9.10 Pick-up and Delivery Services/Hours of Operation

RFP Reference: 14.

As the incumbent contractor, HMS will use our experience meeting AHCCCS's expectations for document pick-up and delivery services to continue to provide these services under a new contract.

Routine Systematic and Reliable Pick-up and Delivery Service

RFP Reference: 14.

> The Contractor shall provide and maintain a routine, systematic and reliable pick-up and delivery service for documents and recoveries transferred between the Contractor and AHCCCS. Even if this function is subcontracted, the Contractor shall remain entirely responsible for this contract requirement. The Contractor shall be open for business, at a minimum, Monday through Friday from 8 a.m. to 5 p.m. local (Arizona) time (except State recognized holidays), unless otherwise agreed to by AHCCCS. During the hours of operation, the Contractor shall ensure that qualified staff are readily available and knowledgeable to respond to and address programmatic and policy issues and to address questions from AHCCCS, AHCCCS Health Plan Contractors, insurers, members, and member representatives. The Contractor should have the ability to assist Spanish-speaking callers.

On our existing contract for AHCCCS, HMS provides staffing and operational hours in support of the requirements for the contract. HMS staff successfully pick-up and deliver documents between HMS and AHCCCS. As we currently do, we will hand-deliver certain correspondence, select cases, reports, checks, and deposit information weekly. At that time, we will also retrieve any documents, reports, or other information from AHCCCS. We understand that HMS maintains responsibility for this pick-up and delivery system.

HMS is open for business and operates during normal business hours (Monday through Friday from 8:00 a.m. to 5:00 p.m. Arizona time, other than State-recognized holidays). During the hours of operation, HMS ensures that qualified staff, including a Spanish-speaking representative, remain readily available to respond to and address programmatic and policy issues related to our services for AHCCCS, AHCCCS Health Plan Contractors, insurers, members, and member representatives. Some examples of this support include:

- Grant providers access to REFDB
- Advise attorneys of upload capabilities on our secure website for casualty cases
- Acknowledge surviving spouse concerns regarding estate recovery
- Coordinate credit balance audits
- Refer Total Plans to Health Plan Contractors

RESPONSE OR ACKNOWLEDGEMENT OF CALLS AND EMAILS

RFP Reference: 14.

The Contractor shall respond to, or acknowledge, telephone calls and e-mails pertaining to AHCCCS cases no later than the next business day.

HMS will continue to respond to or acknowledge each telephone call and email pertaining to AHCCCS cases no later than during the business day following the day on which the call/email was received. We achieve this level of responsiveness for AHCCCS with our documented requirements in the Project Requirements Document (PRD) for AHCCCS, and in our standard operating procedures for casualty and estate cases.