Table of Contents

Attachment 2. Methodology Questionnaire 1

Implementation Plan 1

HMS Project Team Implementation Training 2

AHCCCS Implementation Participation 3

HMS Work Locations and In-Person Requirements 6

Metropolitan Phoenix Office 6

Work at Other HMS Locations 6

Subcontractor Locations 8

Legal Expertise 9

HMS Quality Management 10

Quality Management Plan 11

Quality Assurance Plan for AHCCCS 11

Project-Quality Controls 13

Data-Quality Controls 15

System-Quality Controls 16

Commercial Insurers – Eligibility File Matching 17

Verification – Commercial Insurance Coverage 18

Conducting Valid TPL Record Reverification 19

Verification and Reverification of TPL Leads 20

Matching Eligible Member to Commercial Insurance Coverage 21

Avoidance of Duplicated Valid Coverage Records 22

Returning Invalid TPL Lead Referrals 23

AHCCCS Required TPL Record Fields 24

Correction of TPL Coverage Record Errors 26

Maintaining and Mapping AHCCCS Proprietary Master Carrier ID Number 27

HMS Recovery Programs Interaction 28

HMS's Medicaid RAC Experience 29

Medicare RAC Experience 32

Medicare RAC Is Not Medicaid RAC 33

Major National Trends - RAC 34

RAC Tools and Technologies 36

Easy-to-Use Portal Fully Supported by the Provider Relations Team 36

Provider Home Page 37

Provider Contact Data 37

Track Provider Notifications Letters 38

Review Detail Listings, Recipient, and Claim Information 40

Track Recovery Cycle Activity/Status and Generate Reports 42

RAC – Policies and Procedures..... 43

Internal Review Guidelines 43

HMS's RAC Solution Meets or Exceeds Provisions of CMS' Final Rule..... 44

Notification Protocol RAC Overpayments and Underpayments..... 48

Calculating Improper Payment Amount 48

Improper Payment Notification 49

Collection and Recoupment..... 50

Establishing Lockbox Bank Account 51

Daily Deposit Reports 51

Improper Payment Determination Follow-up..... 51

ATTACHMENT 2. METHODOLOGY QUESTIONNAIRE

IMPLEMENTATION PLAN

In addition to written narrative, the Offeror shall complete the following methodology questionnaire:

1. Provide an implementation plan for this contract.

[redacted]

[redacted]

[redacted]

HMS Project Team Implementation Training

2. How will your staff be trained for the implementation of this contract?

[redacted]

AHCCCS Implementation Participation

3. What information or assistance would you need from AHCCCS for a successful implementation?

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

[redacted]

HMS Work Locations and In-Person Requirements

4. What work will be performed in your metropolitan Phoenix office(s) and what work will be performed at other locations?
Please see in-person delivery and in-person decision makers attending meetings/reference it back to SOW.

[redacted]

Metropolitan Phoenix Office

[redacted]

[redacted]

[redacted]

[redacted]

Work at Other HMS Locations

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

SUBCONTRACTOR LOCATIONS

[redacted]

[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

[redacted]

LEGAL EXPERTISE

[redacted]

HMS QUALITY MANAGEMENT

5. Describe your quality management processes and controls related to the requirements of this contract.

[redacted]

QUALITY MANAGEMENT PLAN

[redacted]

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

[redacted]

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

[redacted]

QUALITY ASSURANCE PLAN FOR AHCCCS

[redacted]

HMS maintains a culture of excellence throughout our company. We perform QA at the corporate, operational, and project management levels to deliver the highest-quality results to our clients.

[redacted]

PROJECT-QUALITY CONTROLS

[redacted]

[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

[redacted]

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

[redacted]

DATA-QUALITY CONTROLS

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

COMMERCIAL INSURERS – ELIGIBILITY FILE MATCHING

6. How many commercial insurers do you have contracted for share eligibility file matchings?

[redacted]

VERIFICATION – COMMERCIAL INSURANCE COVERAGE

7. Describe the processes and criteria used to verify commercial insurance coverage.

[redacted]

[redacted]

CONDUCTING VALID TPL RECORD REVERIFICATION

8. Describe the criteria used to conduct valid TPL record reverification and the processes used when the active valid records cannot be reverified. Please see SOW for this process and for 6 month requirement.

[redacted]

VERIFICATION AND REVERIFICATION OF TPL LEADS

9. Describe the data elements required to facilitate the verification and reverification of commercial TPL leads.

[redacted]

[redacted]

MATCHING ELIGIBLE MEMBER TO COMMERCIAL INSURANCE COVERAGE

10. Describe the criteria used to match AHCCCS eligible member information to commercial insurance coverage information.

[redacted]

[redacted]

AVOIDANCE OF DUPLICATED VALID COVERAGE RECORDS

11. Describe the processes used to ensure valid coverage records are not duplicated.

[redacted]

RETURNING INVALID TPL LEAD REFERRALS

12. Include information about any coding used to indicate the reasons for returning TPL lead referrals as invalid.

[redacted]

[redacted]

AHCCCS Required TPL Record Fields

13. Indicate which, if any, of the AHCCCS required TPL record fields (see Attachment C) cannot be provided and what alternative information might be provided.

[redacted]

[redacted]

Correction of TPL Coverage Record Errors

14. What is the process used to correct TPL coverage record errors generated by the Contractor?

[redacted]

Maintaining and Mapping AHCCCS Proprietary Master Carrier ID Number

15. Describe the process for maintaining and mapping the AHCCCS proprietary Master Carrier ID number to the verified commercial TPL Lead records and TPL Match records submitted to AHCCCS.

[redacted]

[redacted]

[redacted]

[redacted]

HMS Recovery Programs Interaction

16. How will the different recovery programs within the Scope of Work interact with each other to capture all potential recovery sources?

[redacted]

[redacted]

HMS's Medicaid RAC Experience

17. Describe your specific experience regarding RAC services in both the Medicaid and Medicare Programs, including any findings and results.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]	
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

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

MEDICARE RAC EXPERIENCE

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

MEDICARE RAC IS NOT MEDICAID RAC

[redacted]

MAJOR NATIONAL TRENDS - RAC

18. Describe the major national trends by other states seen regarding RAC overpayments.

[redacted]

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

[redacted]

RAC Tools and Technologies

19. Describe the tools and technologies utilized specific to RAC.

[redacted]

Easy-to-Use Portal Fully Supported by the Provider Relations Team

[redacted]

[redacted]

Provider Home Page

[redacted]

[redacted]

[redacted]

Provider Contact Data

[redacted]

[redacted]

[redacted]

TRACK PROVIDER NOTIFICATIONS LETTERS

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

REVIEW DETAIL LISTINGS, RECIPIENT, AND CLAIM INFORMATION

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

TRACK RECOVERY CYCLE ACTIVITY/STATUS AND GENERATE REPORTS

[redacted]

[redacted]

[redacted]

RAC – Policies and Procedures

20. Provide pertinent policies and procedures addressing RAC.

[redacted]

Internal Review Guidelines

[redacted]

[redacted]

[redacted]

HMS'S RAC SOLUTION MEETS OR EXCEEDS PROVISIONS OF CMS' FINAL RULE

Additional Provisions in CMS's		
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Notification Protocol RAC Overpayments and Underpayments

21. Describe your protocol for notification and collection of RAC overpayments and underpayments.

[redacted]

Calculating Improper Payment Amount

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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

[redacted]

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

COLLECTION AND RECOUPMENT

[redacted]

ESTABLISHING LOCKBOX BANK ACCOUNT

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]