9.8 Metropolitan Phoenix Office

RFP Reference: 12.

As the incumbent contractor, HMS is housed in an office in metropolitan Phoenix supporting the current contract with AHCCCS. We will remain easily accessible to AHCCCS staff in a new contract term.

Office Location and Project/Account Manager Location

The Contractor shall be required to have an office that is located in the metropolitan Phoenix, Arizona area and to be available to meet with AHCCCS staff in person as needed to address issues and opportunities. The Contractor's manager assigned to this contract must reside in Arizona. If the Contractor does not have an office in the metropolitan Phoenix area at the time of the contact award, the Contractor has up to six (6) months from the date of the contract award to establish and staff the office.

HMS manages and conducts our TPL services on behalf of AHCCCS from our fully staffed office in Phoenix, located at 2122 East Highland Ave., Ste. 225 (less than 6.5 miles from AHCCCS's office at 701 East Jefferson). This office will remain in place upon award of a new contract and will continue to be managed on-site by our Project and Account Director, Cristhian Bermudez. As the office is already fully operational, no tasks associated with establishing an office for fulfilling the new contract will be required.

The Phoenix office is also supported by several other HMS offices around the country, including our National Operations Center in Irving, TX (where many of our Customer Service, Billing, and Technical staff and systems are located). Both HMS offices are already established and fully staffed and our personnel have been trained and are currently working on the existing AHCCCS contract.

Our Phoenix office currently houses 10 staff, including:

- Cristhian Bermudez, Project and Account Director
- Ann LoPiccolo, Project and Account Manager
- One Operations Supervisor
- Four Casualty Caseworkers
- Three Estate Caseworkers

Our Phoenix office and personnel have been, and will continue to be, easily accessible to AHCCCS for face-to-face meetings with HMS staff. All HMS offices are required to meet physical and data security standards that are maintained and audited by our Chief Information Security Officer. The Phoenix office is equipped with the following:

- Secure controlled access
- Locked storage
- Secure desktops and secure computer server room
- Bulk mailing equipment
- Photocopy machine
- Color printer
- High-speed printer
- Fax machine
- High-speed scanner

This equipment will help to ensure the timely completion of our contract activities and facilitate high-quality provider relations. We will add equipment as necessary to accommodate increases in staff and/or project scope.

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