B3. Method and Approach Proposal

5.2.3. Method of Approach. The entirety of the Method of Approach Narrative Proposal must be no longer than ten (10) pages. The Narrative Proposal must address the following topics, requirement and inquiries related to the Offeror's Method and Approach for AHCCCS' evaluation.

5.2.3.1. Implementation: Provide the Offeror's implementation and transition plan to assume all operations of the program. The submitted plan should include timeframes for all key implementation and transition activities including hiring necessary staff, employee orientation, establishing financial and program systems, gathering necessary data, and an expected date for completion. Please identify any specific transitional staff in the proposed organizational chart.

As your current vendor for the proposed services, no new implementation is required.

5.2.3.2. System Functionality

5.2.3.2.1. Provide a complete system description and explanation of the proposed tools or technologies that meet each requirement described in the Scope of Work.

nThrive owns and operates an insurance clearinghouse based in Charlotte, NC. Currently, there are over 880 insurance payer connections established, which include 98% of all U.S. covered lives. From a technical perspective, the standard ANSI X12 270/271 transactions for insurance eligibility and benefits as well as the ANSI X12 276/277 transactions for insurance claim statuses are supported. Each day, the clearinghouse processes approximately 14 million transactions with a reliable 99.98% uptime. The clearinghouse runs with HTTPS connectivity and "Hot-Hot" failover capability to ensure minimal user disruption.

The insurance eligibility and benefits detail returned includes:

- Demographic information
- Subscriber and dependent detail
- Eligibility status (Active, Inactive, Member Not Found)
- Benefit detail such as copay, coinsurance, deductible, and out of pocket max
- In-network and out-of-network detail
- Primary care physician name and contact information
- Managed care payer name as well as contact information and Member ID

Intelligent recursive search automatically runs multiple queries to find the best response. Benefit tagging allows for alerts on key benefit details. Coordination of benefits information from CAQH COB Smart® can also be enabled upon request.

5.2.3.2.2. Detail your proposed deployment plan, including timelines, resources, and training as specified in the Scope of Work.

As your current vendor for the proposed services, no new implementation is required.

5.2.3.3. Maintenance and Support

5.2.3.3.1. The Offeror must provide detail of its maintenance and support for providers and members. This must include but not be limited to:

5.2.3.3.1.1. Onboarding process for providers;

The provider onboarding process involves the follow steps:

- Provider calls nThrive support # 1.877.732.6853 to initiate the partnership
- Assigned an Account Manager
- Contracting (includes BAA)
- Provider is assigned credentials
- We offer several methods to submit eligibility transactions to payers. Each has certain steps to begin the process of submitting eligibility transactions
- If the Provider chooses to test TransUnion offers a Testing Functionality Guide. The Testing Functionality guide specifically outlines the process for testing transactions through three methods:
    - Connectivity Testing
    - Performance / Load Testing
    - Integration / DEV Testing
    - Testing is controlled by the username that is used when submitting transactions. All testing functionality is available at no cost to the trading partner.
    - Provider would contact TUPartnerSupport@transunion.com to receive password information for the testing accounts as well as the Testing Functionality Guide.

5.2.3.3.1.2. Hours of support; and

Phone support is provided 24x7, with our standard hours for full support are 8:00 a.m. to 5:00 p.m. EST.

Basic support coverage is provided outside of these hours. Based upon the nature of the event, our support team will either resolve the issue or document and assign the case to the appropriate department for resolution.

5.2.3.3.1.3. Help Desk contact information.

Email: TUPartnerSupport@transunion.com

Phone: 1.877.732.6853

5.2.3.4. Assumptions: The Offeror must identify any assumptions used when developing their proposals as it relates to scope, costs, schedule, resources, etc. If the Offeror's assumption takes exception to any part of the solicitation (including but not limited to requirements, scope of work or terms and conditions), these shall be explained as well in the Offeror's exceptions to terms submission.

Our proposal is based upon the information shared by AHCCCS in both the RFP and subsequent answers to bidder questions. We have provided a listing of exceptions to the Terms and Conditions governing Solicitation # YH22-0072 in section C4.