

IME SYSTEM SERVICES RFP AMENDMENT 3

WHEREAS the Department has determined it is necessary to amend RFP MED-12-001, THEREFORE RFP MED-12-001 is amended as follows:

New text (if any) is in boldface font. Deleted text (if any) has a strike-through line in it.

| Amendment 3 | |
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| Section | Revision Description |
| 4.8 | The purpose of ISIS is to assist workers in the facility, HCBS waiver, remedial (remedial services will be be eliminated effective July 1, 2011), habilitation and targeted targeted case management programs in both processing and tracking applications and authorizations through approval or denial. |
| 6.2.3.7.2 | a. A narrative overview of the work plan tasks and schedule, including any assumptions and constraints dependencies the contractor(s) used in the development of the PWP. |
| 8.1.9.4 | <p>b. Log, image and assign a unique control number to every claim, attachment and adjustment and or void, prior authorization and other documents submitted by providers all of which must be viewable in the MMIS within one business day of receipt. The image of the claim must be viewable within the MMIS within one business day.</p> <p>h. Provide access to imaged claims, attachments and adjustments and or voids, prior authorizations and other documents to all users within one business day of immediately upon completion of the imaging. Response time for accessing imaged documents at the desktop must not exceed ten seconds.</p> <p>l. Imaged claims must be immediately available for processing and viewing.</p> <p>m. l. l. Produce state-defined reports within the required timeframe as determined by the Department.</p> <p>n. m. m. Maintain a service level (SL) percentage of at least 80 percent for incoming EDI calls as calculated by the following formula:</p> $SL = ((T - (A+B))/T) * 100$ <p style="margin-left: 40px;">Where T = all calls that enter the queue</p> <p style="margin-left: 40px;">A= calls that are answered after 30 seconds</p> <p style="margin-left: 40px;">B= calls that are abandoned after 30 seconds</p> <p>o. n. n. Ninety-five percent of all provider clean claims are able to clear EDI editing and continue to be uploaded and processed in the system.</p> |
| 9.2.6 | a. Person-weeks Personnel by name and level of effort in hours for each task or subtask, showing contractor personnel and the Department personnel efforts separately. |

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| Table 18 | Pricing Schedule Attachments | |
| | Identifier | Title of Pricing Schedule |
| | N-1A | Pricing Schedule for MMIS Implementation for Optional SUR Component |
| Attachment N-1 | MMIS Implementation | |
| | Milestones | Total Phase Price |
| | Project Initiation Activities (5%) | |
| | Requirements Analysis (15%) | |
| | Business and Technical Design (10%) | |
| | Comprehensive Testing Plan (5%) | |
| | Conversion Activities (10%) | |
| | Development Activities (15%) | |
| | System Testing (10%) | |
| | Acceptance Testing (10%) | |
| | MMIS Implementation (15%) | |
| | Certification of MMIS (5%) | |
| | Other Costs (ex: rent) | |
| Attachment N-1A | MMIS Implementation for Optional SUR Component | |
| | Milestones | Total Phase Price |
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| | Requirements Analysis (15%) | |
| | Business and Technical Design (10%) | |
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|-------------------------------------|---|------------|-------------------|------------------------------------|--|-----------------------------|--|-------------------------------------|--|---------------------------------|--|-----------------------------|--|------------------------------|--|----------------------|--|--------------------------|--|---------------------------|--|----------------------------|--|-------------------------------|--|--------------|--|
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| Total | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attachment N-4 | <p>MMIS Operational Services</p> <p>* Only itemize Hardware and Software operations and maintenance costs for years 2-5 and Option years 1-3.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attachment N-8 | <p>POS Implementation</p> <table border="1"> <thead> <tr> <th>Milestones</th> <th>Total Phase Price</th> </tr> </thead> <tbody> <tr> <td>Project Initiation Activities (5%)</td> <td></td> </tr> <tr> <td>Requirements Analysis (15%)</td> <td></td> </tr> <tr> <td>Business and Technical Design (10%)</td> <td></td> </tr> <tr> <td>Comprehensive Testing Plan (5%)</td> <td></td> </tr> <tr> <td>Conversion Activities (10%)</td> <td></td> </tr> <tr> <td>Development Activities (15%)</td> <td></td> </tr> <tr> <td>System Testing (10%)</td> <td></td> </tr> <tr> <td>Acceptance Testing (10%)</td> <td></td> </tr> <tr> <td>MMIS Implementation (15%)</td> <td></td> </tr> <tr> <td>Certification of MMIS (5%)</td> <td></td> </tr> <tr> <td>Other Costs (ex: rent)</td> <td></td> </tr> <tr> <td>Total</td> <td></td> </tr> </tbody> </table> | Milestones | Total Phase Price | Project Initiation Activities (5%) | | Requirements Analysis (15%) | | Business and Technical Design (10%) | | Comprehensive Testing Plan (5%) | | Conversion Activities (10%) | | Development Activities (15%) | | System Testing (10%) | | Acceptance Testing (10%) | | MMIS Implementation (15%) | | Certification of MMIS (5%) | | Other Costs (ex: rent) | | Total | |
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