# 9.17 Transition to New Contractor

*RFP Reference: 21.*

HMS will professionally conduct transition activities to ensure that AHCCCS and program stakeholders experience minimal disruption.

HMS recognizes that every program has a lifecycle and turnover is a major event in the life of every program. Should it be required, we commit to ensuring that program turnover for our work with AHCCCS will be a seamless process. Our approach to project turnover enables flexibility and the ability to accommodate AHCCCS and other affected stakeholders.

Our priorities are knowledge transfer to the incoming contractor, migration of pertinent information, work in progress (WIP), and a logical sequence that assures no disruption of service and the lowest possible risk in turnover. The turnover phase encompasses activities associated with turning over operations duties to the State or a third party upon termination, cancellation, rejection, or expiration of the contract. We will ensure continuity of operations during the transfer to another contractor or to the State and our plan assures no added downtime other than normal maintenance.

HMS has demonstrated our ability to make the turnover process as professional and efficient as possible for all of our healthcare program clients. The HMS project management team and senior-level operations team members will lead our transition efforts to ensure we correctly complete activities in the appropriate time frame.

**Table 9.17-1** provides an outline of milestones and tasks we will perform to provide an end of contract Transition Plan.

**Table 9.17-1. HMS's turnover plan will document the activities needed for an uninterrupted, transparent turnover with the lowest possible risk.**

| Turnover Plan | |
|---|---|
| **Knowledge Transfer** | Training plan that ensure that the new third party liability (TPL) team has the system and operational knowledge needed to assume all TPL operations successfully. |
| **Data Conversion Requirements** | Specific step with measure for ensuring that all HMS TPL data is converted for the new TPL team to assume operations. |
| **Migration of Work In Progress (WIP)** | Steps to ensure that all WIP is documented at the start to turnover so that HMS completes WIP and/or specifically hands portions over to new TPL team assuring no WIP is lost in the process |
| **Documentation Transfer** | Details on the preparation and delivery of all required documentation needed for effective operations and maintenance (O&M) |
| **Equipment Transfer** | Details on equipment, if any, to be transferred to the new TPL team |
| **Configuration Management** | Provide configuration management overview for all documents, data, and equipment, as applicable |

| Turnover Plan | |
|---|---|
| **Staffing/Resources** | ▪ Provide staffing to meet performance requirements<br>▪ Show logical step-down of HMS personnel as the new TPL team ramps up to certify continued operations.<br>▪ Include staffing to support up to six month of additional support based on status of cases or recoveries |
| **Roles and Responsibilities** | Provide clear guidance of roles / responsibilities of HMS and new TPL team |
| **Coordination and Communication** | Continue coordination and communication with AHCCCS and successor contractor team concerning transition activities and responsibilities throughout the turnover phase |
| **Logistics** | Detailed tasks include obtaining access badges, computer / system access, and training as well as tracking of workflow between HMS and new TPL team |
| **Technical Assistance** | Provide detailed parameters on RFP-mandated 90-day technical assistance after Transfer |
| **Risk Management** | Risk identification and mitigation plan for turnover phase |
| **Contingency Plan** | Overall approach for contingencies that may arise during turnover |
| **Schedule** | Turnover phase Integrated Master Schedule (IMS) |
| **Business Management and Contracting** | Contract manager provides support to ensure that deliverables are acceptable before contract closeout, sharing lessons learned and finalizing end-of-contract documents |
| **Outgoing Contractor Phase-Out Requirements** | ▪ Close out computer network and accounts<br>▪ Complete property inventory<br>▪ Turn in cards, keys, and locks and all other AHCCCS property |

# TRANSITION OF CONTRACT RELATED ACTIVITIES

*RFP Reference: 21.*

21. In the event this contract expires or is terminated, the Contractor shall cooperate fully in the transition of contract related activities to the successor contractor. All data, reports and records shall be returned within ninety (90) days of contract termination to AHCCCS in the same format in which it was received, unless AHCCCS approves the destruction of specific data, reports, or records. On or before the date of termination, the Contractor shall identify all open recovery cases and provide copies of each case file including but not limited to correspondence, claims and case notes. Before the date of termination, the Contractor shall also provide copies of all closed cases that have not been previously archived, as well as a download of all closed cases where a file had not been created.

HMS's approach to project turnover includes flexibility and the ability to accommodate AHCCCS and other affected stakeholders. We will work closely with AHCCCS to ensure all activities are conducted with no disruption and at the lowest possible risk. We have a successful record with other large state Medicaid agencies in completing seamless transitions—at end of options when a new contract must be exercised, back to the state agency, and to other contractors, as applicable.

Our Project Management team and Operations staff will take the lead on the transition to ensure that all aspects of the effort will be handled appropriately.

HMS's transition tasks include:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

All transition tasks will be integrated into our comprehensive final turnover plan, which is baselined from our lessons learned on prior turnovers of similar size and complexity.

To ensure a clean handoff and transfer of knowledge, the same project team leaders who oversee the AHCCCS engagement will participate in turnover activities.

# FINALIZING AND CLOSING CASES AFTER CONTRACT TERMINATION

*RFP Reference: 21.*

Upon review and approval by AHCCCS, the Contractor may have six (6) months from the date of contract termination to finalize and close casualty, estate, TEFRA, trust, health insurance, credit balance, probate, and RAC cases that meet the criteria outlined below on behalf of AHCCCS. Restitution and annuity cases will be transitioned to the successor contractor at the contract end date.

21.1 Casualty: A compromise request has been received prior to contract end date;

21.2 Estate: An estate settlement statement has been received prior to contract end date;

21.3 TEFRA Lien: The liened property has been sold prior to contract end date;

21.4 Probate: The Probate has been opened in Superior Court prior to contract end date;

21.5 Trust: Member is deceased or ineligible for ALTCS prior to contract end date;

21.6 Health Insurance/Tricare: Claims billed to carriers prior to contract end date;

21.7 Credit Balance: Claims that have been identified and submitted to the provider prior to contract end date; and

21.8 RAC overpayments or underpayments that are actively in process at the time of the transition.

The six (6) month period on any recovery program may be reduced if mutually agreed upon by AHCCCS and the Contractor. AHCCCS reserves the right to recall any cases from the Contractor if AHCCCS determines that the case is not being actively pursued.

As referenced above in our transition plan, HMS will provide support up to an additional six (6) months for finalization and close out of cases based upon AHCCCS criteria as identified above. **Table 9.17-2** describes the remaining activity based on the contract end date.

**Table 9.17-2. Remaining Contractor Activity**

| Retained cases | Transition Activity |
|---|---|
| Casualty compromised cases | Follow-up for payment every 30 days with the attorney |
| Estates with settlement statement | Work with Title agency to close sale. If sale falls through, the case will be transitioned to the new vendor |
| Sold property with TEFRA liens | Pursue recovery from Title Insurance or buyer |
| Probate cases | Outside counsel will continue to support AHCCCS as the personal representative. If the probate is expected to take longer than six months to resolve, HMS will work with AHCCCS and the new vendor to develop the transition plan. |
| Terminated trusts – deceased or ineligible for ALTCS | Follow-up for payment every 30 days with trustee |
| Health Insurance/Tricare claims | Post EOBs and reconcile any receipts |
| Credit balance claims | Follow-up with providers every 30 days for payment |
| RAC | Follow-up with providers every 30 days for payment |