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ATTACHMENT 1 – CONTRACTOR DUTIES AND RESPONSIBILITIES

4.1 The Contractor shall be responsible for all recovery programs described in this RFP. The Contractor shall also be responsible for commercial insurance data matching and coverage verification for all AHCCCS members. While operating these programs, the responsibilities include, but are not limited to, the following:

4.1.1 Maximizing AHCCCS recoveries and cost avoidance;

4.1.2 Complying with all federal and state laws, regulations, policies and procedures;

4.1.3 Complying with reporting requirements as set forth by CMS and AHCCCS;

4.1.4 Researching and documenting cases with potential TPL recoveries;

4.1.5 Preparing any reports, data, or responses needed by AHCCCS in order to submit reports or information to executive management, government entities, auditors, or legislators;

4.1.6 Providing financial reports on recoveries, including reconciliation of dollars recovered vs. disbursed;

4.1.7 Providing financial reports for reporting federal share of recoveries to CMS;

4.1.8 Coordinating with AHCCCS Health Plan Contractors as needed to ensure cases are being processed by the appropriate contractor within required timeframes;

4.1.9 Maintaining processes to ensure compliance with HIPAA standards;

4.1.10 Identifying, researching, and verifying payments made by AHCCCS to providers;

4.1.11 Filing, amending and releasing Liens;

4.1.12 Calculating and reporting AHCCCS lien and claim amounts;

4.1.13 Performing active estate identification monthly by date of death reports, court records, etc.;

4.1.14 Developing case facts and making recommendations to AHCCCS on Casualty and Estate Recovery cases and after the settlement amounts have been agreed to by AHCCCS, conduct all appropriate activities to settle the cases;

4.1.15 Receiving and processing all referral information within five business days of receipt, and referring Total Plan cases to the appropriate AHCCCS Health Plan Contractor;

4.1.16 Collecting AHCCCS Health Plan Contractor claims data that is needed to process Joint Plan cases, and following up with AHCCCS Health Plan Contractors as needed to promptly collect overdue claims data;

4.1.17 Providing technical assistance and training to AHCCCS Health Plan Contractors ;

4.1.18 Receiving and processing information received form the Industrial Commission of Arizona and the Arizona Department of Transportation, and referring select data to the appropriate AHCCCS Health Plan Contractor;

4.1.19 Referring suspected cases of fraud/abuse to AHCCCS;

4.1.20 Enter into data sharing agreements with insurers that provide healthcare coverage to Arizona residents to help AHCCCS maintain a current database of insurance coverage information;

4.1.21 Conduct ongoing data matches of the AHCCCS Member eligibility files with the files of insured coverage and provide AHCCCS with daily electronically-transmitted update files of Member commercial insurance policies that should be added or updated in AHCCCS' systems;

4.1.22 Coordinate RAC activities with AHCCCS' Office of the Inspector General (OIG);

4.1.23 Ensure providers identified by the Contractor are not under investigation by AHCCCS OIG and/ or have no existing pending complaints;

4.1.24 Keeping AHCCCS informed of personnel who are assigned under the AHCCCS contract for recovery and reporting purposes;

4.1.25 Timely notification and reporting of all activities and issues;

4.1.26 Maintaining solid internal control systems; bank procedures, and cash control;

4.1.27 Recommending new programs or processes that will enhance the recovery of AHCCCS expenditures;

4.1.28 Commenting on proposed changes in state and federal legislation, rules, policies, and procedures;

4.1.29 Researching, analyzing, and implementing proposed or required program or process changes;

4.1.30 Responding timely to surveys, requests for information, and correspondence;

4.1.31 Responding timely to subpoenas and other court documents;

4.1.32 Recommending settlement amounts to AHCCCS and then settling claim amounts in accordance with AHCCCS direction;
4.1.33 Providing monthly lists of open cases for each recovery program;
4.1.34 Conducting a monthly reconciliation of case inventory to include the number of claims and recovery amounts for each recovery program;
4.1.35 Maintaining an adequate staff with appropriate expertise and training;
4.1.36 Regularly monitoring TPL Contractor staff compliance to policies and procedures to ensure recovery cases are being worked appropriately and timely;
4.1.37 Establishing and maintaining contractual relationships with insurance companies for data matches and post payment billing activities;
4.1.38 Providing and maintaining a case management tracking system, that is accessible to AHCCCS, which documents the detail case history and all recovery activities;
4.1.39 Promptly providing copies of case files when requested by AHCCCS;
4.1.40 Periodically archiving closed recovery cases in accordance with AHCCCS and state requirements;
4.1.41 Providing a weekly Aging Report that shows how many cases are coming due or are overdue, broken down by each stage of the recovery programs; and
4.1.42 Providing all necessary legal expertise associated with cases prior to the State Fair Hearing process. This includes, but is not limited to representing AHCCCS in foreclosure cases, interpleader actions, and alternative dispute resolution proceedings.

OVERVIEW OF DUTIES AND RESPONSIBILITIES (4.1)

HMS understands the contractor's responsibilities associated with the successful operation of AHCCCS's TPL program as a result of serving as Arizona's TPL contractor since 1993. As we describe throughout our proposal, we have the state-specific experience, processes, and resources required to fulfill all RAC and TPL Recovery programs. **Table A1-1** provides response references for requirements 4.1.1 through 4.1.42.

Table A1-1. HMS Duties and Responsibilities

Contractor Duties and Responsibilities	Response Reference
4.1.1 Maximizing AHCCCS recoveries and cost avoidance;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed maximizing recoveries and cost avoidance. Please see below list highlighting sections: 9.08, 9.1, 8.0, 9.04, 9.3, 9.03, 9.01, Attachment 2
4.1.2 Complying with all federal and state laws, regulations, policies and procedures;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed compliance with federal and state laws, regulations, policies, and procedures. Please see below list highlighting sections: 9.1, 9.08, 9.06, 9.04, 9.03, 9.05, 9.3, 8.0, 9.01, 9.07, 9.9, 9.2, and Attachment 2
4.1.3 Complying with reporting requirements as set forth by CMS and AHCCCS;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed compliance with CMS and AHCCCS reporting requirements. Please see below list highlighting sections: 9.3, 9.15, 9.1, 9.07, 9.04, 9.05, 9.07, 9.2, 9.01, 9.08, Attachment 2, Attachment 3
4.1.4 Researching and documenting cases with potential TPL recoveries;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed researching and documenting potential TPL recoveries. Please see below

Contractor Duties and Responsibilities	Response Reference
	list highlighting sections: 9.05, 9.07, 9.01, 9.08, 9.04, 9.3, 9.03, 9.1, 9.2, 9.06, Attachment 2, Attachment 5,
4.1.5 Preparing any reports, data, or responses needed by AHCCCS in order to submit reports or information to executive management, government entities, auditors, or legislators;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed HMS support for AHCCCS reports, data, or responses. Please see section: 9.15
4.1.6 Providing financial reports on recoveries, including reconciliation of dollars recovered vs. disbursed;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed financial reports on recoveries. Please see below list highlighting sections: 9.06, 9.15, 9.1, 9.3, 9.07, Attachment 3
4.1.7 Providing financial reports for reporting federal share of recoveries to CMS;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed CMS Financial Reports. Please see below list highlighting sections: 9.04, 9.07, 9.05, 9.01
4.1.8 Coordinating with AHCCCS Health Plan Contractors as needed to ensure cases are being processed by the appropriate contractor within required timeframes;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed coordination with AHCCCS Health Plan Contractors. Please see below list highlighting sections: 9.1, 9.2
4.1.9 Maintaining processes to ensure compliance with HIPAA standards;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed compliance with HIPAA standards. Please see below list highlighting sections: 9.08, 9.9, 9.7, 9.4, Attachment 6
4.1.10 Identifying, researching, and verifying payments made by AHCCCS to providers;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed AHCCCS payments made to providers. Please see section: 9.3
4.1.11 Filing, amending and releasing Liens;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed filing, amending, and releasing liens. Please see below list highlighting sections: 9.01, 9.03, 9.04, 9.1, 9.05
4.1.12 Calculating and reporting AHCCCS lien and claim amounts;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed calculating and reporting lien and claim amounts. Please see below list highlighting sections: 9.04, 9.03, 9.05, 9.1, 9.01, Attachment 2, Attachment 3, Attachment 5
4.1.13 Performing active estate identification monthly by date of death reports, court records, etc.;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed active estate identification. Please see section: 9.0.03
4.1.14 Developing case facts and making recommendations to AHCCCS on Casualty and Estate Recovery cases and after the settlement amounts have been agreed to by AHCCCS, conduct all appropriate activities to settle the cases;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed Casualty and Estate Recovery cases and settlements. Please see section: 9.01
4.1.15 Receiving and processing all referral information within five business days of receipt, and referring Total Plan cases to the appropriate AHCCCS Health Plan Contractor;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed receiving and processing referrals and Total Plan cases. Please see section: 9.01
4.1.16 Collecting AHCCCS Health Plan Contractor claims data that is needed to process Joint Plan cases, and	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed Health Plan

Contractor Duties and Responsibilities	Response Reference
following up with AHCCCS Health Plan Contractors as needed to promptly collect overdue claims data;	Contractor Claims Data for Joint Plan Cases. Please see section: 9.1.1
4.1.17 Providing technical assistance and training to AHCCCS Health Plan Contractors ;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed Training and Technical Assistance for AHCCCS Health Plan Contractors. Please see below list highlighting sections: 9.9, Attachment 2
4.1.18 Receiving and processing information received form the Industrial Commission of Arizona and the Arizona Department of Transportation, and referring select data to the appropriate AHCCCS Health Plan Contractor;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed receiving and processing IAC and ADOT information to AHCCCS Health Plan Contractors. Please see below list highlighting sections: 9.2, 9.01, 9.1
4.1.19 Referring suspected cases of fraud/abuse to AHCCCS;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed referral of suspected Fraud/Abuse to AHCCCS. Please see section: 9.3
4.1.20 Enter into data sharing agreements with insurers that provide healthcare coverage to Arizona residents to help AHCCCS maintain a current database of insurance coverage information;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed data sharing agreements and database of insurance coverage information. Please see below list highlighting sections: 9.2, 9.04, 9.0, 8.0, 9.08
4.1.21 Conduct ongoing data matches of the AHCCCS Member eligibility files with the files of insured coverage and provide AHCCCS with daily electronically-transmitted update files of Member commercial insurance policies that should be added or updated in AHCCCS' systems;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed ongoing data matches and daily electronic transmittal update to AHCCCS systems. Please see below list highlighting sections:9.2, 9.4,
4.1.22 Coordinate RAC activities with AHCCCS' Office of the Inspector General (OIG);	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed coordination of RAC activities with the OIG. Please see section: 9.3
4.1.23 Ensure providers identified by the Contractor are not under investigation by AHCCCS OIG and/ or have no existing pending complaints;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed provider identification of investigation status by AHCCCS OIG and/or no existing pending complaints. Please see section: 9.3.2
4.1.24 Keeping AHCCCS informed of personnel who are assigned under the AHCCCS contract for recovery and reporting purposes;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed HMS project team member identification provided to AHCCCS. Please see below list highlighting sections: 9.9
4.1.25 Timely notification and reporting of all activities and issues;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed timely activity and issue reporting/notification. Please see below list highlighting sections: 9.15, 9.17, 9.3
4.1.26 Maintaining solid internal control systems; bank procedures, and cash control;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed HMS internal controls, bank and cash procedures. Please see below list highlighting sections: Attachment 2, 9.06, 9.05, 9.07, 9.3, 9.08,
4.1.27 Recommending new programs or processes that will enhance the recovery of AHCCCS expenditures;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed new programs and processes. Please see below list highlighting sections: 9.01, 9.1, HMS Add-on Proposal

Contractor Duties and Responsibilities	Response Reference
4.1.28 Commenting on proposed changes in state and federal legislation, rules, policies, and procedures;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed HMS commenting on proposed changes in legislation, rules, policies, and procedures. Please see section: 9.0.6
4.1.29 Researching, analyzing, and implementing proposed or required program or process changes;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed proposed and required program or process changes. Please see below list highlighting sections: 9.03, 9.0.6
4.1.30 Responding timely to surveys, requests for information, and correspondence;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed surveys, RFI's, and correspondence. Please see section: 9.0.6
4.1.31 Responding timely to subpoenas and other court documents;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed subpoenas and court documents. Please see below list highlighting sections: 9.01, 9.03, 9.12
4.1.32 Recommending settlement amounts to AHCCCS and then settling claim amounts in accordance with AHCCCS direction;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed settlement amounts and settling of claims. Please see section: 9.01
4.1.33 Providing monthly lists of open cases for each recovery program;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed monthly open cases report. Please see below list highlighting sections: 9.02, Attachment 3, 9.06, 9.1, 9.05, 9.01, 9.03
4.1.34 Conducting a monthly reconciliation of case inventory to include the number of claims and recovery amounts for each recovery program;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed monthly reconciliation of case inventory. Please see below list highlighting sections: 9.06, 9.05, 9.1
4.1.35 Maintaining an adequate staff with appropriate expertise and training;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed staffing levels, expertise and training. Please see section: 9.9
4.1.36 Regularly monitoring TPL Contractor staff compliance to policies and procedures to ensure recovery cases are being worked appropriately and timely;	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed regular monitoring of HMS staff compliance with policies and procedures. Please see section: 9.1
4.1.37 Establishing and maintaining contractual relationships with insurance companies for data matches and post payment billing activities;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed Please see below list highlighting sections: Attachment 2, 9.09, 8.0
4.1.38 Providing and maintaining a case management tracking system, that is accessible to AHCCCS, which documents the detail case history and all recovery activities;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed our case management system. Please see below list highlighting sections: Attachment 5, 9.06, 9.02, 9.01, 9.03, 9.05, 9.04, 9.1, Attachment 4, 9.0, 9.9, 8.0, 9.4, Attachment 2
4.1.39 Promptly providing copies of case files when requested by AHCCCS;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed providing copies of case files as requested by AHCCCS Please see below list highlighting sections: 9.0.01, 9.0.10
4.1.40 Periodically archiving closed recovery cases in accordance with AHCCCS and state requirements;	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed archiving closed recovery cases, per AHCCCS and state requirements.

Contractor Duties and Responsibilities	Response Reference
	Please see below list highlighting sections: 9.0.01, 9.0.02, 9.03, 9.0.04, 9.05, 9.06, 9.0.10,
4.1.41 Providing a weekly Aging Report that shows how many cases are coming due or are overdue, broken down by each stage of the recovery programs; and	In our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP, we have addressed providing a weekly aging report. Please see below list highlighting sections: 9.01, 9.02, 9.03, 9.04, 9.05,9.06
4.1.42 Providing all necessary legal expertise associated with cases prior to the State Fair Hearing process. This includes, but is not limited to representing AHCCCS in foreclosure cases, interpleader actions, and alternative dispute resolution proceedings.	Throughout our response to AHCCCS's Third Party Liability and Recovery Audit Services RFP we have addressed providing legal expertise in support of the State Fair Hearing process. Please see below list highlighting sections: 9.01, 9.03

EXPANSION OF SCOPE BY AHCCCS (4.2)

4.2 AHCCCS retains the right to expand the scope of work by mutual agreement for any additional services that may be beneficial to AHCCCS.

HMS affirms our understanding that AHCCCS may expand the scope of work. With offices across the country and staff who possess deep Medicaid experience, HMS can respond quickly and effectively to AHCCCS's evolving needs.

CHANGES TO POLICIES AND PROCEDURES (4.3)

4.3
- As part of this contract, any changes to operating policies and procedures pertaining to the recovery processes, as defined herein, must be approved by AHCCCS.
- All policies and procedures that are developed between the Contractor staff and the AHCCCS staff are the property of AHCCCS.

HMS affirms our understanding that AHCCCS must approve any proposed changes to operating policies and procedures pertaining to the recovery process. We also understand that all policies and procedures developed between HMS and AHCCCS staff are the property of AHCCCS.

TPL and RAC processes and procedures must evolve with changes in the healthcare industry and legislation. In addition, HMS strives to incorporate emerging technologies and methods to revolutionize our service offerings and provide the maximum benefit to our clients. All proposed changes will be discussed and documented for AHCCCS review. This documentation may be a stand-alone document or a "track changes" to the procedure manual. Once approved, the appropriate operations procedure manual is updated and distributed to AHCCCS for approval. In addition, a sign-off page will be furnished to AHCCCS, as shown in **Figure 4.3-1**.

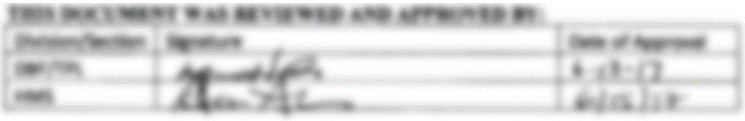
Figure 4.3-1. HMS Casualty Recovery Program Operations Manual for AHCCCS

AHCCCS
Arizona Health Care Cost Containment System

hms

Casualty Recovery Program
Operations Manual

June 2017



BANKING PROCEDURES (4.4)

4.4
- The Contractor shall adhere to banking procedures as specified and/or modified by AHCCCS.
- The Contractor's personnel authorized to endorse settlement checks are subject to AHCCCS' written approval.
- Settlement checks payable to AHCCCS, which require endorsement, shall be endorsed using the endorsement stamp provided by AHCCCS.
- The Contractor shall provide AHCCCS with a letter that identifies its employees who are authorized to endorse such checks.
- The Contractor shall notify AHCCCS by letter within five working days to the attention of AHCCCS TPL Administrator, of making any change to this endorsement authority listing.

HMS will continue to comply with all of AHCCCS's procedures regarding banking throughout the contract term, including the handling of settlement checks. Our compliance efforts will include securing written approval of all HMS personnel who will endorse settlement checks on the State's behalf. Each check will be made payable to AHCCCS and will include the phrase, "[Name of AHCCCS-approved HMS Project team member], authorized representative of AHCCCS." HMS will maintain a list of the Project team members who are authorized to endorse settlement checks on AHCCCS's behalf and will

submit this list to Arizona via a letter. Currently, Project Director Cristhian Bermudez and TPL Services Program Manager Ann LoPiccolo are the only HMS employees authorized to endorse checks on AHCCCS's behalf. We will notify the AHCCCS TPL administrator by letter within five working days of making a change to our endorsement authority listing.

ACTIVITY POST–CONTRACT TERMINATION (4.5)

4.5
- AHCCCS may obtain First Party Liability and Third Party Liability cases from an AHCCCS Health Plan Contractor when the AHCCCS Health Plan Contractor terminates its AHCCCS contract.
- The Contractor is obligated to pursue recovery of those cases under the same terms and conditions for similar AHCCCS recoveries.

HMS understands that AHCCCS may obtain FPL and TPL cases from health plans and program contractors when the plan or contractor terminates its AHCCCS contract. We also understand that HMS is obligated to pursue recovery of those cases under the same terms and conditions for similar AHCCCS recoveries.

OPERATIONAL MANUALS (4.6)

4.6
- The Contractor shall work cooperatively with AHCCCS to prepare operational manuals for its cost avoidance and recovery programs and ensure the operational manuals are kept current to maximize AHCCCS recoveries and to remain in compliance with Federal and State requirements.
- Any changes shall be coordinated with AHCCCS and finalized with a revision completed within thirty (30) days of the operational change.
- The operational manuals will address all required timeframes per individual recovery program.

Legislative actions, system enhancements, and innovations can require changes to our current operating procedures. When we identify a change is necessary, HMS will review current procedures and recommend changes to AHCCCS. Likewise, AHCCCS may identify a change in their organization or procedures that necessitates a change to HMS procedures. Please see **Section 4.3** for additional information.

HMS will continue to ensure that all operational manuals are current and up to date to ensure program success and to comply with all applicable State and federal requirements. If a manual requires edits or updates during the contract term, we will work with AHCCCS TPL Section staff to incorporate changes and print a revised manual within 30 days of the operational changes.

HIPAA AND OTHER FEDERAL REQUIREMENTS COMPLIANCE (4.7)

4.7 The Contractor shall comply with the requirements of HIPAA and all federal regulations as described in the "Business Associate" addendum that is included herein.

HMS complies with all Health Insurance Portability and Accountability Act (HIPAA) and other federal regulations concerning our services for AHCCCS. Please see **Section 9.4** for a detailed description of our corporate compliance methodologies and processes.

COMMUNICATING PROGRAM CHANGES TO AHCCCS (4.8)

4.8 The Contractor shall provide information to AHCCCS on any program change that they believe should be disseminated to external entities involved with recovery practices.

HMS will provide AHCCCS with information about any program change that we believe should be communicated to entities involved in our recovery practices. Meetings with other AHCCCS divisions, Acute Care or Long Term Care contractors, and other affected entities will continue to be part of a communication plan focused on disseminating important information to project stakeholders, conducted in the manner AHCCCS deems most effective. HMS has the capability to provide this information via direct outreach (letter, phone call, or memo), web announcements, webinars, or training sessions. HMS will continue to communicate these changes with our AHCCCS contract managers during regularly-scheduled project status meetings and will discuss with those managers any need for additional communication.

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