should take into account, cost of living/CPI (Consumer Price Index) increases for the geographical area of the proposed operations, as well as planned/projected annual raises/salary (or hourly wage) increases for each CYFFY listed. It is important to note that any/all projected personnel counts and costs should be congruent throughout the Vendor's RFP Technical and Cost Proposal responses. Although these rates and totals will not display on the Cost Proposal Cover Page, DHS reserves the right to review and negotiate the rates for future use.

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7.0 CONTRACT TERMS AND CONDITIONS

The Department reserves the right to negotiate these terms and conditions when it is in the best interest of the State to do so. Vendors may not submit their own Contract document as a substitute for the State's Terms and Conditions.

Vendors must accept all terms and conditions or submit point-by-point exceptions along with proposed alternative or additional language for each point. Submit point-by-point exceptions under Tab 24 – Point-by-Point Exceptions.

The State may or may not consider any of the Vendor's suggested revisions. Any changes or amendments to any of the terms and conditions will occur only if the change is in the best interest of the State. **Pricing submitted should assume that no changes to these terms and conditions will be accepted.** If a Contract document is executed as a result of this procurement, additional terms and conditions may be contained in that document and negotiated at that time.

7.1 Standard Terms and Conditions

The State of Wisconsin Standard Terms and Conditions ([DOA – 3054](#)) and Supplemental Standard Terms and Conditions for Procurements for Services ([DOA – 3681](#)) shall govern this solicitation and subsequent award. In the event of a conflict between the Standard and Supplemental Standard Terms and Conditions and this solicitation, the terms of solicitation # S-0419 DMS-17, including any amendments, shall prevail.

7.2 Vendor Contract Payment Schedule and Withholds

DHS will pay the Supplier each phase in accordance with approved milestones and achievements as outlined in Appendix F and as accepted by DHS. Once the Takeover Operations Stage has been completed and full operations commence, further operational-based payments will be based upon a 1/12 division of annual operational costs as indicated in the Cost Proposal Workbook, to be billed upon a jointly negotiated, and DHS-approved invoice.

A ten percent (10%) reduction of maintenance and operations costs invoiced monthly, shall be withheld and made available for payment no less than thirty (30) days past the conclusion of the [CYFFY](#), and only upon completion and DHS approval of all annual deliverable updates and Contract compliance terms.

During the final [CYFFY](#) of the Contract term, the withheld Contract payments shall be held until six (6) months after the Contract expiration or upon certification of Contract completion. This withholding shall be applied to debts arising from unrelated as well as related transactions and to non-contractual as well as contractual debts and to cover any damages DHS may suffer as a result of non-performance that is not detected prior to Contract maturity. Any funds that remain

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after the six (6) month holding period will be rendered to the Supplier upon final certification of Contract completion.

Under no circumstances will DHS pay more than fifty percent (50%) of any Supplier invoiced amount that includes incomplete work or Deliverables. The process for DHS review, approval, and final acceptance/sign-off will be jointly negotiated and determined as part of the final award negotiation process.

7.3 Prime Vendor and Subcontractors

The Contract resulting from this solicitation shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other Supplier without prior written approval from DHS.

Vendors must identify any potential Subcontractors in their proposal. The resulting Contract will be between DHS and the Supplier. The Supplier will be responsible for its Subcontractors' performance of the pertinent Contract obligations and ensure Subcontractors abide by all terms and conditions of the RFP and resulting Contract. All Subcontractors must be approved in writing by DHS.

Any proposed substitution of an approved Subcontractor must be submitted in writing to DHS thirty (30) calendar days prior to implementation of the substitution, and include the substitute's qualifications, the reason for the change, and the intended effective date of the substitution. Failure to notify DHS may result in cancellation of the Contract without notice and without penalty to DHS.

7.4 Certificates of Insurance

The Supplier shall maintain insurance levels as required in Standard Terms and Conditions, (DOA-3054) Section 23.0 Insurance Responsibility. The insurance policies must be issued by an insurance company licensed to do business in the State of Wisconsin, with a minimum AM Best rating of A- unless otherwise approved in writing by DHS's Contract Administrator and the signature of an authorized agent.

The Supplier shall add: "The Wisconsin Department of Health Services, its officers, employees, and agents" as an additional insured under the commercial general, automobile, and liability policies.

A certificate of insurance must be provided to DHS upon request.

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7.5 Performance Penalties

The Supplier is expected to meet all delivery dates negotiated and specified in the Contract. The Supplier agrees DHS shall have the right to assess Performance Penalties, through deduction from the Supplier's invoices in the amount equal to the penalty, or by direct billing to the Supplier in accordance with the terms below.

The overall purpose of Performance Penalties is to ensure adherence to the performance requirements, Deliverable due dates, and Service Level Agreements contained within the auspices of the RFP. Performance Penalty assessments are directly linked to performance of system implementation, Service Level Agreements, or operational responsibilities. It is agreed by DHS and the Supplier that, in the event of a failure to meet the performance requirements, Deliverable due dates, and Service Level Agreements contained within the RFP, the Supplier will pay DHS for such failures at the sole discretion of DHS according to and ascribed by the following provisions below.

Written notification of each failure to meet a performance requirement, Deliverable due date, and Service Level Agreements will be given to the Supplier prior to assessing Performance Penalties. Once received, the Supplier will have five (5) business days from the date of receipt of written notification of a failure to cure to rectify the failure or submit a corrective action plan (CAP) for approval by DHS. If the failure is not resolved or the CAP is not received and accepted by DHS within this warning/cure period, Performance Penalties may be imposed retroactively to the date of the failure. The imposition of Performance Penalties is not in lieu of any other remedy available to DHS.

If DHS elects, at its discretion, to not exercise a Performance Penalty clause in a particular instance, this decision will not be construed as a waiver of DHS's rights to pursue future assessment of that performance requirement and associated penalties or any other performance requirements, Deliverable due dates, Service Level Agreements and associated penalties.

7.5.1 Deduction of Performance Penalties from Payments

DHS may deduct assessed Performance Penalties amounts from any monies payable to the Supplier pursuant to its Contract. DHS will provide the Supplier written notification of any claim for Performance Penalties prior to the date upon which such monies are deducted from monies payable to the Supplier. With Supplier approval, DHS may choose, as an alternative that the Supplier will provide the value of Performance Penalties in the form of an Operational Service Credit that reflects the equivalent amount of hours billed by the Supplier on the Project. However, any further negotiation of Performance Penalty assessment, terms of penalties, repayment terms, or penalty amount caps at which they are prescribed, levied or collected will remain at the sole discretion of DHS.

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7.5.2 Schedule of Performance Penalties

To streamline and allow for effective, efficient application of Performance Penalties, DHS has provided a Performance Penalty schedule that is demarked by steps and actions of Performance Penalties. Each global project area and business/service-based operational area has been assigned, as stated in Appendix C, a starting step-action that correlates with the implied weight of the requirements contained within the area. As stated above, DHS, at its discretion may choose to not exercise a Performance Penalty clause in any particular instance; however, if such a penalty is assessed, the minimum penalty assessed is the starting step-action assigned to the global or business area from which the failure was determined. However, these levels are meant as a guideline in which DHS can utilize to ascertain an appropriate and proportional remedy for DHS to pursue in remedy of the Supplier’s failure(s) and may be followed or waived at the sole discretion of DHS.

Table 146: Schedule of Performance Penalties

Step	Action	Performance Penalty	Due
1	A	Penalties in an amount not to exceed two hundred fifty dollars (\$250.00) per calendar day or incident the Supplier remains non-compliant.	Within 7 Calendar Days of Written Notification of Claim
	B	Penalties in an amount not to exceed five hundred dollars (\$500.00) per calendar day or incident the Supplier remain non-compliant.	
2	A	Penalties in an amount not to exceed one thousand dollars (\$1,000.00) per calendar day or incident the Supplier remain non-compliant.	Within seven (7) Calendar Days of Written Notification of Claim
	B	Penalties in an amount not to exceed five thousand dollars (\$5,000.00) per calendar day or incident the Supplier remain non-compliant.	
3	A	Penalties in an amount not to exceed ten thousand dollars (\$10,000.00) per calendar day or incident the Supplier remain non-compliant.	Within 15 Calendar Days of Written Notification of Claim or as agreed upon with DHS
	B	Penalties in an equal to the sum of a 1) fifteen thousand dollars (\$15,000.00) assessment per calendar day of non-compliance, 2) recoupment of all expenses incurred, maximum FFP differences and/or overpayments issued as associated with the act of non-compliance.	

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Step	Action	Performance Penalty	Due
4	A	Penalties in an equal to the sum of a 1) fifteen thousand dollars (\$15,000.00) assessment per calendar day of non-compliance, 2) recoupment of all expenses incurred, maximum FFP differences and/or overpayments issued as associated with the act of non-compliance, and 3) legally allowable interest assessed on the total amount of #2 and as incurred from the date of non-compliance.	Within thirty (30) Calendar Days of Written Notification of Claim or as agreed upon with DHS
	B	Penalties in an equal to the sum of a 1) twenty thousand dollars (\$20,000.00) assessment per calendar day of non-compliance, 2) recoupment of all expenses incurred, maximum FFP differences and/or overpayments issued as associated with the act of non-compliance, and 3) legally allowable interest assessed on the total amount of #2 and as incurred from the date of non-compliance, and 4) ten percent (10%) penalty assessment will be made on the current contract year's annual withhold invoice.	

7.6 Service Level Agreements

For the purposes of this RFP, Service Level Agreements (SLAs) are defined as specific and measureable standards or targets for expected performance from the Supplier and the Supplier's proposed solution. SLAs are output-based in that their purpose is to specifically define what DHS will receive and when DHS should expect it. SLAs do not define how the service itself is provided or delivered. To aid DHS in managing the Supplier under the scope of this Contract, a majority of SLAs have been designated next to their associated business requirements within Section 5.1 Project Requirements, Section 5.2 Global Project Management and Administration Requirements, and Section 5.3 MMIS Business Areas and Service-Based Operational Requirements. Though the exact metrics for each SLA may vary depending on the requirement listed, DHS has attempted to streamline and eliminate variances to aid in proficient and effective management of the contracted system and services. However, a standard, overarching list of SLAs is in the table below, and non-compliance will result in Performance Penalties at the Step and Level for the corresponding business area (in Appendix C) as listed in Section 7.5, Table 145: Schedule of Performance Penalties.

Table 147: Service Level Agreements

Business Area	Service Level Agreement
A. All Business Areas	The Supplier will notify DHS, in writing, within twenty-four (24) hours of any known failure in regards to meeting any SLA contained within this Section or Section 5.0 of this RFP.

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Business Area	Service Level Agreement
B. Timeliness of Claims/Encounters and Adjustments Processing	<p>The Supplier will process all claims/encounters and adjustments, from receipt to adjudication, within the following time limits:</p> <ul style="list-style-type: none"> • <u>Ninety percent (90%) of all claims within five (5) calendar days of receipt.</u> • <u>Ninety-five percent (95%) of all claims within ten (10) calendar days of receipt.</u> • <u>Ninety-nine percent (99%) of all claims within fifteen (15) calendar days of receipt.</u> • <u>One hundred percent (100%) of all claims within twenty (20) calendar days of receipt.</u> Ninety percent (90%) of all claims/encounters will be processed within ten (10) calendar days of receipt;
C. Point of Sale (POS) Availability	<p>The Supplier will provide a back-up system to ensure that the POS system and the associated network downtime is limited to a maximum of thirty (30) continuous minutes.</p>
D. Data Warehouse Refresh Requirements	<p>The Supplier will refresh Data Warehouse tables within twenty-four (24) hours of the completion of the Medicaid financial cycle. The Supplier will refresh other data warehouse tables, including recipient eligibility and reference data files, in accordance with the data refresh schedule designated by DHS.</p>
E. System Maintenance	<p>The Supplier will respond in writing to notices of system problems with a Corrective Action Plan (CAP), which will include a timeframe.</p>
F. Compliance with Other Material Contract Provisions	<p>The objective of this standard is to provide DHS with an administrative procedure to address general Contract compliance issues which are not specifically defined as performance requirements listed above, but are Supplier responsibilities contained in all RFP. DHS staff may identify Contract compliance issues resulting from the Supplier's performance of its responsibilities through routine Contract monitoring activities. If this occurs, DHS will notify the Supplier in writing of the nature of the performance issue.</p>
G. Checkwrite Standards	<p>The Supplier will complete and deliver the Check Register and accompanying documentation to DHS by 12 p.m. on the first business day following the payment cycle. In addition, payments and remittance statements will be transmitted within forty-eight (48) hours and mail payments within two (2) business days after DHS approval of the Check Register.</p>
H. Recipient Identification Card Standards	<p>The Supplier will produce and mail recipient identification cards within one (1) business day of adding new recipients or receiving a request for a reissued card.</p>

Overall, the SLAs listed should be uniform in volume, quality of work (including precision and accuracy), speed, responsiveness, and efficiency. In covering these areas, DHS aims to establish

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a mutual understanding of services, areas prioritized, responsibilities, guarantees, and warranties to be provided by the Supplier.

7.7 Liquidated Damages

DHS may suffer damages due to the Supplier's lack of performance of certain terms and conditions of the resulting Contract. The Department reserves the right to negotiate liquidated damages, as required by the State, at the time of Contract.

The Supplier agrees that DHS shall have the right to liquidate such damages through deduction from the Supplier's invoices in the amount equal to the damages incurred, or by direct billing to the Supplier.

7.8 Executed Contract to Constitute Entire Agreement

In the event of Contract award, the contents of this RFP (including all attachments), RFP addenda and revisions, the Proposal response from the successful Vendor as accepted by the Procuring Agency, and any additional terms agreed to in writing by the parties shall be incorporated into the Base Contract. Failure of the successful Vendor to accept these elements into the Contract will result in the cancellation of the Contract award.

In the event of conflict with the incorporated elements of the Base Contract, the following order of precedence will prevail:

1. Business Associate Agreement (if applicable, see Section 8.7)
2. Final Signed Contract, including all exhibits.
3. Official Purchase Order.
4. DHS's RFP, including all attachments, addenda, and revisions.
5. The Vendor's RFP Response as accepted by the State of Wisconsin.

7.9 CMS Approval of Executed Contract

The final Contract award is contingent upon CMS approval. Throughout the solicitation process, DHS will work collaboratively with CMS to ensure CMS approval. However, legislative and/or policy changes can occur between final CMS approval of the RFP and the Vendor Contract award/negotiation process. In the event that a final Supplier Contract award is negotiated but CMS does not approve the award, the Contract is to be considered void and DHS will be released from any resulting liability. Additionally, CMS may request contractual revisions that may cause substantive changes to the base Contract. In order to secure an executed Contract with the

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Vendor, DHS will make every attempt to communicate and negotiate the changes from and required by CMS.

7.10 Corrective Action Plans (CAPs)

A Corrective Action Plan (CAP) is defined by DHS as the formal process of communicating with the Supplier to improve unacceptable performance occurrences, failures, or non-compliances after other informal attempts to rectify the occurrence have been attempted. This is collaborative effort between DHS and the Supplier to explore the root causes behind system, functional, and operational issues. The CAP process allows the Supplier to improve performance and cure failures as they are detected, prior to catastrophic failure that requires the assessment of penalties.

The following Corrective Action Plans requirements represent the operational expectations and SLAs requiring Supplier response. The Supplier is required to meet these expectations and SLAs in order to take over the system and operations of the MMIS. Supplier failure to meet these requirements may also result in the assessment of Performance Penalties in accordance with Section 7.5 and assessed at the Performance Penalty Step-Action level indicated in Appendix C for the business area section.

Table 148: Corrective Action Plans Service Level Agreements

ID	Corrective Action Plans Service Level Agreement	Due Date or Operational Expectation
1	The Supplier will construct and submit a Corrective Action Plan (CAP) process and template, for DHS approval, to be used for the identification, documentation, and resolution of any identified issues as they relate to performance requirements, Deliverable due dates, and Service Level Agreements contained within the auspices of the RFP. Once approved, the Supplier will implement and utilize the DHS-approved CAP to resolve all identified and reported issues.	The Supplier will provide the CAP process and template within forty-five (45) calendar days of the Project Execution Start Date.
2	The Supplier will take an active role in identifying, documenting, and performing proactive self-reporting and Corrective Action Plans for all Wisconsin Medicaid Enterprise-Wide services contained under the auspices of this RFP, as detailed within the IQAP, and when directed by DHS.	The Supplier will submit CAPs within ten (10) business days from discovery of non-compliance.

7.11 Incentive-Based Performance

Performance incentives may be incorporated in the resulting Contract, however Vendors should assume there will be none and prepare their responses accordingly.

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7.12 Special Considerations for Conflict of Interest

The Supplier will adhere to the standard conflict of interest statutes as stipulated in DOA-3681 and Chapters 16, 19 and 51 of Wisconsin Statutes. Additionally, the Supplier will not have any relationships, financial interest, or conflict of interest with any managed care organizations, contractors, or programs doing business with DHS or the State of Wisconsin.

7.13 Off-Shore Sourcing

Suppliers are prohibited from performing any of the work included in their RFP response at a site outside the [continental \(CONUS\)](#) United States in order to protect data containing Private Health Information (PHI) or Personally Identifiable Information (PII).

7.14 Industry Standards

If not otherwise provided, materials or work called for in this Contract shall be furnished and performed in accordance with best established practices and standards recognized by the contracted industry and comply with all applicable codes and regulations. In addition, the materials or work called for in this Contract must align with and incorporate Industry Standards adopted by the HHS Secretary under Section 1104 and 1561 of the Affordable Care Act.

7.15 Ownership of Materials

Supplier has no right whatsoever to data contained within the system, and all data, forms, procedures, software, manuals, system descriptions, work flows, System Integration architectures, application configurations, and system documentation, developed or accumulated by the Supplier under this Contract shall be owned by the Using Agency. The Supplier may not release any materials without the written approval of the Using Agency.

In the event the Supplier ceases doing business; dissolves; closes its doors; ceases to provide all services as defined in this Agreement (through no fault or action of DHS); makes a general assignment for benefit of creditors; has a receiver appointed for any reason; suffers a foreclosure, attachment or levy on any significant business assets; admits its inability to pay debts as they mature; or becomes the debtor in any bankruptcy proceeding, the Supplier agrees to the following:

- a) The Supplier agrees, within sixty (60) calendar days following the date of execution of this Contract, to place in escrow with an independent, professional software escrow agent the most current version of its fully annotated source code including any updates, which may be released to DHS in the event the Supplier meets the obligations described.
- b) Upon a release event, Supplier shall provide DHS with the names and contact information of the programmer(s) currently responsible for maintaining the source code;

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- c) Applicable restrictions on DHS hiring or soliciting Contractor employees shall lapse;
- d) DHS shall have the right to make future modifications and Enhancements to the products developed and used hereunder and to use them solely for DHS's internal business use, without any right to use them to provide services to a third party and the rights to the source code hereunder are not transferrable, sub licensable or assignable to any third party, except a third party that acquires (or is hired to operate) in whole the business of DHS, provided that in such case, the limitation of internal business use shall continue with respect to the business so transferred or operated;
- e) DHS shall have the right to share all source code with other Suppliers providing future maintenance services to and solely for the benefit of DHS, provided first that DHS enter a binding agreement with said consultants that the code will be preserved as confidential; and,
- f) Supplier will present a knowledge transfer plan within 30 calendar days of the transfer date and will bear all costs associated with the transfer. Final transfer will not occur until DHS provides a release to Supplier releasing it from all obligations, real or inferred, past the date of transfer.

7.16 Software Code and Intellectual Property Rights

As applicable, the Supplier must comply with 45 CFR 95.617. As applicable, all original software and software code, middleware, shared services, data interfaces, data dictionaries, logical data models, physical data models, and related intellectual property developed or created by the Supplier in the performance of its obligations under this Contract or any amendments issued under this Contract, shall become the sole property of the State of Wisconsin. The Supplier will surrender all original written materials, including any reports, studies, designs, drawings, specifications, notes, documents, software and documentation, computer based training (CBT) modules, electronically or magnetically recorded material, used to develop this software or software code and related intellectual property to the state entity for which it was developed.

All Deliverable items produced pursuant to this contract are the exclusive property of the State. The Supplier will not assert a claim of copyright or other property interest in such Deliverables.

Supplier shall indemnify the State against any and all claims for infringement of any copyright or patent occurring in connection with or in any way incidental to or arising out of the occupancy, use, service, operations, or performance of work under this contract.

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7.17 Staffing Rate Card

The Supplier will provide a rate card for all titles with locked in pricing for the duration of the contract and measurable educational/experience requirements. All changes to this rate card must be preapproved by DHS. This includes cost adjustments, adding or deleting titles, modifications to Educational/experience requirements. If price adjustments are requested. The Supplier will provide documentation about the cause of the change and how it effects the industry as a whole. DHS reserves that right to deny price increases if proper documentation is not provide.

7.18 Price Adjustment

The Supplier will submit any proposed price increase under a continuing contract to the contracting agency at least 30 calendar days before the proposed effective date of the price increase.

Any price increase will be limited to fully documented cost increases to the Supplier, which the Supplier demonstrates to be industrywide.

7.19 Invoicing

Payment will not be made until the product or services is determined to meet all specifications, requirements, and Deliverables and has been accepted by DHS.

Supplier must agree that all invoices and purchasing card charges shall reflect the prices and discounts established for the items on this Contract for all orders placed by DHS even though the Contract number and/or correct prices may not be referenced on each order.

DHS must meet a statutory mandate to pay or reject invoices within thirty (30) calendar days of receipt by Accounts Payable. Before payment is made, DHS must verify that all invoiced charges are correct as per this Contract. Only properly submitted invoices will be officially processed for payment. Final payment may not be made until work has been accepted by DHS. Prompt payment requires that Supplier invoices be clear, complete, and itemized showing:

- Supplier name
- Supplier number
- Remit to address
- Purchase order number
- Deliverable and/or services being invoiced
- Date the Department approved the deliverable/service
- Prices per the Contract

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7.20 Prompt Payment

In accordance with [PRO-E-6](#) of the State Procurement Manual, DHS will pay its invoices promptly. DHS normally will pay properly submitted Supplier invoices within thirty (30) calendar days of receipt, providing goods and/or services have been delivered, installed (if required), and accepted as specified. Payment will be considered timely if the payment is mailed, delivered, or transferred by the later of the following:

- The date specified on a properly completed invoice for the amount specified in the order or Contract.
- Within thirty (30) calendar days after receipt of a properly completed invoice or receipt and acceptance of the property or service under the order or Contract or within thirty (30) calendar days after receipt of an improperly completed invoice or receipt and acceptance of the property or service under the order or contract, whichever is later if the agency does not notify the sender of receipt of an improperly completed invoice within ten (10) business days after it receives the invoice of the reason it is improperly completed.

7.21 Background Checks

DHS reserves the right to conduct background checks on the Supplier's organization, its officers and employees, and Subcontractors, if applicable, in order to determine whether any conviction exists that is substantially related to the service required and if such conviction may otherwise adversely affect the Supplier's ability to perform under the resulting Contract. DHS is the sole determinant of whether the results of a background check(s) will negatively impact the Supplier's ability to meet contractual obligations and requirements.

7.22 Replacement of Supplier Personnel

The Supplier shall assign work under this Contract to workers that are skilled in the tasks to which they are assigned. DHS retains the right to require the reassignment or replacement of Supplier personnel, as DHS deems necessary. Reasons for this request may include, but are not limited to, incompetence, carelessness, and disruptive or otherwise objectionable behavior.

A request for replacement shall not be construed as a call for dismissal. It is just a request for the individual to be reassigned out of the DHS program or facility.

7.23 Lobbying Activity Certification

The Supplier shall certify to DHS that it will not and has not used Federally-appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award

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covered by 31 U.S.C. 1352. Supplier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award.

Supplier shall use Standard Form LLL for Disclosure of Lobbying Activities available at: <https://www.whitehouse.gov/sites/default/files/omb/grants/sfillin.pdf>.

A completed disclosure must be provided upon Contract execution.

7.24 Alignment with CMS Seven Conditions and Standards

The Supplier shall certify, comply, and align its technology practices, as directed under the auspices of this RFP, with the “Seven Conditions and Standards” (as originally outlined in April of 2011, with complementary definition provided by the NPRM, released in April 2015) and the CMS policy requirements as set forth in in 42 CFR 433.112(b)(10) through (b)(16).

7.25 Alignment with Other Conditions for Enhanced FFP for the Design, Development, Installation, or Enhancement of an MMIS

In order for DHS to qualify for 90 percent FFP for expenditures, as allowed for under the auspices of this RFP, for the design, development, installation, or enhancement of an MMIS, the Supplier shall certify, comply, and align its technology practices and requirements with 42 CFR 433.112(b)(1) through (b)(9).

7.26 Federal Prompt Payment Regulations

In accordance to 42 CFR 422.520, the Supplier, as acting in the role of Fiscal Agent for DHS, shall abide by and comply with all provisions of the regulation. Including, but not limited to;

- (1) The Contract between CMS and the MA organization must provide that the MA organization will pay 95 percent (95%) of the “clean claims” within thirty (30) days of receipt if they are submitted by, or on behalf of, an enrollee of an MA private fee-for-service plan or are claims for services that are not furnished under a written agreement between the organization and the provider.
- (2) The MA organization must pay interest on clean claims that are not paid within thirty (30) days in accordance with sections 1816(c)(2)(B) and 1842(c)(2)(B).
- (3) All other claims from non-contracted providers must be paid or denied within sixty (60) calendar days from the date of the request.

Should the Supplier breach any or all of the Federal prompt payment regulations, they will be subject to all penalties or liquidated damages legally pursuable and recoverable under the scope of Wisconsin contractual law, and may result in enforcement of contract termination for cause.

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7.27 Cancellation and Termination

7.27.1 Termination for Convenience

Either party may terminate this Contract at any time, without cause, by providing a written notice. DHS must notify the Supplier at least three hundred sixty-five (365) days (1 calendar year) prior to the desired date of termination for convenience. The Supplier must notify DHS at least seven hundred and thirty (730) days (2 calendar years) prior to the desired date of termination for convenience. During this notification period, the Supplier will continue providing services in accordance with the Contract requirements.

In the event of termination for convenience, the Supplier shall be entitled to receive compensation for any fees owed under the Contract. The Supplier shall also be compensated for partially completed services. In this event, compensation for such partially completed services shall be no more than the percentage of completion of the services requested, at the sole discretion of DHS, multiplied by the corresponding payment for completion of such services as set forth in the Contract. Alternatively, at the sole discretion of DHS, the Supplier may be compensated for the actual service hours provided. DHS shall be entitled to a refund for goods or services paid for but not received or implemented, such refund to be paid within thirty (30) days of written notice to the Supplier requesting the refund.

7.27.2 Termination for Cause

DHS may terminate the resulting Contract after providing the Supplier with one hundred eighty (180) days written notice of the Supplier's right to cure a failure of the Supplier to perform under the terms of this Contract.

The Supplier may terminate the Contract after providing the DHS five hundred fifty (550) days written notice of the DHS's right to cure a failure of DHS to perform under the terms of this Contract.

Upon the termination of this Contract for any reason, or upon Contract expiration, each party shall be released from all obligations to the other party arising after the date of termination or expiration, except for those that by their terms survive such termination or expiration.

Upon termination for cause, the Supplier shall be entitled to receive compensation for any Deliverables' payments owed under the Contract only for Deliverables that have been approved and accepted by DHS.

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7.27.3 Contract Cancellation

DHS reserves the right to immediately cancel this Contract in whole or in part for any or all of the following without penalty if the Supplier:

- a. Fails to perform any material obligation required under the Contract.
- b. Files a petition in bankruptcy, becomes insolvent, or otherwise takes action to dissolve as a legal entity.
 - Allows any final judgment not to be satisfied or a lien not to be disputed after a legally-imposed, 30-day notice.
 - Makes an assignment for the benefit of creditors.
- c. Fails to follow the sales and use tax certification requirements of Wis. Stat. § 77.66.
- d. Incurs a delinquent Wisconsin tax liability.
- e. Fails to submit a non-discrimination or affirmative action plan as required here in.
- f. Fails to follow the non-discrimination or affirmative action requirements of subch. II, Chapter 111 of the Wisconsin Statutes (Wisconsin's Fair Employment Law).
- g. Becomes a Federally debarred contractor.
- h. Is excluded from Federal procurement and non-procurement contracts.
- i. Fails to maintain and keep in force all required insurance, permits and licenses as provided in this Contract.
- j. Fails to maintain the confidentiality of DHS's information that is considered to be Confidential Information, proprietary, or containing Personally Identifiable Information.
- k. Supplier performance threatens the health or safety of a State employee or State customer.
 - ~~Allows any final judgment not to be satisfied or a lien not to be disputed after a legally imposed, 30-day notice.~~
 - ~~Makes an assignment for the benefit of creditors.~~
- ~~e. Fails to follow the sales and use tax certification requirements of Wis. Stat. § 77.66.~~
- ~~d. Incurs a delinquent Wisconsin tax liability.~~
- ~~e. Fails to submit a non-discrimination or affirmative action plan as required here in.~~
- ~~f. Fails to follow the non-discrimination or affirmative action requirements of subch. II, Chapter 111 of the Wisconsin Statutes (Wisconsin's Fair Employment Law).~~
- ~~g. Becomes a Federally debarred contractor.~~
- ~~h. Is excluded from Federal procurement and non-procurement contracts.~~
- ~~i. Fails to maintain and keep in force all required insurance, permits and licenses as provided in this Contract.~~
- ~~j. Fails to maintain the confidentiality of DHS's information that is considered to be Confidential Information, proprietary, or containing Personally Identifiable Information.~~
- ~~k. Supplier performance threatens the health or safety of a State employee or State~~

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~~customer.~~

7.28 Modification of Contract

The resulting Contract must only be used to purchase services within the scope and intent of the original Request for Proposal. Any modifications made to the resulting Contract must fall within the scope of the original Proposal. All modifications must be made in writing and signed by both parties.

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8.0 POST AWARD REQUIREMENTS

8.1 Minority-Owned Business Enterprise

Minority-owned business enterprises (MBEs) are certified by the Wisconsin Department of Administration. This program can be found at: <http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>. The State of Wisconsin is committed to the promotion of MBEs in the State's purchasing program. Wisconsin statutes provide for a permissive 5% price preference for certified MBEs that compete for State contracts. This means that proposals from certified Minority Business Enterprises (MBE) may have points weighted by a factor of 1.00 to 1.05 to provide up to a five percent (5%) preference to these businesses (s. 16.75 (3m), Wis. Stats., 2001-02). A MBE Bidder preference will not be considered on a printing or stationery procurement. Policy provides that MBEs should have the maximum opportunity to participate in the performance of its contracts. The Supplier is strongly urged to use due diligence to further this policy by awarding subcontracts to MBEs or by using such enterprises to provide commodities and services incidental to this contract.

If applicable, the Supplier shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Wisconsin Supplier Diversity Program, their contract amount, and spend for each period to DHS. A listing of certified MBEs, as well as the services and commodities they provide, is available at:

<https://wisdp.wi.gov/search.aspx>

8.2 Disabled Veteran-Owned Business

Disabled Veteran-Owned Businesses (DVBs) are certified by the Wisconsin Department of Administration. This program can be found at: <http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>. The State of Wisconsin is committed to the promotion of DVBs in the State's purchasing program. Wisconsin statutes provide for a permissive 5% price preference for certified DVBs that compete for State contracts. This means that Proposals from certified Disabled Veteran Owned Businesses (DVB) may have points weighted by a factor of 1.00 to 1.05 to provide up to a five percent (5%) preference to these businesses (s. 16.75 (3m), Wis. Stats., 2001-02). A bidder preference will not be considered on a printing or stationery procurement. Policy provides that DVBs should have the maximum opportunity to participate in the performance of its contracts. The Supplier is strongly urged to use due diligence to further this policy by awarding subcontracts to DVBs or by using such enterprises to provide commodities and services incidental to this contract.

If applicable, the Supplier shall furnish appropriate quarterly information about its efforts, including the identities of such businesses certified by the Supplier Diversity Program and their

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contract amount. A listing of certified DVBS, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>.

8.3 Veteran-Owned Business

The State of Wisconsin encourages the participation of Veteran-Owned Businesses (VBs) in the statewide purchasing program by inviting VBs to actively solicit public purchasing business and by reducing undue impediments to such participation. VBs are certified by the Department of Veterans Affairs (DVA). Applicants must complete a Veteran-owned Business Request for Certification form (WDVA 1037). Contact the DVA at: <http://dva.state.wi.us/Pages/home.aspx>. There is no price preference for certified VBs that compete for State contracts.

8.4 Woman-Owned Business Enterprise

Woman-Owned Business Enterprises (WBEs) are certified by the Wisconsin Department of Administration. This program can be found at: <http://www.doa.wi.gov/Divisions/Enterprise-Operations/Supplier-Diversity-Program>.

State certified WBEs are able to provide both governmental entities and private companies with a credible recognition of the business' ownership. The WBE certification may serve as an additional marketing tool when seeking contract opportunities with entities that place a value on having a diverse Supplier base. There is no price preference for certified WBEs that compete for State contracts. A listing of certified WBEs, as well as the services and commodities they provide, is available at: <https://wisdp.wi.gov/search.aspx>

8.5 Affirmative Action

As required by Wisconsin's Contract Compliance Law, Wis. Stat. § 16.765, every Supplier contracting with the State of Wisconsin must agree to equal employment and affirmative action policies and practices in its employment programs.

The awarded Supplier must submit an Affirmative Action Plan or Exemption request within fifteen (15) business days of the date of the contract in accordance with the procedures outlined on the follow website: <http://www.doa.state.wi.us/Divisions/Enterprise-Operations/State-Bureau-of-Procurement/Vendor/Contract-Compliance>.

Exemptions exist, and are noted in the Instructions for Contractors posted on the following website: <http://Vendornet.state.wi.us/Vendornet/contract/contcom.asp>.

8.6 Civil Rights Compliance

In agreements for the provision of services to clients, the Supplier must comply with all applicable Federal Civil Rights laws. The Supplier must agree to meet State and Federal Civil Rights Compliance (CRC) laws, requirements, rules and regulations, as they pertain to the

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services covered by this contract. All Suppliers must submit the appropriate CRC documentation within fifteen (15) business days of the award date of the contract in accordance with the procedures outlined on the following website:

<http://dhs.wisconsin.gov/civilrights/CRC/requirements.htm>

8.7 Business Associate Agreement

The Supplier will review and execute a Business Associate Agreement (BAA) [F-00759](#) with DHS as a mandatory and critical exhibit to the Contract. A BAA must be executed before the Supplier performs any work of any kind for DHS as a result of this solicitation.

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9.0 DEFINITIONS/GLOSSARY AND ACRONYMS

9.1 Definitions/Glossary

Table 149: Definitions/Glossary

Term	Definition/Glossary
ACCESS	Member Self-Service Web Application
Accessible	A location that is easily able to be reached or entered, and able to use the functionality and/or information.
Authorized User	A person or role that has specified access rights to a given area, system, or sub-system.
Base Milestone Cost	The most fundamental, fixed price/cost for a Supplier to achieve and meet all listed milestone compliance terms/Deliverables, as defined by the requirements listed in the RFP, and subject to final DHS approval; this cost can be inclusive of a State/Federally allowable overhead percentage. This cost is not inclusive of staffing costs or system maintenance/modifications.
Base "MMIS Global / Business Area" Operations Cost	The most fundamental, fixed price/cost for a Supplier to operate the minimal system or business functionality (as defined by the requirements listed in the RFP) of the particular global or business area listed (inclusive of a State/Federally allowable overhead percentage). This cost is not inclusive of staffing costs or system maintenance/modifications.
CARES	Client Assistance for Re-employment and Economic Support, Wisconsin's Eligibility system.
Categorized Staff	The positions required by DHS through this RFP or additional resourcing requests that do not required staff to be individually named or include resumes unless specifically requested by DHS. These positions must be filled by individuals that meet the minimum qualifications listed for the position, if available.
Centrally Located	Contained in an easily accessible electronic location for all information to be stored and accessed by Authorized Users/Stakeholders.
Claim	Submitted by Fee for Service providers.
Clawback	The recovery of money already disbursed.
Collaborate	Supplier(s), state agencies, federal agencies, and other Stakeholders work jointly on an activity to produce or create an identified work product.
Contract Administrator	The contract administrator role is required by Wisconsin Administrative Code § 10.12 for all services contracts. The contract administrator is an employee from the program area receiving the contractual services. Contract administrators are responsible for the day-to-day DHS / supplier relationship, including contract compliance, action, evaluation, and compensation.
Contract Manager	The contract manager is a central purchasing office employee who has broad oversight of the establishment and maintenance of the contract. The contract manager is responsible for facilitating and supporting the contract negotiation process, and all executed contract renewals, amendments, or termination.

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Term	Definition/Glossary
Configurable	<p>Describes the following characteristics:</p> <ol style="list-style-type: none"> 1. Web Client: A configurable solution should have a web client (even if it is not exclusively a web client). This makes it easy to deploy and access. 2. Rules and Processing Options: Configurable software will allow for the flexibility for the business to adjust and make changes specific to its program, State region, or specific parameters. 3. Ability to Extend What You See – The amount and types of pure data that State organizations track vary greatly. A highly configurable solution will take all forms/pure data points into account and provide options for displaying current pictures of that data (in various ways), as well as metrics to extend/extrapolate that data to a future sense. Screens, reports, fields, and similar vehicles can be changed without programming actual code. 4. Integration: A system that will integrate/play well with all other systems around and within the organization. This means that the software needs to have a mechanism to integrate with other systems technically. It also means that it needs to be flexible to mold that integration in different ways. 5. Reporting: A configurable system will enable the creation of ad-hoc, user-defined reports in structure and formats that the user can request and create with relative ease. Static reports in a singular format are no longer enough.
<i>Cost Proposal Workbook:</i> Base / Operations Costs	The fixed price or costs for a Supplier that are completely attributable to the work effort necessary to operate the minimal system or business functionality (as defined by the requirements listed in the RFP) of the particular global project management or MMIS/Fiscal Agent business area listed within the RFP. This cost is not inclusive of staffing costs or system maintenance/modifications (project hours).
<i>Cost Proposal Workbook:</i> Other Costs	Costs that are considered to be external, unspecified, and/or incidental costs that are not directly tied to staff, personnel, or base/operations activities. This would be inclusive of a State and/or Federal allowable overhead percentage.
<i>Cost Proposal Workbook:</i> Staffing Costs	Actual amounts/costs paid for all employee wages and benefits. This includes wages, salaries, commissions, employer match of taxes such as social security and Medicare, employer paid insurance premiums and pension deposits as well as the cost of all other fringe benefits.
<i>Cost Proposal Workbook-Enhancements:</i> License(s) and Maintenance Fee(s)	The fixed price or costs for a Supplier to purchase software, tools, required licenses, or perform maintenance on existing software as required by the Enhancements listed within the RFP.
<i>Cost Proposal Workbook-Enhancements:</i> System Change(s) Completion	The fixed price or costs for a Supplier to perform and complete updates, changes, or adjustments to the MMIS and other Medicaid Enterprise peripheral systems, as prescribed and required by the Enhancements, in order to comply with all functional and operational requirements listed in the RFP.
<i>Cost Proposal Workbook- Takeover and Enhancements:</i> System Go-Live Implementation	The fixed price or costs for a Supplier to begin all system, operational, and functional business after operational readiness tests (during Takeover and Enhancements phases) have been completed and results are approved by DHS.

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<i>Cost Proposal Workbook- Takeover and Enhancements: Base Milestone Costs</i>	The fixed price or costs for a Supplier that are completely attributable to the work effort necessary to achieve, meet, and comply with projected work tasks, activities, and Deliverables within the Takeover and/or Enhancement phases (as listed in the requirements within the RFP); all of which are subject to final DHS approval. This cost can include State or Federal allowable overhead percentage. This cost is not inclusive of specific line items that are listed (or called out in various schedules contained in the Cost Worksheet), staffing costs, or system maintenance/modifications (project hours).
<i>Cost Proposal Workbook- Takeover: Approach Developed/Approved</i>	The fixed price or costs for a Supplier to develop, submit, seek, and gain approval for required project plans as prescribed and required by the Enhancements, in order to comply with all functional and operational requirements listed in the RFP.
<i>Cost Proposal Workbook- Takeover: Data Configuration</i>	The initial fixed price or costs for a Supplier to perform the necessary manipulation, arrangement, ordering, or sequencing of DHS data (during the Takeover phase) in order to transfer or migrate the data to and/or from the MMIS and other Medicaid Enterprise peripheral systems during the Takeover phase as required and in order to comply with all functional and operational requirements listed in the RFP.
<i>Cost Proposal Workbook- Takeover: Data Migration</i>	The fixed price or costs for a Supplier to perform the initial transfer of DHS data to and/or from the MMIS and other Medicaid Enterprise peripheral systems during the Takeover phase as required and in order to comply with all functional and operational requirements listed in the RFP.
<i>Cost Proposal Workbook- Takeover: Testing and Reporting</i>	The fixed price or costs for a Supplier to configure, set-up, establish, and begin all system, operational, and functional testing and reporting of (and from) the MMIS and other Medicaid Enterprise peripheral systems during the Takeover phase as required and in order to comply with all functional and operational requirements listed in the RFP.
<i>Cost Proposal Workbook- Takeover: Facility Costs</i>	The fixed price or costs for a Supplier to initially lease, purchase, and maintain the required facilities/structures (inclusive of depreciation) during the Takeover phase necessary to comply with all requirements listed within the RFP.
<i>Cost Proposal Workbook- Takeover: Recovery</i>	The fixed price or costs for a Supplier to configure, set-up, and establish the system back-up and recovery sites, processes, and plans for the MMIS and other Medicaid Enterprise peripheral systems during the Takeover phase as required and in order to comply with all functional and operational requirements listed in the RFP.
<i>Cost Proposal Workbook- Takeover: System Configuration</i>	The fixed price or costs for a Supplier to obtain and set-up the necessary system and technical hardware/software/firmware components of the MMIS and other Medicaid Enterprise peripheral systems during the Takeover phase as required and in order to comply with all functional and operational requirements listed in the RFP. This is inclusive of computers, data/storage, tools, interfaces, or any other peripheral devices, software or tools deemed necessary or critical to the Supplier's performance under this RFP.
<i>Cost Proposal Workbook- Takeover: System Modifications</i>	The fixed price or costs for a Supplier to perform initial updates, changes, or adjustments to the MMIS and other Medicaid Enterprise peripheral systems during the Takeover phase as required and in order to comply with all functional and operational requirements listed in the RFP.

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Term	Definition/Glossary
Days	A calendar day, unless specifically identified as a business day.
Data Dictionary	See Metadata Repository.
Design, Development, and Implementation (DDI)	The 36-month period encompassing the initiation of the project through project implementation.
DHS Administered Programs	Please reference the following link for a list of DHS Administered Programs - https://www.dhs.wisconsin.gov/health-care-coverage/health-care-coverage.htm .
DHS Administered Systems	DHS Administered Systems include the MMIS, LTC, DSS, DW, SUR, IES, and WIR.
DHS-authorized Stakeholders	All internal and external individuals or groups DHS has identified a business need for access to information or systems.
Encounter	Submitted by Managed Care Organizations.
Enhancement Component	Describes a collection of improvements to services, functionality, or capabilities within the current Medicaid Management Information System (MMIS).
Enterprise-Wide	Encompassing the entire DHS organization that is inclusive of all programs, bureaus, divisions, and services under the scope of this RFP, rather than a single business department or function.
Facilities Management Plan	A high-level plan that encompasses the manner and approach at which a Vendor manages physical facility assets, with respect to strategic planning, design, construction/renovation, operations, maintenance, and general administrative services.
Flexible	Describes the ability of a system to respond to potential internal or external changes affecting its value delivery in a timely and cost-effective manner. Thus, flexibility for an engineering system is the ease with which the system can respond to altered circumstances or conditions in a manner to sustain or increase its value delivery. See also "Configurable".
Human-Readable	Human-Readable format is a representation of data or information that can be naturally read by humans without additional tools and software. MITA standards for a modular, flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces; the separation of business rules from core programming, available in both human and machine readable formats.
Industry Best Practice	A method or technique that has been generally accepted as superior to any alternatives because it produces results that are superior to those achieved by other means.
Industry Standard	A set of criteria within an industry relating to the standard functioning and carrying out of operations in their respective fields of production. It is the generally accepted requirements followed by the members of an industry.
Institutional Level of Care	The intensity of medical treatment and services a member requires and a facility will be reimbursed for within an institutional facility setting.

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Maintenance	Maintenance activities are required to modify the system after delivery to correct faults, to improve performance or other attributes. These activities include BPA configuration, running reports, data corrections, monitoring performance, updating hardware and software (per contract requirements), and assisting DHS with research questions. Maintenance activities support established SLAs.
Medicaid Enterprise	The Medicaid enterprise is comprised of the states, the federal government, and stakeholders who are directly and indirectly part of the administration and healthcare delivery ecosystem. The state domain centers on the Medicaid environment including leveraged systems and interconnections among Medicaid stakeholders, providers, beneficiaries, insurance affordability programs (e.g., CHIP, tax credits, Basic Health Program), Health Insurance Marketplace, Health Insurance Exchange (HIE), other state and local agencies, other payers, CMS, and other federal agencies. The Wisconsin Medicaid Enterprise consists of the Department of Health Services (DHS) Divisions which have primary responsibility for the state's Medicaid operations, and other State Divisions and Offices participating in the provision of Medicaid and related medical services to Wisconsin citizens.
Medicaid Management Information System (MMIS)	The MMIS is an integrated group of procedures and computer processing operations (subsystems) developed at the general design level to meet principal objectives. For Title XIX purposes, "systems mechanization" and "mechanized claims processing and information retrieval systems" is identified in section 1903(a)(3) of the Act and defined in regulation at 42 CFR 433.111. The objectives of this system and its Enhancements include the Title XIX program control and administrative costs; service to recipients, providers and inquiries; operations of claims control and computer capabilities; and management reporting for planning and control.
Member	The name for a person who has health care insurance through a program in the Wisconsin Medicaid enterprise.
Metadata Repository	A metadata repository is a database created to store metadata. Metadata is information about the structures that contain the actual data. This includes a data dictionary.
Modification	Modification activities require changes to the way the system works. Modification work can be either add-on projects or logged to the modification pool. All modification work follows the established project management process in effect at the time of the project. All business specifications, related to modification work, require customer approval. Some activities may be done on an annual or semi-annual basis but are done slightly or significantly different each time and are modifications.
Module	Describes a collection of MMIS business processes that can be implemented though a collection of Information Technology (IT) functionality. Any proposed IT functionality can reside in any physical location and is a functional grouping of capabilities that will be implemented, tested, and certified as a single group of capabilities. These MMIS Modules will then represent a contractual carve out from the current MMIS that can be easily replaced in the future at lower risk, cost, and duration.
Professional Services Representatives	A dedicated team of staff available to assist all DHS Stakeholders in their interactions with the enterprise. These staff provide face-to-face, hard copy, and electronic interaction with Stakeholders.

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Term	Definition/Glossary
Other Costs	Other Costs: Unspecified, yet significant costs, not accounted for within the defined line items in each schedule of the Cost Proposal Worksheet (Appendix A). These "other" costs, when detailed out, will roll up, under each appropriate cost heading, as a total "Other" cost within each schedule of the Cost Proposal Worksheet (Appendix A).
Project Deliverable	A product or a service that is to be provided to DHS. The Deliverable will have an associated due date and will satisfy a milestone that is created and produced in the Project Plan. A Deliverable might be composed of multiple smaller Deliverables.
Service Delivery Partner	Other Suppliers or external partners with whom DHS has contracts. These partners include any entities participating in a DHS service delivery model and include HMO, MCO, Non-Emergency Medical Transportation (NEMT), Health Homes, PIHPs, Benefit Suppliers, and Trading Partners.
Service Level Agreement (SLA)	A contract between DHS and the Supplier(s) that details the characteristics, quality, delivery standards, timeframe, and/or scope of the service to be provided.
Service-Oriented Architecture (SOA)	SOA is a software design strategy that packages common functionality and capabilities (services) with standard, well-defined service interfaces to produce formally described functionality invoked using a published service contract. Service users need not be aware of "what is under the hood." A service can be built using new applications, legacy applications, Commercial-Off-the-Shelf (COTS) software, or all three. Services are designed so that they change to support DHS-specific implementations.
Seven Conditions and Standards	Seven Conditions and Standards (a.k.a. 7 C&S) describe the requirements to which states must adhere to receive enhanced Federal matching funds for Medicaid Information Technology (IT). The Seven Standards and Conditions are Modularity Standard, Medicaid Information Technology Architecture (MITA) Condition, Industry Standards Condition, Leverage Condition, Business Results Condition, Reporting Condition, and Interoperability Condition.
Stakeholders	Applies to the following, who can either affect or be affected by the organizations actions, objections, and policies: <ol style="list-style-type: none"> 1. Internal: Groups or individuals within the MMIS who are working directly within the MMIS; 2. External: Groups or individuals outside the MMIS who are not directly working within the MMIS, but are affected in some way from the decisions of MMIS.
State/DHS:	State of Wisconsin, as designated from "DHS" and "Department."
Supplier	Person or entity that has been awarded the Contract as a result of this Solicitation, and who is required to provide the agreed upon good and/or services.
System	The entirety of the elements or components, including but not limited to the code, configuration, software, data, and applications that are connected into the complex whole and are necessary to provide autonomous, error-free operation of all required functions.

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System Integration (SI) Services	Includes focused project-based services that ensures a complete end-to-end solution results from proposed Modules and Enhancements; working together to provide complete, end-to-end, business functionality. The System Integration services will ensure a single point of accountability as the systems are implemented, configured, and maintained and provide the system capabilities to integrate data and services across the enterprise.
Takeover Component	Successful continuation of all systems and services currently provided by HP Enterprise Services (HP), the current incumbent MMIS Supplier.
Takeover	The continuation of systems and/or services from another party.
Trading Partner	An agreement related to the exchange of information in electronic transactions, whether the agreement is distinct or part of a larger agreement, between each party of the agreement.
Using Agency	The agency that solicited the goods and services under contract.
Vendor	Person or firm submitting a response to a solicitation and a set of specifications.

**Medicaid Management Information System (MMIS)
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9.2 Acronyms

Table 150: Acronyms

Acronym	Definition
7 C&S	Seven Conditions and Standards
ACTS	ASPEN Compliant Tracker Systems
ADA	Americans with Disability Act
ADA	American Dental Association
ADAP	AIDS/HIV Drug Assistance Program
ADL	Activities of Daily Living
ADRC	Aging and Disability Resource Centers
ADT	Admission, Discharge, and Transfer
ALIS	ASPEN Licensure Input System
AMA	American Medical Association
ANSI	American National Standards Institute
AODA	Alcohol and Other Drug Abuse treatment program
APD	Advanced Planning Document
APIS	Adult Programs Information System
APP	ACCESS Providers and Partners
AR	Accounts Receivable
ARRA	American Recovery and Reinvestment Act
ASPEN	Automated Survey Processing Environment
AVRS	Automated Voice Response System
BAA	Business Associate Agreement
BC	Business Continuity

Acronym	Definition
BC/CIR/DR	Business Continuity/Cyber Incident Response/Disaster Recovery
BFS	Business and Financial Services
BIDM	Colorado Business Intelligence and Data Management System
BITS	Bureau of Information and Technologies Services
BLTS	Bureau of Long Term Support
BQA	Bureau of Quality Assurance
BRM	Business Relationship Management
BSS	Bureau of Strategic Sourcing
CAP	Corrective Action Plan
CARES	Client Assistance for Re-Employment and Economic Support
CARS	Community Aids Reporting System
CaST	Cancer Screening and Testing (database)
CBRF	Community Based Residential Facility
CCS	Mental Health and Substance Abuse program
CDM	Conceptual Data Model
CHIP	Children's Health Insurance Program
CLAS	Cultural and Linguistically Appropriate Services
CMP	Configuration Management Plan
CMS	Centers for Medicare and Medicaid Services

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Acronym	Definition
COB	Coordination of Benefits
CONUS	Continental United States
COOP	Continuity of Operations Plan
COP	Community Options Program
COTS	Commercial-Off-the-Shelf
CQI	Continuous Quality Improvement
CPI	Consumer Price Index; basic rate of inflation on costs of goods or services, year over year.
CRIS	Caregiver Regulation Information System
CRS	Mental health program
CTMS	Call Tracking Management System
CVX	CDC Vaccine Administered Code Set. (active and inactive vaccines)
CWW	CARES Worker Web
CY	Contract Year, inclusive of twelve consecutive months. Contract Year, inclusive of twelve consecutive months.
DAL	Data Management Layer
DAMA	Data Management Association
DAPO	Drug Authorization and Policy Override
DBA	Data Base Administrator
DBMS	Database Management System
DBMS	Database Management System
DBS	Disability Benefit Specialist
DCF	Department of Children and Families
DCP	Data Conversion Plan

Acronym	Definition
DCTS	Division of Care and Treatment Services
DDD	Detailed Design Document
DDI	Design, Development, and Implementation
DDL	Data Definition Language
DED	Deliverable Expectation Document
DET	Division of Enterprise Technology
DGO	Data Governance Office
DHS	Department of Human Services
DLP	Data Loss Prevention (tool)
DMBOK	Data Management Body of Knowledge
DMCPS	Division of Milwaukee Child Protective Services
DME	Durable Medical Equipment
DMS	Division of Medicaid Services
DMS	Data Management Strategy
DMS	Durable Medical Supply
DMSC	Data Management Steering Committee
DOA	Department of Administration
DOHAAS	Division of Health Activity Accounting System
DOJ	Department of Justice
DPH	Department of Public Health
DPI	Department of Public Instruction
DPU	Document Processing Unit
DQA	Division of Quality Assurance
DQM	Data Quality Management
DR	Disaster Recovery

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Acronym	Definition
DRAM	Dynamic Random-Access Memory
DRS	Designated Record Set
DSD	Detailed System Design
DSM	Diagnostic and Statistical Manual of Mental Disorders
DSS	Decision Support System
DSS	County Departments of Social Services
DUR	Drug Utilization Review
DVB	Disabled Veteran-Owned Business
DWD	Department of Workforce Development
DWH	Data Warehouse
ECF	Electronic Case File
EDAMSA	Enterprise Data Architecture and Management Strategy Assessment
EDI	Electronic Data Interchange
EDL	Enterprise Data Layer
EDM	Enterprise data model
EDMS	Electronic Document Management System
EDW	Enterprise Data Warehouse
EDWAC	Enterprise Data Warehouse and Analytics Committee
EFT	Electronic Funds Transfer
EHR	Electronic Health Records
EIA	Environmental Impact Assessment
EIAM	DHS Enterprise Information Asset Management
EIS	Executive Information Systems
ELR	Electronic Laboratory Reporting
EN / ENH	Enhancement

Acronym	Definition
EOB	Explanation of Benefit
EOMB	Explanation of Medical Benefit
ePHI	electronic Protected Health Information
EPSDT	Early and Period Screening, Diagnostic, and Treatment
ERP	Enterprise Resource Planning
ESB	Enterprise Service Bus
ETL	Extract, Transform, Load
EVHI	Employer Verification Health Insurance
EVS	Eligibility Verification System
FA	Fiscal Agent
FCOS	Federal Category of Service
FFP	Federal Financial Participation
FIPS	Federal Information Processing Standards
FMS	Financial Management System
FPW	Family Planning Waiver
FSIA	Functional Screen Information Access
FUL	Federal Upper Limit
FTE	Full-Time Equivalent (staffing person that equals a minimum of 40 hours/week)
GAAP	Generally Accepted Accounting Principles
GIS	Geographic Information System
GRITS	Grievance Resolution Information Tracking System
HCBS	Home and Community Based Services
HCPCS	Healthcare Common Procedure Coding System
HEDIS	Healthcare Effectiveness Data and Information Set

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Acronym	Definition
HHS	Health and Human Services
HIE	Health Information Exchange
HIPAA	Health Insurance Portability and Accountability Act
HIPP	Health Insurance Premium Payment
HMO	Health Maintenance Organizations
HSRS	Human Services Reporting System
IA	Information Architecture
IAPD	Implementation Advance Planning Document
IBIS	Integrated Background Information System
iC	interChange (Wisconsin MMIS)
ICA	IRIS Consultant Agency
ICD	International Classification of Diseases
ICMP	Integrated Change Management Plan
ICMP	Integrated Configuration Management Plan
ICP	Integrated Communications Plan
ICSA	International Computer Security Association
IDCP	Integrated Data Conversion Plan
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronic Engineers
IEMP	Integrated Engineering Management Plan
IES	Information Exchange System
IFMP	Integrated Facilities Management Plan

Acronym	Definition
IIBA	International Institute of Business Analysis
IP / IIP	Implementation Plan / Integrated Implementation Plan
IM	Income Maintenance
IME	Independent Medical Examiner
IMMR	Income Maintenance Management Reports
IPS	Internet Protocol Security
IQAP	Integrated Quality Assurance Plan
IRIS	Include, Respect, I Self-Direct
ISDLC	Integrated System Development Lifecycle
ISMP	Integrated Staffing Management Plan
ISO	International Organization for Standardization
ISP	Integrated Staffing Plan
IT	Information Technology
ITCP	Integrated Turnover and Closeout Plan
ITP	Integrated Turnover Plan
IV&V	Independent Verification and Validation
JIP	Joint Integrated Implementation Plan
KPI	Key Performance Indicator
LAN	Local Area Network
LDM	Logical Data Model
LEAP	Lien, Estate, Affidavit Processor
LOC	Level of Care
LOINC	Logical Observation Identifiers Names and Codes
LTC	Long Term Care

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Acronym	Definition
LTC DW	Long Term Care Data Warehouse
LTS	Long-Term Support
MAC/SBS	Medicaid Administrative Claiming and School Based Services
MAPIR	Medical Assistance Provider Incentive Repository
MAPP	Medicaid Purchase Plan
MAR	Medicaid Administrative Reporting
MBE	Minority Business Enterprise
MCI	Master Client Index
MCO	Managed Care Organization
MDS	Minimum Data Set
MECT	Medicaid Enterprise Certification Toolkit
MEG	Medicaid Eligibility Groups
MES	Medicaid Enterprise Services
MITA	Medicaid Information Technology Architecture
MITA BA	Medicaid Information Technology Architecture Business Architecture
MITA IA	Medicaid Information Technology Architecture Information Architecture
MITA TA	Medicaid Information Technology Architecture Technical Architecture
MITS	Medicaid IT Supplement
MMM	MITA Maturity Matrix
MOLAP	Multidimensional
MOT	Medically Oriented Tasks Online Analytic Processing
MTM	(Pharmacy) Medication Therapy Management

Acronym	Definition
NCPDP	National Council on Prescription Drug Plans
NCQA	National Committee for Quality Assurance
NDC	National Drug Code
NEMT	Non-Emergency Medical Transportation
NISO	National Information Standards Organization
NIST	National Institute of Standards and Technology
NLR	National Level Repository
NPI	National Provider Identifier
NPP	Notice of Privacy Practices
NPPEs	National Plan and Provider Enumeration System
NUBC	National Uniform Billing Committee
NUCC	National Uniform Claim Committee
OCR	Optical Character Recognition
ODC	Open Database Connectivity
OIG	Office of Inspector General
OLAP	Online Analytic Processing
OLTP	On-Line Transaction Processing
OP/OPs	Operations
OPIB	Office of Policy Initiatives and Budget
OS	Operating System
OSCAR	Online Survey Certification and Reporting
OTC	Over the Counter
PA	Prior Authorization
PACE	Program of All-Inclusive Care for the Elderly
PAD	Physician Administered Drug

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Acronym	Definition
PAHP	Prepaid Ambulatory Health Plan
PBM	Pharmacy Benefits Management
PCCM	Primary Care Case Management
PCST	Personal Care Screening Tool
PCW	Personal Care Worker
PDL	Preferred Drug List
PERM	Payment Error Rate Measurement
PHI	Protected Health Information
PHII	Public Health Informatics Institute
PIHP	Prepaid Inpatient Health Plan
PII	Personally Identifiable Information
PLRO	Patient Liability Reduced Due To Other Payer Amount
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMO	Project Management Office
PMPM	Per Member Per Month
POC	Point of Contact
PPACA	Patient Protection and Affordable Care Act
PPS	Program Participation System
PQA	Prior Quarter Adjustment
PROACT	Program Review Outcome - Activity Report
QA	Quality Assurance
QC	Quality Control
QMS	Quality Management System
RA	Remittance Advice

Acronym	Definition
RADAR	iC report storage and document management subsystem
RFA	Request for Authorization/Approval
RFP	Request for Proposal
ROLAP	Relational Online Analytic Processing
ROSI	Reconciliation of State Invoice
RRM	Requirement Response Matrix
RTFA	Resident Trust Fund Accounting
RTM	Requirements Traceability Matrix
RVD	Requirements Validation Document
RWD	Responsive Web Design
SAM	Subject Area Model
SAS	Statistical Analysis System
SDLC	System Development Life Cycle
SET	State External Testing
SI	System Integrator
SLR	State Level Repository
SMAC	State Maximum Allowable Cost
SMM	State Medicaid Manual
SMP	Security/Privacy Management Plan
SOA	Service-Oriented Architecture
SP	Staffing Plan
SSA	Social Security Administration
SSAE	Statement on Standards for Attestation Engagement
SSI	Supplemental Security Income
SSL	Secure/Socket Layer
SSN	Social Security Number

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Acronym	Definition
STAR	State Transforming Agency Resources
STAT PA	Specialized Transmission Approval Technology - Prior Authorization
STELLAR	Systematic Tracking of Elevated Lead Levels and Remediation
STP	System Test Plan
SURS	Surveillance Utilization Review System
TA	Technical Architecture
TAP	Mental health program
TB	Tuberculous
TCS	Transactions and Code Sets
TIN	Tax Identification Number
TIP	Technology Implementation Plan
T-MSIS	Transformed Medicaid Statistical Information System
TO	Takeover
TPL	Third Party Liability
TQM	Total Quality Management

Acronym	Definition
TrOOP	True Out of Pocket Cost
UAT	User Acceptance Testing
USPS	United States Postal Service
VDW	Virtual Data Warehouse
WAC	Wholesale Acquisition Cost
WBT	Web Based Training
WCDP	Wisconsin Chronic Disease Program
WEDSS	Wisconsin Electronic Disease Surveillance System
WIC	Women Infants Children
WIR	Wisconsin Immunization Registry
WISA	WI Integrated Security Application
WISITS	WI Self Directed Information Technology System
WMCR	Wisconsin Medicaid Cost Reporting
WME	Wisconsin Medicaid Enterprise
WWWP	Wisconsin Well Woman Program