



SOLICITATION AMENDMENT #1

<p>YH18-0005 Provider Management System</p>	<p>Solicitation Due Date: July 17, 2017 3:00 pm Arizona Time</p>	<p>Procurement Manager: Alice McLain Email: Alice.McLain@azahcccs.gov</p>
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A signed copy of this amendment must be submitted with your solicitation response.

- A. The attached Answers to Questions are incorporated as part of this solicitation amendment.

<p>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</p>	<p>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</p>
<p>SIGNATURE OF AUTHORIZED INDIVIDUAL:</p>	<p>SIGNATURE: SIGNATURE ON FILE</p>
<p>TYPED NAME:</p>	<p>TYPED NAME: Meggan Harley, CPPO, MSW</p>
<p>TITLE:</p>	<p>TITLE: Chief Procurement Officer</p>
<p>DATE:</p>	<p>DATE: July 7, 2017</p>



QUESTIONS AND ANSWERS FORM

Provider Management System RFI #YH18-0005

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June 30, 2017, 5:00 PM, ARIZONA TIME.

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Answer
1.	GovWin from Deltec	N/A	N/A	Would it be possible to find out whom the current vendor is managing the system?	We currently use a system that was self-developed and self-managed.
2.	GovWin from Deltec	N/A	N/A	Any feedback on when you would expect the solicitation release would also be greatly appreciated.	The time frame will be dependent on and developed after we have the responses on the RFI.
3.	Molina	N/A	N/A	Please advise if BPO services are included in the scope of services? Or will those functions be retained by the State?	BPO services are not in scope.
4.	Cognizant	Section 2	3	Volumetric: How many networks are required for 70,000+ providers that are listed for AHCCCS? Are there any plans to expand/consolidate these network/providers in the near term?	It is only one network.
5.	Cognizant	Section 2	3	Requirements: As per the present situation, duplicate and inconsistent provider information might already exist in AHCCCS and Med-QUEST. Are you looking to de-duplicate, consolidate and reconcile the existing provider populations in both the platforms?	It is something we may consider.
6.	Cognizant	Section 2	3	Volumetric: What will be the estimated total number of users and concurrent number of users of the new platform?	There are approximately 20 service users with the ability to view/add/change/delete. Refer to the RFI for provider volumes.
7.	Cognizant	Section 3	3	Requirements: Please provide the number of providers of each type (practitioners, groups, hospitals etc.) to be supported by the new platform.	The AHCCCS Medical Policy Manual (AMPM) at azahcccs.gov contains a list of provider types (chapter 600). Refer to the RFI for



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					provider volumes.
8.	Cognizant	Section 3	3	Requirements: Please provide the types of electronic interfaces to be supported.	Web based enrollment Web based re-validation Web based demographic changes Others based on recommendation
9.	Cognizant	Section 3	3	Current System Landscape: What is the Technology Stack of the existing MMIS platform? Please provide an existing architecture landscape.	Homegrown mainframe based system. Programmed in IDEAL with a Datacom data base. Self-supported system.
10.	Cognizant	Section 3	3	Requirements: How will the system interface with MMIS? Will there be real-time integration? Going forward, do you require a re-conciliation process to sync up provider updates occurring in two different platforms?	We are looking for recommendations and options.
11.	Cognizant	Section 3	3	Requirements: Please describe the existing contract management and claims processing platforms. Do you have any plans to integrate them with the new platform?	We own, develop, and maintain our own claims processing system. There would be integration required between the new system and the existing mainframe system
12.	Cognizant	Section 3	3	Requirements: Is there any workflow requirements for provider enrollment? If yes, please specify the type of workflows?	Workflow must adhere to federal requirements. Refer to Program Integrity Provider Enrollment (Medicaid.gov)
13.	Cognizant	Section 3	3	Requirements: Is there a CVO vendor? If yes, what is the mode of integration?	The AHCCCS administration (provider registration) does not



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					currently use a Credentialing Verification Organization.
14.	Cognizant	Section 3	3	Requirements: Is there an integration requirement with third party sources like NPES or CAQH for data validation and enrichment purpose?	We would be interested in exploring options
15.	Cognizant	Section 3	3	Requirements: Is there a document management system to manage documents and communications? If yes, will the same application continue with the new platform?	Yes to both questions
16.	Cognizant	Section 3	3	Requirements: Is there an already established security policy? If yes, Please share security requirements for data in flight and data at rest.	There isn't an established policy. Any system must be able to satisfy all HIPAA standards and CMS certification standards.
17.	Cognizant	Section 3	3	Requirements: Please specify the type of audit requirements for compliance. Also please clarify on frequency of the audit programs.	Must pass CMS certification standards at a minimum
18.	Cognizant	Section 3	3	Tools and Landscape: Please provide list of different RDBMS licenses and version numbers used by the Agency.	We are not at point where we can release this information
19.	Cognizant	Section 3	3	Tools and Landscape: Does the Agency currently license an ETL tool. If so, which one?	Yes
20.	Cognizant	Section 3	3	Context and Challenges: How are provider enrollment and onboarding done in current state? Please provide details on the applications used and their pain points and expected areas of improvements.	Current process involves manual entry from paper form. An automated solution with self-service functionality is expected.
21.	Cognizant	Section 3	3	Requirements: Are there any pricing methodologies that require the price/rate to be maintained in the new provider enrollment/credentialing system? Are there any contracting systems that the provider systems need to interact? Please	Pricing methodologies must be maintained. MCOs and various state agencies will be responsible for interacting with the system.



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				explain the system and provide details of the integration required.	Integration with the AHCCCS MMIS will be required.
22.	Cognizant	Section 3	3	Requirements: Is there any need for different user roles to have different level of access on same screen?	Without knowledge of how your screens are set up we cannot adequately answer this question. At a minimum, we would need read only and entry roles.
23.	Cognizant	Section 3	3	Requirements: Please confirm if 3rd party (COTS) integrations are required. If yes, Please list the systems to which the proposed solution needs to be integrated. Also, please share some background on each such integration.	Integration with our mainframe and imaging systems.
24.	Cognizant	Section 3	3	Requirements: In current applications – is Taxonomy codes maintained at your provider files? Are providers submitting taxonomy codes on claim forms?	Taxonomy codes are currently not part of the application but are maintained via file upload from NPPES.
25.	Cognizant	Section 3	3	Requirements: How are provider sanctions/review being done? Explain if there any custom state specific sanction monitoring systems/processes.	Sanctions are reported via monthly data feeds. Action requires manual review.
26.	Cognizant	Section 3.1	3	Requirements: Please confirm, Is migration of data in scope? If Yes, what is the data size to be migrated?	Yes
27.	Cognizant	Section 3.1	3	Requirements: Does the stat prefer an On-premise Solution or a Hosted Solution?	We are looking at all options
28.	Cognizant	Section 3.1	3	Requirements: Application support is not specified as part of the requirements. Should we consider post application and/or hosting support as part of the RFI and if yes, Please state the support model you are looking for such as 16*5 or 24*7	We are interested in finding out what options are available.



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				support model?	
29.	Cognizant	Section 3.1	3	Requirements: Is there any requirement for a mobile application?	We are interested in finding out what options are available.
30.	Cognizant	Section 3.2	3	Requirements: Please provide details on the duration, type of training required and mode of training. Please provide number of system users to be trained.	We will not be able to answer this question until we have a better understanding of the offering.
31.	Cognizant	Section 4	5	Pricing: Is the state open for multiple pricing models (license + support based, unit based pricing etc.)?	We are interested in finding out what options are available.
32.	Cognizant	Section 4	5	Roadmap and Timelines: Please provide a brief outline for your desired implementation schedule.	The time frame will be dependent on and developed after we have the responses on the RFI.
33.	CJIS GROUP	N/A	N/A	Should you move forward with procurement, when would you like to acquire the PMS?	The time frame will be dependent on and developed after we have the responses on the RFI.
34.	CJIS GROUP	N/A	N/A	Does the agency have an estimated project cost or an amount not to exceed for this project that can be shared?	Not at this time.
35.	CJIS GROUP	N/A	N/A	From what source will you seek project funding, when do you plan to submit the request and when do you expect to know the outcome?	We will be looking for enhanced funding from CMS. We are in the PAPD stage now.
36.	CJIS GROUP	N/A	N/A	Who assisted with the development of this RFI?	The RFI was produced by the State
37.	CJIS GROUP	N/A	N/A	Who is the technical lead or project manager over the PMS effort?	TBD
38.	CJIS GROUP	N/A	N/A	What vendor provides the Arizona and Hawaii MMIS systems?	Arizona developed and maintains the system and provides that



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					system to Hawaii for use.
39.	CJIS GROUP	N/A	N/A	What impact does the PMS have on the AHCCCS MMIS replacement project?	Integration with the MMIS would be needed.
40.	CJIS GROUP	N/A	N/A	Is the agency considering, outside of the potential PMS procurement, to contract for services related to the transition of the provider data from MMIS to the new PMS system?	TBD
41.	CJIS GROUP	N/A	N/A	Aside from the PMS, what other procurements are expected as part of the overall MMIS replacement project?	We are only considering PMS system replacement at this time
42.	Software AG	1	2	In the statement "AHCCCS supports processing for the Hawaii Medicaid program (Med-QUEST)" – Where does the data and processing reside for Med-QUEST? Is it in the same data center as of AHCCCS? Or does AHCCCS only do pre- or post- processing of the requests for Med-QUEST?	The mainframe is located in AZ. Both AZ and HI do their own data processing in their respective state.
43.	Software AG	2	2	Pre-Paid Medical Management Information System (MMIS) – Please provide a high level overview and diagram of MMIS. Also highlight major challenges in MMIS and how they impact business?	The PMMIS conforms to the standards set by CMS for Medicaid Management Information Systems. Please refer to CMS for a complete definition.
44.	Software AG	2	3	"The System must meet all Arizona, Hawaii, and federal provider enrollment requirements specific to each state program." – Please provide references to the specific specifications that Solution should be adhering to. Is it only MITA specification?	Refer to Medicaid.gov (Program Integrity Provider Enrollment) for federal requirements. They apply to both Arizona and Hawaii.



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45.	Software AG	2	3	“users of the MMIS” – what are the user profiles being referred here? Please provide an example of a typical user profile and what he/she does in a given day.	This is referring to our provider registration personnel. This team is responsible for all provider enrollment processes as defined by MITA.
46.	Software AG	4.4.6	5	“federal requirements for providers and new mandates” – please provide reference to federal requirements/specifications that need to be adhered to.	Federal and State requirements and any future modifications are included in the AHCCCS website www.azahcccs.gov under the Resource Tab. The current provider registration procedure is located at www.azahcccs.gov under the Plans/Providers Tab.
47.	Software AG	4.4.8	5	“How could the System incorporate the provider credentialing process managed by the managed care entities” – Would you be able to elaborate on the provider credentialing process that is managed by the managed care entities?	Credentialing is performed independently by both AHCCCS and the MCO.
48.	Software AG	4.4.9	5	“Provide a cost and timeline estimate for fulfilling the requirements of implementing a System” – Please confirm that System will be a single implementation catering to both AHCCCS and Med-QUEST from the same datacenter or cloud hosting.	Your understanding is correct. Security would be required to make sure that one state could not access another states data.
49.	Software AG	3.1.1.a	3	It is stated that the system will need to support multiple electronic interfaces. Do you have specific interfaces that are being referred to here, or is this request stating that	The system will have to support entry of information for several sources at once.



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				the system will have to support simultaneous entry of information from several sources all at once or both?	
50.	Software AG	3.1.1.b.	3	Can you elaborate more about the requirement to allow for the manual entry of a paper form. What is done today and how do you want this to be different going forward?	We need to maintain manual entry from paper form to support providers with no internet service.
51.	Software AG	3.1.1.d.	4	What type of modifications and upgrades to the MMIS platform are being envisioned here?	None at this time.
52.	Software AG	3.1.2	4	Do the agency have a specific list of other programs/systems that this system will need to interface as well a technical information/diagrams that can be shared?	We do not have a complete list at this time. It would need to interface with our MMIS and imaging systems at a minimum.
53.	Software AG	3.1.3.a	4	What types of reports is the agency looking to be able to run ad-hoc. Have the requirements for these reports been documented? If so, can you further elaborate on these?	We do not have a complete list at this time.
54.	Software AG	3.1.4	4	Does the agency have a complete list of licensing and certification agencies that the system will need to interface with as well as detailed technical requirements to interface with them. Does AHCCC have a specific list of formats that need to be supported by this proposed new system?	This has not been developed at this time.
55.	Software AG	3.1.11	4	Is AHCCC looking for a document management solution as well to support the application?	Not at this time.
56.	Software AG	General Question	n/a	Does AHCCC have a preference for cloud or on-premise solution for this system?	We are looking at all options



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57.	Software AG	2	3	You mentioned you want to reduce the processing time and duplication of work by AHCCCS, Med-QUEST, and providers by allowing providers to submit data once. How long is the current processing time in current process and what is the target processing time? Is there a financial savings or impact of faster processing time.	We do not have a target developed. The target will be based on the abilities of the chosen system.
58.	Software AG	2	3	Do you see any potential issues in the revalidation process? If there are please provide details as what improvements are expected	All federal mandates should be supported with an efficient process.
59.	Software AG	2	3	Do you see any potential issues in the termination process? If there are please provide details as what improvements are expected	All federal mandates should be supported with an efficient process.
60.	Software AG	3.1.11	4	System will allow provider the ability to upload supporting documentation in various document formats.	This is not a question. Not able to respond.
61.	Software AG	3.1.8	4	System will identify and provide electronic and paper notifications to providers regarding supporting documentation to enroll, revalidate, or remain enrolled in state programs, including but not limited to certifications, licenses renewals. Are you looking for mobile devices support?	It is something we would consider.
62.	Software AG	3.1.11	4	Please provide the list of the document formats that the system needs to support?	Any commonly used electronic formats.