TABLE OF CONTENTS

Technical Proposal—Sanitized

Page

7.2.1 Table of Contents (Tab 1)..... i
7.2.2 Transmittal Letters: HCE and Thomson Healthcare (Tab 2)..... 1
7.2.3 Checklist and Cross-References (Tab 3)..... 9
7.2.3.1 Bid Proposal Mandatory Requirements Checklist 9
7.2.3.2 General Requirements Cross-Reference 14
7.2.3.3 Program Integrity Requirements Cross-Reference 18
7.2.4 Executive Summary (Tab 4)..... 23
7.2.5 General Requirements (Tab 5)..... 34
6.1 General Requirements..... 34
6.1.1 Staffing..... 39
6.1.1.1 Named Key Personnel..... 39
6.1.1.1.1 Key Personnel Requirements..... 40
6.1.1.1.2 Key Personnel Resumes 41
6.1.1.1.3 Key Personnel References 55
6.1.1.1.4 Department Approval of Key Personnel 55
6.1.1.1.5 Changes to Contractor's Key Personnel 56
6.1.1.2 Special Needs Staffing..... 56
6.1.2 Facilities 56
6.1.2.1 Permanent Facilities 56
6.1.2.1.1 State Responsibilities 57
6.1.2.1.2 Contractor Responsibilities 58
6.1.2.2 Courier Service 60
6.1.3 Contract Management 61
6.1.3.1 Performance Reporting and Quality Assurance 61
6.1.3.2 State Responsibilities 61
6.1.3.3 Contractor Responsibilities 61
6.1.3.4 Performance Standards 70
6.1.3.4.1 Reporting Deadline 70
6.1.3.4.2 Documentation 71
6.1.3.4.3 Annual Performance Reporting 76
6.1.4 Training 79
6.1.5 Operational Procedures Documentation..... 81

Page

6.1.6 Security and Confidentiality 82
6.1.7 Accounting 84
6.1.8 Banking Policies..... 85
6.1.9 Payment Error Rate Measurement (PERM) Project..... 88
6.1.10 Subcontractors..... 89
6.1.11 Regulatory Compliance 89
6.1.12 Audit Support..... 90
6.1.13 No Legislative Conflicts of Interest 90
6.1.14 No Provider Conflicts of Interest 91
7.2.6 Program Integrity (Tab 6)..... 92
6.2 Program Integrity Requirements 92
6.2.1 Surveillance and Utilization Review Services (SURS) 92
6.2.1.1 State Responsibilities 93
6.2.1.2 Contractor Responsibilities 93
6.2.1.2.1 Profiling and Data Mining 93
6.2.1.2.2 Reviewing 112
6.2.1.2.3 Case Follow-Up and Reporting 116
6.2.1.2.4 Appeals 130
6.2.1.3 Performance Standards 130
6.2.2 Data Analytics 137
6.2.2.1 State Responsibilities 141
6.2.2.2 Contractor Responsibilities 141
6.2.2.3 Performance Standards 162
6.2.3 Medical Necessity Reviews 162
6.2.3.1 State Responsibilities 164
6.2.3.2 Contractor Responsibilities 164
6.2.3.3 Performance Standards 166
6.2.4 Medicaid Value Management (MVM) Program 166
6.2.4.1 State Responsibilities 167
6.2.4.2 Contractor Responsibilities 167
6.2.4.3 Performance Standards 174
6.2.5 Investigation..... 174
6.2.5.1 State Responsibilities 174
6.2.5.2 Contractor Responsibilities..... 175
6.2.5.3 Performance Standards..... 178

Page

7.2.7 Project Plan (Tab 7)..... 179
7.2.8 Project Organization (Tab 8)..... 225
7.2.8.1 Organization Charts..... 225
7.2.8.2 Staffing..... 229
7.2.8.3 Key Personnel..... 293
7.2.8.4 Subcontractors..... 294
7.2.9 Corporate Qualifications (Tab 9)..... 296
7.2.9.1 Corporate Organization..... 296
7.2.9.2 Corporate Experience..... 303
7.2.9.3 Corporate References..... 329
7.2.9.4 Felony Disclosures..... 342
7.2.9.5 Certifications and Guarantees..... 342