

## **Second Amendment To the HIPAA 5010 and ICD-10 Technical Assistance and Support Services Contract**

This second Amendment to Contract Number MED-09-017 is effective as of December 12, 2011, between the Iowa Department of Human Services (Agency) and CSG Government Solutions, Inc. (Contractor).

### **Section 1: Amendment to the Contract**

*Scope of Work:* Strategic Health Benefit Exchange (HBE) Planning and Implementation Technical Assistance and Support Services.

#### Introduction

In anticipation of the Federal Affordable Care Act (ACA) provisions effective January 1, 2014, the State of Iowa must proceed in a coordinated and integrated plan aligning activities of both the Medicaid expansion provisions and the development of a Health Benefit Exchange. The services provided by the Contractor will assist to identify Iowa's planning needs to establish an HBE and establish a project management office to support the planning activities in coordination with the Agency and the Iowa Insurance Division (IID). The goals for the project include:

- Establish integrated Project Management Office to perform oversight to verify and validate the HBE project delivers on all contractual obligations and performs and complies with all project requirements and Agency specifications. This will include close coordination with the Agency's Integrated Eligibility Project.
- Develop Iowa HBE goals and objectives
- Conduct background studies of current insurance market, Basic Health Plan Options, collapsing of the non-Magi group, Health Benefits, Funding Options, Navigator Programs and Small Business Health Options Program (SHOP) Exchange functions.
- Assess current Business operations and existing IT systems
- Conduct Joint Application Design (JAD) sessions to define the business and system requirements for the Iowa HBE.
- Prepare Request for Proposal(s) and support for the procurement process
- Provide HBE Implementation and Federal Gate Review Support.

#### **1. Key Activity: Establish a Project Management Office (Level 1 Establishment Grant Activity)**

##### Contractor Responsibilities:

- Schedule and facilitate all project meetings for the HBE Project including a project kick-off meeting. Prepare and distribute written notices of meetings, agendas prior to scheduled meeting time and meeting notes to appropriate staff.
- Develop, implement and maintain an electronic project library/repository to be used throughout the life of the project.
- Develop a Project Charter to establish the foundation on which the detailed project plan and Work Breakdown Structure (WBS) are built.

- Develop Communications Management Plan to define the types of communication needed during the project based on the information and communication needs of project stakeholders.
- Develop a Work Breakdown Structure (WBS) to identify all project tasks, deliverables, milestones, start /end dates and work effort of tasks.
- Develop a Risk Management Plan for risk identification, risk analysis, risk response planning and risk monitoring.
- Develop Project Status Reporting process to keep all project stakeholders informed of the status, milestones, project issues and risks.
- Develop Issues and Change Management process to identify and manage issues or changes.

Deliverables:

- Meeting agendas, notes and decision documents
- Project Library/Repository
- Project Charter
- Develop Communications Management Plan
- Work Breakdown Structure (WBS)
- Risk Management Plan
- Project Status Reporting Process
- Issues and Change Management Process

Performance Measures:

- Project kick-off meeting must be held within fifteen (15) business days of the beginning of the contract, scheduled with at least 1 weeks' notice given to participants.
- All agendas and notes must be located in the project library within three (3) business days of the meetings.
- Submit structure for an electronic project library/repository for approval by the Department no later than twenty (20) business days from the beginning of the amendment.
- Submit draft Project Charter, Project Management Plans and WBS for approval by the Department no later than twenty (20) business days from the beginning of the amendment.
- Publish the final Project Charter, Project Management Plans and WBS within two (2) business days of approval by the Department.
- Submit reporting templates to Department for approval by the Department no later than twenty (20) business days from the beginning of the amendment.
- Publish the final reporting templates within two (2) business days of approval by the Department.

**2. Key Activity: Exchange Planning (Level 1 Establishment Grant Activity)**Contractor Responsibilities:

- Develop Iowa HBE Project goals and objectives. Facilitate strategic and objective visioning sessions to capture Iowa's priorities, goals, federal mandates, budget constraints and other relevant factors for HBE planning.
- Develop an Iowa HBE Program Integrity Plan.
- Complete background research, analysis and prepare reports as critical inputs to the development of the Iowa's HBE requirements in the following key areas:
  - Current Iowa Insurance Market
  - Basic Health Plan Options
  - Collapsing of the non-Magi group and impacts
  - Essential Health Benefits and Benchmark Plans
  - Financial and budget Analysis
  - Navigator Programs
  - SHOP Functions
- Complete Program Integration activities. Includes developing a comprehensive gap analysis report, cost benefit analysis report and analysis of both the current Business Operations and Exchange IT systems. These will provide the foundation to develop the "To-Be" Business Process Functionality, Requirements and the IT Architectural and Integration Framework.
- Develop Business and Systems Development Lifecycle Implementation Plan/Roadmap. The implementation plan will serve as the overarching framework for the HBE design, procurement and implementation. The plan will include strategies for organizing governance structure, stakeholder groups, analysis tasks and identifying timelines for key implementation steps. The plan will also identify program integration areas where work relating to the design and implementation of the Exchange is coordinated with ongoing State agency initiatives relating to health care reform.
- Plan and conduct Joint Application Design (JAD) Sessions, targeted for review of the key components of the Iowa HBE. The sessions will allow for the identification of policy, process and technical components as well as the high-level requirements needed to implement the Iowa HBE.

Deliverables:

- Materials for visioning sessions
- Facilitate visioning sessions
- Project objectives and visioning report
- HBE Program Integrity Plan
- Background Research Reports on key areas identified
- Business Operations Analysis Report
- Exchange IT Systems Report
- Gap Analysis Report

- Cost Benefit Analysis Report
- Security Risk Assessment and Release Plan
- Detailed System Design document
- Business and Systems Development Lifecycle Implementation Plan/Roadmap

Performance Measures:

- Prepare and submit project objectives and visioning report for approval to the Department and Iowa Insurance Division within five (5) business days of the session.
- Submit HBE Program Integrity Plan for approval of the Department within sixty (60) business days from the beginning of the amendment.
- Publish HBE Program Integrity Plan within two (2) business days of approval by the Department.
- Publish Background Research Reports on Current Iowa Insurance Market, Basic Health Plan Options, Collapsing of non-Magi, Health Benefits and Benchmarks within one hundred (100) business days from the beginning of the amendment.
- Submit Background Research Reports on Financial and Budget Analysis, Navigator Programs and SHOP Functions for approval by the Department and Iowa Insurance Division within one-hundred and fifteen (115) business days from the beginning of the amendment.
- Publish Business Operations Analysis Report within seventy (70) business days from the beginning of the amendment.
- Publish Exchange IT Systems Report within seventy (70) business days from the beginning of the amendment.
- Submit Gap Analysis report for approval by the Department and Iowa Insurance Division within eighty-five (85) business days from the beginning of this amendment.
- Submit Cost Benefit Analysis Report for approval by the Department and Iowa Insurance Division within one-hundred and twenty (120) business days from the beginning of the amendment.
- Submit Security Risk Assessment and Release Plan for approval by the Department and Iowa Insurance Divisions within one-hundred ten (110) business days from the beginning of the amendment.
- Submit Detailed System Design document for approval by the Department and Iowa Insurance Division within one-hundred thirty (130) business days from the beginning of the amendment.
- Submit Business and Systems Development Lifecycle Implementation Plan and Roadmap for approval by the Department and Iowa Insurance Division within one-hundred sixty (160) business days from the beginning of this amendment.

**3. Key Activity: Exchange Procurement (Level 1 Establishment Grant Activity)**Contractor Responsibilities:

- Develop Request for Proposal(s) (RFP) in collaboration with Iowa subject matter experts and Iowa HBE leadership team.
- Develop Proposal Evaluation Plan, which are the criteria that will be used to evaluate vendor proposals.
- Provide procurement support activity throughout the procurement lifecycle, including vendor conference, vendor questions and answer rounds, vendor selection, vendor demonstrations, production site visit(s) and contract negotiations.

Deliverables:

- RFP(s) as identified by Iowa HBE Leadership Team
- Proposal Evaluation Plan

Performance Measures:

- Submit RFP document(s) for approval by the Department and Iowa Insurance Division on a date defined by the Department approved WBS.
- Submit Proposal Evaluation Plan for approval by the Department and Iowa Insurance Division on a date defined by the Department approved WBS.

**4. Key Activity: Exchange Implementation (Level 2 Establishment Grant Activity)**Contractor Responsibilities:

- Provide PMO activity including performing project scheduling, tracking, communication and other functions as directed by the Department. Prepare Implementation Support Strategy Plan to guide this phase of Iowa HBE planning. Includes documentation of Exchange Life Cycle (ELC) Project Startup Review (PSR).
- Perform Independent Verification and Validation (IV & V) project activities and tasks. Participate in project initiation activities provided by Iowa HBE vendor(s).
- Provide Requirements Validation Services. Monitor requirements validations and JAD sessions of Iowa HBE vendor(s). Participate in all scheduled meetings and walk-throughs of Iowa HBE vendor(s) presentations and deliverables.
- Prepare State HBE team for Centers for Medicare and Medicaid Services (CMS) Enterprise Life Cycle (ELC) Gate Reviews. The Gate Reviews conducted by CMS are to monitor progress and identify risk along the continuum of ELC.

Deliverables:

- Implementation Support Strategy Plan
- Formal review and validation of all Iowa HBE vendor(s):
  - Initiation Phase deliverables
  - Requirements Validations Phase deliverables
  - Detailed Software System Design Phase deliverables

- System Development Phase deliverables.
- Data Conversion and Integration Phase deliverables
- Integration, System and Operational Readiness Testing Phase Deliverables
- User Acceptance Testing Phase Deliverables
- Documentation Phase deliverables
- Training Phase deliverables
- Implementation Phase deliverables
- Formal Gate Review # 1 materials - Architectural Review (AR)
- Formal Gate Review # 2 materials – Project Baseline Review (PBR)
- Formal Gate Review # 3 materials – Final Detailed Design Review (FDDR)
- Formal Gate Review # 4 materials – Operational Readiness Review (ORR)
- ELC Preliminary Design Review (PDR) documentation
- ELC Detailed Design Review (DDR) documentation
- ELC Pre-Operational Readiness Review (PDDR) documentation
- Go/No Go Implementation Assessment

Performance Measures:

- Submit Implementation Support Strategy Plan for approval by the Department and Iowa Insurance Division on a date defined by the Department approved WBS.
- Submit ELC PSR documentation to the Department and Insurance Division on a date defined by the Department approved WBS.
- Submit Gate Review Materials to the Department and Insurance Division on a date defined by the Department approved WBS.
- Submit Formal Review and Validation results of Iowa HBE vendor(s) deliverables to the Department and Insurance Division on a date defined by the Department approved WBS.

**Section 2: Amendment to the Contract**

Section 7 of the Contract is hereby amended by adding the following at the end of the section:

For the scope of work outlined in Amendment 1, the contractor shall be entitled to invoice the additional sums as set forth in Attachment A.

**Section 3: Ratification**

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof.

**Section 4: Authorization**

Each party to this Amendment represents and warrants to the other that:

- 3.1 It has the right, owe, and authority to enter into and perform its obligations under this Amendment.

3.2 It has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment and this Amendment constitutes a legal, valid and binding obligation upon itself in accordance with its terms.

**Section 5: Execution**

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

<b>Contractor, CSG Government Solutions, Inc.</b>	<b>Agency, Iowa Department of Human Services</b>
Signature of Authorized Representative:	Signature of Authorized Representative:
Printed Name:	Printed Name: Charles M. Palmer
Title:	Title: Director
Date:	Date:

## Attachment 1

Calendar Year	Monthly Fixed Price Payment (Includes 20% withhold)
<b>Year 1 (PMO, Planning, Procurement)</b>	
December 2011	\$ 48,979
Year 1 Withhold Payment (made upon approval of deliverables)	\$ 12,245
<b>Total Year 1</b>	<b>\$ 61,224</b>
<b>Year 2 (PMO, Planning, Procurement)</b>	
January 2012	\$ 283,198
February 2012	\$ 283,198
March 2012	\$ 283,198
April 2012	\$ 283,198
May 2012	\$ 283,198
June 2012	\$ 283,198
July 2012	\$ 283,198
August 2012	\$ 283,198
September 2012	\$ 283,198
October 2012	\$ 283,198
November 2012	\$ 283,198
December 2012	\$ 283,198
Year 2 Withhold Payment (made upon approval of deliverables)	\$ 849,600
<b>Total Year 2</b>	<b>\$ 4,247,976</b>
<b>Year 3 (PMO, DDI)</b>	
January 2013	\$106,394
February 2013	\$106,394
March 2013	\$106,394
April 2013	\$106,394
May 2013	\$106,394
June 2013	\$106,394
July 2013	\$106,394
August 2013	\$106,394
September 2013	\$106,394
October 2013	\$106,394
November 2013	\$106,394
December 2013	\$106,394
Year 3 Withhold Payment (made upon approval of deliverables)	\$ 319,176
<b>Total Year 3</b>	<b>\$ 1,595,904</b>
<b>Year 4 (Operations)</b>	
January 2014	\$ 62,362
Year 4 Withhold Payment (made upon approval of deliverables)	\$ 15,590
<b>Total Year 4</b>	<b>\$ 77,952</b>
<b>TOTAL AMENDMENT 2</b>	<b>5,983,056</b>

