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# CONTRACT

**BETWEEN**

**THE MONTANA DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES**

**AND**

**Client Network Services, LLC**

**CONTRACT NUMBER: 21091790010**

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# CONTRACT

This Contract (the "Contract" or "Agreement") is entered into by and between the State of Montana, acting by and through the Department of Public Health and Human Services (the "Department"), whose address and phone number are 111 North Sanders, Helena MT 59604 and (406) 444-5622, and Client Network Services, LLC ("CNSI"), a Delaware Limited Liability Company [State of incorporation] [corporation/limited liability partnership/other] ("Contractor," as defined further below).

## RECITALS

The Department is procuring Solutions and Services to support Montana's Medicaid modernization effort, referred to as Montana's Program for Automating and Transforming Healthcare ("MPATH"), including procuring modules to replace aging legacy components of the Montana Healthcare Programs enterprise. The Department is using a modularity component/services blend approach to procure new systems and services to support the modernization effort. The module for this Contract is a solution that will manage the receipt, adjudication, editing, pricing, payment, and reporting of claims.

The Department will issue multiple Requests for Proposals which will result in contracts between the successful proposers and the Department for the procurement of such modules.

The Department issued Request for Proposals DPHHS-RFP-2020-0254T (the "RFP"), dated October 29, 2019, to solicit proposals for the development, licensing, implementation and operation of the module(s) ("Module(s)" as defined further below). The RFP is Appendix H and incorporated by reference into the Contract.

The RFP may have given bidders the option to propose to provide the Module as: (a) a software-as-a-service ("SaaS" as described further below); (b) software that would be operated on equipment at a location other than a State facility but not as a SaaS; (c) software that would be operated on equipment at a State facility; or (d) software that would be operated on equipment in some other manner.

The Contractor's proposal is to provide the Module as a SaaS. As of the "Effective Date" of this Contract, Contractor does not intend to deliver its "Proprietary Software" to the Department as part of the Module, except to the extent that the Contractor must develop "Custom Software" and/or source code in order to meet its obligations under this Contract. Therefore, those provisions in this Contract that specifically refer to Software do not apply as of the "Effective Date," unless the Contractor must deliver "Custom Software" in order to meet its obligations under this Contract.

The State of Montana is a member of the National Association of State Procurement Officials (NASPO), ValuePoint®. NASPO ValuePoint® is a cooperative purchasing program among states. Montana is the lead state in this solicitation. Other participating states may have requested to be named in this RFP as potential users of this Contract. The provisions of Appendix M apply to participating entities (e.g. a state or other authorized public entity who has signed a participating addendum). Contractor submitted a proposal dated February 18, 2020 in response to the RFP (the "Response," as defined further below), which is attached as Appendix I, and incorporated by reference into the Contract;

The Department evaluated the Response and identified Contractor as the apparently successful bidder for the Module;

Contractor desires to enter into an agreement with the Department to provide the Module(s) and associated Services for the State of Montana; and

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The Department and Contractor have agreed that the terms and conditions of this Contract shall govern Contractor's provision of the Module(s) and associated Services.

Therefore, in consideration of the foregoing Recitals and the mutual promises and covenants as set forth below, the parties agree as follows:

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## 1. Definitions.

The following terms as used throughout this Contract will have the meanings as set forth below.

**"Acceptance":** A Notice from the Department to Contractor that a Deliverable or Service has conformed to its applicable Acceptance Criteria in accordance with the process described in Section 7.3.

**"Acceptance Criteria":** The Specifications against which each Deliverable will be evaluated in accordance with Section 7.3. The DEDs state the Acceptance Criteria for a Deliverable. Examples of Acceptance Criteria are the Performance Standards, warranties and other requirements described in this Contract, the DEDs and any subsequent amendments, and Change Orders.

**"Acceptance Date":** The date on which the Contractor completes all requirements for each discrete Implementation defined in the approved Project Work Plan.

**"Acceptance Tests":** The tests and validation activities that the Department performs to determine there are no Deficiencies in the Services or Deliverables, and that must be satisfied before Acceptance can occur as set forth in Section 7.3, including without limitation, User Acceptance Tests.

**"Availability":** The time that the Module, in whole and in part, is Operational, as measured 24 hours a day, Monday through Sunday, on a monthly basis. Availability is described in Appendix B.

**"Business days":** Monday through Friday, 8:00am to 5:00pm, Mountain Time, except for holidays observed by the State of Montana.

**"Certification":** CMS' written confirmation that the Module meets federal requirements.

**"Change Order":** A written form, in response to a Change Request, that is mutually agreed upon by the Department and Contractor, that modifies, deletes, or adds to the Deliverables or Services, in whole or in part, and that is made in accordance with the terms of Section 14.

**"Change Request":** A written form used to propose that the Deliverables or Services be modified, deleted, or added to, in whole or in part, made in accordance with the terms of Section 14.

**"Charges":** The amount(s) to be paid for Services and Deliverables under this Contract, in whole or in part, as described in Appendix A and any subsequent written amendments or Change Orders.

**"CMS":** The Centers for Medicare and Medicaid Services.

**"Confidential Information":** Information that either the Contractor or the Department wants to protect against unrestricted disclosure or that is a Bona-fide Trade Secret as defined in the RFP. Proprietary Information, defined below, is one category of Confidential Information. Confidential Personal Information, defined below, is another category of Confidential Information.

**"Confidential Personal Information":** Information concerning a person provided to the Contractor by the Department or acquired by the Contractor on behalf of the Department, whether verbal, written, electronic, or in other forms. Any information that the Department must limit access to authorized individuals only is confidential and may not be publicly released or disseminated. Examples of Confidential Personal Information are a person's name, social security number, driver's license number, street and postal addresses, phone numbers, email address, financial information, eligibility for public services or benefits, individually identifiable personal healthcare information as defined by HIPAA and the HITECH Act, and information obtained from third parties that is protected as confidential.

**"Configuration(s)":** The setting up of rules and workflow processes to be used in implementing specific business decisions related to metadata of the Department without using programming language or database queries, and the entering of data into tables that a software "rules engine" will process to determine variables such as workflow sequences and value limitations without altering the Software Source Code.

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**"Confirmation":** Receipt by the Department of notice with full supporting and written documentation and test results that Contractor has completed or pretested through Contractor Testing a Deliverable in accordance with the Department's Acceptance Criteria, or pre-tested the Module through Contractor Testing for compliance with the Specifications, and confirmed the Deliverable, including the Module, is ready for Acceptance Tests.

**"Contractor":** The entity performing Services pursuant to this Contract, including any officer, owner, member, director, employee, volunteer, agent, subcontractor, representative or assignee of the Contractor, and any other person, partnership, corporation, or other legal entity performing work or services or providing materials under this Contract for or on behalf of the Contractor. For purposes of any permitted subcontract, "Contractor" includes any subcontractor and its owners, members, officers, directors, partners, employees, and/or agents.

**"Contractor Contract Manager":** The employee or agent of the Contractor who has overall management responsibilities for the Contract. The Contractor Contract Manager reports to the Contractor for the purposes of managing the administration of the Contract.

**"Contractor Project Manager":** The employee, subcontractor, or agent of the Contractor, chosen by Contractor with Project management responsibilities for Contractor, as described in Section 4.2.

**"Contractor Software":** Software that constitutes Contractor Technology.

**"Contractor Technology":** Intellectual property the Contractor owned before the effective date or developed and owned outside the scope of this Contract, including any modifications, enhancements or improvements to that intellectual property. Contractor Technology includes data models; Deliverable examples; processes, procedures and techniques; proprietary information, methodologies, routines and software; templates; tools, including general purpose consulting tools and project management tools; and utilities.

**"Contractor Testing":** Testing that is performed on the Module (in whole or in part) by Contractor before beginning User Acceptance Tests on the Module and after Contractor has (1) completed installation of the Software; (2) completed development of the Custom Software; (3) integrated the Software, including Third-Party Software, Custom Software, Module Configurations; (4) pre-tested the Module for compliance with the applicable Specifications; and (5) confirmed the readiness of the Module for User Acceptance Tests in accordance with the Contract and RFP. Contractor Testing includes unit testing, system testing, integration testing, regressing testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery testing, and end-to-end integration testing.

**"Conversion":** The Services performed for converting Data, including historical Data, for Processing by the Software, Services and Deliverables as described in the RFP and the Response.

**"Control":** The ability, whether directly or indirectly, to direct the affairs of another by means of ownership, contract or otherwise.

**"Converted Data":** The Data that has been successfully converted by Contractor for Processing by the Module.

**"Correction":** The actions taken by Contractor to remedy a Deficiency, the Priority and Severity levels of which are determined by the Department as defined within the definitions of Priority and Severity below.

**"Corrective Action Plan":** A detailed written plan Contractor submits to the Department in response to the Department's demand that Contractor describe how it will correct or resolve a Deficiency or breach.

**"Custom Software":** Software, including without limitation Interfaces, designed, developed or produced by Contractor under the Contract as Work Product, but excluding Proprietary Software, Third-Party Software, and Contractor Technology.

**"Cutover":** The event when the Department puts the Module, in whole or in part, into Production after the Department's Acceptance of the Module.

**"DDI":** Design, Development & Implementation.

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**"Data":** The Department's records, files, forms, data, metadata, and other documents, including but not limited to Converted Data, if any.

**"day(s)" "Day(s)":** Calendar day(s), unless otherwise indicated.

**"DED(s)":** The abbreviation for "Deliverable Expectation Documents", which are the documents describing Acceptance Criteria for each Deliverable and Service, subject to Acceptance Tests. Each DED is a Deliverable.

**"Deficiency":** A failure, omission, or defect in a Service or Deliverable that causes it not to conform to its Specifications or to reasonable commercial or industry standards for appearance, quality, functionality, or format.

**"Deliverables":** All Services and all tangible and intangible products the Contractor must produce, prepare and deliver to the Department (either independently or in concert with the Department or third parties) during the course of Contractor's performance under this Contract, as described in the RFP, Contractor's Response, Appendix A, and any approved Change Orders. Examples of Deliverables are: the Module in whole or in part; work produced under the Work Plan and Change Orders including Custom Software; Documentation; Hosting Services in SaaS or if Contractor hosts the Equipment, as applicable; Enhancements; and all designs, structures, and models developed in the course of rendering the Services and incorporated into such Deliverables.

**"Delivery Date(s)":** The dates described in the Work Plan for the delivery of the Deliverables and Services to the Department.

**"Dispute Resolution":** The process for resolving disputes as described in Section 24.14.

**"Documentation":** All service and operations reports, technical and User manuals used in conjunction with the Module and/or Deliverables, in whole and in part, including without limitation, manuals provided by licensors of any Third-Party Software.

**"Downtime":** The time during which the Module is not fully Operational. Downtime begins at the time the Module fails to be fully Operational and continuing until the Department determines the Module has been returned to full Operational status. Downtime does not include Department approved scheduled maintenance that results in the Module not being fully Operational.

**"Department Contract Manager":** The employee of the Department who manages the Contract and is the Department's single point of contact for Contract matters, as described in Section 4.4.

**"Department Project Manager":** The employee or contractor of the Department responsible for day to day management of Department resources and for monitoring the Contractor's performance, as described in Section 4.4, and any representative of the Project Manager acting within the limits of his or her authority.

**"Effective Date":** The date specified in Section 2 as the start date for contractual performance.

**"Enhancements":** Enhancements for the Module are described as such in Section 8 of Appendix A, Section 12 of this Contract, and the RFP and the Response..

**"Equipment":** The computer hardware listed in the RFP, Response, and any amendments or Change Orders and/or Appendix A on which the Software shall operate following its delivery; all operating system software for use with the Equipment; facilities and telecommunications services; and tangible nonexpendable personal property, including exempt property, charged directly to the Contract having a useful life of more than one year and an acquisition cost of $5,000 or more per unit unless lower limits are otherwise established.

**"Executable Code":** The version of the Software that is generated by an assembler from the Object Code of the Software and which will be installed and operated on the Equipment or made accessible to Department.

**"Function(s)":** A discrete capability of the Software.

**"Holdback":** The payment amounts held back by the Department from each Deliverable's Charges, as described in Appendix A.

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**"Hosting Services":** The Services the Contractor provides for management and operation of the Equipment for Processing the Data using the Module and for transmitting the Data between Contractor's location for the Module, other modules, and the Department's Sites and Users, including but not limited to for a SaaS.

**"Implementation" "Implemented":** The process for making the Deliverables and Services meet all Specifications and fully Operational for Processing. Implementation is complete when the Department determines that the Contractor has completed the implementation services requirements according to the Implementation Plan.

**"Implementation Plan":** A plan prepared by Contractor as a Deliverable that details the transition from design and development to Implementation in accordance with Specifications.

**"Including" "include" or "may include**": Identification of something as being part of or an example of a whole or group otherwise described. As used in this Contract, the use of "including" is not intended to and does not limit the whole or group to the thing(s) specifically identified. Used for saying that a person or thing is part of a particular group or amount.

**"Intangible property":** Personal property that has no physical existence, including intellectual property such as trademarks, copyrights, patents, and patent applications; and non-intellectual property such as loans, notes and other instruments.

**"Interfaces":** Custom Software that is developed by Contractor for transmitting Data among the Module and other systems.

**"Key Personnel":** Contractor's key Staff listed as such in Appendix A.

**"Legacy MMIS":** A diverse set of existing systems and services within the Department that are used to support the Montana Healthcare Programs. This includes, but is not limited to, the existing mainframe COBOL system used in the processing of healthcare claims.

**"Letter of Credit":** A letter of credit securing Contractor's performance of its Contract obligations and other potential liabilities to the Department from the Effective Date through the Term of the Contract, as described in Section 15 and in Appendix D.

**"MPATH":** MPATH stands for the Montana Program for Automating and Transforming Healthcare. MPATH is the Department's modularity procurement and development initiative that includes all Modules, Deliverables, Software, and Services to be integrated to fully replace the Legacy MMIS solutions and services. For other states' agencies (i.e., states other than Montana), the term MPATH refers to that agency's Medicaid modernization initiative.

**"Maintenance":** Maintenance and support Services that will be performed by Contractor following Implementation for the Module and are described as such in Section 8 of Appendix A, Section 12 of this Contract, and the RFP, and the Response.

**"Maintenance Window":** Maintenance Window is a pre-defined timeframe, established by the Department for all Modules, in which normal maintenance activities can occur (e.g. midnight-2:00a.m. Mountain Time each Sunday). The System may be unavailable during the Maintenance Window.

**"Mass Adjustment":** Mass Adjustment requests are mass adjustments or mass changes requested by the Department or required to support program administration (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes).

**"Material Breach":** A failure of one of the parties to perform a part of the Contract which prevents the Contract from being completed or defeats its purpose.

**"Maximum Amount":** The maximum amount payable by the Department to Contractor under this Contract as described in Appendix A. The initial Maximum Amount will include the DDI amount, System Enhancement Pool Hours for DDI amount, Operations Base Years amount, and the proportional amount for System Enhancement Pool Hours for Operations for the number of base years. If the Contract is amended to include

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additional operation year(s), the additional annual operations amount for the additional year(s) and the System Enhancement Pool Hours for the Operations amount for the additional year(s) will be added to the Maximum Amount. All amounts referenced in this definition can be found in Attachment G – Pricing Schedules.

**"MMIS":** Medicaid Management Information Systems refers to the systems and services that are necessary to support the administration and operation of the Montana Healthcare Programs as of the Effective Date of this Contract.

**"Module":** The complete collection of all Deliverables, Software and Services, as described in the RFP, the Response, the other parts of the Contract, and Change Orders, integrated and functioning together with the Data in accordance with the applicable Specifications and on the Equipment.

**"Notice":** A written document one party gives to the other in accordance with Section 24.23. All Notices must include the Department's Contract number in the body or title of the Notice.

**"Obsolete" (and any variations thereof):** A Software, Equipment, and/or other Contractor Technology product or Service that will no longer receive maintenance and support, beginning as of the effective date of an end-of service life announcement from the manufacturer or licensor with respect to a product. If no such announcement is published, then the Software, Equipment, and/or Contractor Technology product will be deemed Obsolete as of the earlier of (i) the date the manufacturer or licensor no longer maintains or supports the product or (ii) the date the manufacturer or licensor no longer includes it as part of its product and/or service offerings made generally available to its customers.

**"Operational":** The condition when the Module is totally functional in accordance with applicable Specifications and usable for its purposes in the daily operations of the Module.

**"Operations":** Services performed by Contractor that are described in RFP and the Response, Appendix A (Payment Milestones, Deliverables and Considerations), and Appendix B (Performance Standards and Liquidated Damages).

**"Payment Events":** The events after which Contractor can issue invoices for the Charges, as described in Appendix A.

**Payment Milestones:** During the Design, Development, Testing, Implementation, and Certification phases, the point in time in which the Department will pay the agreed upon Consideration (reduced by the Holdback). The Payment Milestones for this Contract are described in Appendix A.

**"Performance Standards":** The standards to which the Module and other Services provided by Contractor shall perform as required by this Contract and any succeeding amendments thereto, as described in the RFP, Appendix B, and as otherwise agreed to by the parties in writing. Also referred to as Service Level Agreements in the RFP and Appendix B.

**"Personal Property":** Property of any kind except real property. It may be tangible, having physical existence, such as Equipment and supplies, or intangible, having no physical existence, such as Data, copyrights, patents, or securities.

**"Phase":** The combination of Functions, time periods, or Implementations that are described as a Phase in the RFP, Response, applicable Deliverables, and the Work Plan.

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**"Priority":** Priority is the level of importance, as determined by the Department, for a ticket as defined by the following:

Urgent: the ticket has such significant business importance that it must be corrected within 24 hours.

Critical: the ticket has critical business importance.

High: the ticket is of high business importance.

Medium: the ticket is of medium business importance.

Low: the ticket is of low business importance.

Where possible, the Department will incorporate the Contractor's feedback.

**"Processing":** The performance by the Software residing on the Equipment of logical operations and calculations on the Data.

**"Production":** The Department's actual use of the Module after Cutover in the Department's production environment(s), in performance of its regular business operations.

**"Project":** The planned undertakings during the Contract.

**"Property":** Property whether real or personal, tangible or intangible including without limitation the Department's Equipment, Confidential Information, Proprietary Information and Deliverables. Property does not include "Proprietary Information of the Contractor."

**"Proprietary Information":** (i) With respect to Contractor, the Contractor Technology that complies with the terms of Section 19; (ii) with respect to the Department, any information that the Department has a legal obligation to protect from unauthorized public disclosure; and (iii) information that the Department clearly identifies as its Proprietary Information, excluding any part of the Proprietary Information which: (a) is or becomes publicly available through no act or failure of the Department unless the Department's act or failure is a breach of a confidentiality obligation applicable to the information; (b) was or is rightfully acquired by the Department from a source other than Contractor prior to receipt from Contractor; (c) becomes independently available to the Department as a matter of right; (d) was previously known and rightfully acquired at the time received from Contractor; (e) is developed by the Department independently of any disclosures made by Contractor of such information; (f) is disclosed by Contractor pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public; or (g) is provided in response to the State of Montana's Request for Proposal process and not deemed confidential by contractor at time of submission.

**"Proprietary Information of the Contractor":** Means Confidential Information that is the property of the Contractor and is not common knowledge or available to the public. The term includes Contractor Technology and contractor trade secrets as defined by Montana's Uniform Trade Secrets Act, Title 30, Chapter 14, Part 4, MCA. Section 19 applies to Proprietary Information of the Contractor and identified as Trade Secret by the contractor within its RFP Response.

**"Proprietary Information of the Department":** Means information that is the property of the State of Montana or a third party that the Department has a legal obligation to protect from public disclosure or individual access to the information. Examples of Proprietary Information of the Department are the Department's non-publicly available Data, nonpublic Specifications, State security data, third party proprietary information that is in the Department's possession or use, any nonpublic information or documentation concerning the Department's business or future products or plans that are learned by Contractor during the performance of this Contract and third-party proprietary information that is in the Department's possession. Section 19 applies to Proprietary Information of the Department.

**"Proprietary Software":** All computer programs licensed under this Contract, which the Contractor or Subcontractors or its or their licensors developed and owned before the Effective Date or which Contractor's staff developed during the Term of the Contract in performing work that is not exclusively intended for this

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Contract, including any modifications of and derivative works based on those computer programs, and the documentation used to describe, maintain, and use them.

**"Real property":** Land, including land improvements, structures, and appurtenances thereto, but excluding movable machinery and equipment.

**"Report(s)":** Documents the Contractor provides to the Department regarding the Module activities, events and Deliverables provided.

**"Required Implementation Date":** The date on which the Department requires the Deliverable, Software, and/or Service to be Implemented.

**"Research Request":** Research requests are questions submitted to the Contractor regarding Software, Module, or Services behavior and results regarding both the current Module functionality or potential impact of Module changes.

**"Response":** Contractor's response to the RFP, dated February 18, 2020, as amended including by Appendix C, Contractor's best and final offer (if any), and any subsequent information provided by Contractor pursuant to this Contract.

**"Schedule":** The dates described in the Work Plan for deadlines for performance of Services and other events and activities.

**Security Incident":** Security incident means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system as defined in 45-CFR-164.304. Security Incidents shall not include pings and other broadcast attacks on Contractor's firewall, port scans, denials of service and any combination of the above, so long as such incidents do not result in unauthorized access, use, modification, destruction, or disclosure of Confidential Personal Information.

**"Self Help Code":** Any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than a licensee of the Software. Self Help Code does not include software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g., remote access via modem) solely for purposes of Maintenance or technical support.

**"Services":** The tasks the Contractor performs and provides as described in the RFP, the Response, the other parts of the Contract, and Change Orders, including without limitation Implementation, project management, testing, production and delivery of the Services and Deliverables, Enhancements, Training, Hosting Services if applicable, Operations and Maintenance.

**"Severity":** Severity is the level of impact, as determined by the Department, that a ticket has on the system as defined by the following:

> Emergency: The issue is a complete failure of the solution or a component or has severe financial or productivity implications to the Department. The issue does not have a workaround.
>
> Major: The issue is causing serious disruption to Department business. This issue may have a workaround, but the workaround is not obvious and is difficult.
>
> Moderate: The issue affects minor functionality and a small number of users, causing inconvenience for the Department or minor delays in agency business or prevents use of a fully supported service. The issue has a manageable workaround.
>
> Minor: The issue does not impact productivity or efficiency. It includes small errors that do not prevent or hinder functionality such as, typos, grammar mistakes, wrong terminology, general usability issues and styling.

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Where possible, the Department will incorporate the Contractor's feedback.

**"Site(s)":** The location(s) for the Department or Contractor Equipment, Software, and Data. The term includes the location of any reports requested for audit or review by the Department.

**"Software":** The application software for the Module, as described in the RFP, Response, the other parts of the Contract, Change Orders, and Appendix A; including Custom Software; the Phases; the Configuration; all Enhancements thereto; Third-Party Software; the Contractor Technology, and all the above in Source Code and Object Code formats. Software includes all prior, current, and future versions of the Software and all Deficiency Corrections. Embedded code, firmware, internal code, microcode, and any other term referring to software that is residing in the Equipment or that is necessary for the proper operation of the Equipment is not included in this definition of Software.

**"Software as a Service (SaaS)":** A software licensing and delivery model in which centrally hosted software is licensed on a subscription basis to include the costs of maintenance, upgrades, and hosting.

**"Solution":** Has the same meaning as the defined term "Module," incorporated by reference.

**"Source Code":** The series of instructions to the computer for carrying out the various tasks that are performed by a computer program, expressed in a programming language that is easily comprehensible to appropriately trained persons who translate such instructions into Executable Code that directs the computer to perform its functions.

**"Specifications":** The technical and detailed descriptions that define the requirements under the Contract and that are used for Acceptance Criteria, as described in: (i) the RFP; (ii) the Response; (iii) subsequent Deliverables that have received Acceptance; (iv) the Performance Standards; (v) the Documentation; and (vi) all applicable State and federal policies, laws, regulations, and Standards. The Specifications are, by this reference, made a part of this Contract, as though completely set forth herein.

**"Staff":** Contractor's and Subcontractors' employees, agents and subcontractors who provide the Services on behalf of Contractor.

**"State":** The State of Montana and all its agencies, including the Department, and any of their officials, employees, volunteers or agents acting within the scope of their duties and responsibilities.

**"Standard(s)":** Standards established by federal, State and industry organizations, including but not limited to the Standards in the RFP.

**"Subcontractor":** A person, partnership, or company, not in the employment of or owned by Contractor that is performing Services or providing Deliverables under this Contract and has a separate contract with or on behalf of Contractor.

**"System":** Has the same meaning as the defined term "Module," incorporated by reference.

**"Term":** The base contract period and any extensions as specified in Section 2 of this Contract.

**"Third-Party Software":** Software and documentation the Contractor supplies to the Department pursuant to the Contract for use with Deliverables and Services, and which are; (a) developed by third parties; (b) generally distributed for commercial use; and (c) not specifically designed or developed for the Department, including, operating system software, tools, utilities, and commercial-off-the-shelf software.

**"Training":** Organized activity of the Contractor in providing the Department, its employees and agents with information, knowledge and skill in the operation and use of Services and Deliverables under the Contract.

**"Unauthorized Code":** Any virus, Trojan horse, worm or other software routines or equipment components designed to permit unauthorized access to disable, erase, or otherwise harm Software, Equipment, or Data or to perform any other such actions.

**"User Acceptance Tests":** Any Acceptance Test the Department identifies for determining the compliance of Services and Deliverables with requirements as described in the RFP, the Response, the other parts of the

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Contract, and Change Orders once the Contractor has identified that the Service and Deliverables are ready for Department testing.

**"User(s)":** Parties who will have use of and access to the Module, including but not limited to the Department's staff.

**"Work Plan":** The overall plan delineating the activities, events and tasks to be performed in producing and delivering Services and Deliverables under this Contract and Section 7.2.

**"Work Product":** Data and products produced under this Contract, provided that with respect to products that the Department and Contractor have specifically contracted for, such products are not to become part of Contractor Software. Work Product includes tangible products such as advertisements, books, computer programs, designs, diagrams, documents, drawings, films, magazines, models, pamphlets, plans, recommendations, reports, studies, surveys, tapes, and, as provided by law, sound reproductions. Work Product also includes intangible products such as conclusions, Configurations, Custom Software, Data and databases, Deliverables, discoveries, findings, formulae, ideas, improvements, inventions, methods, Modules, processes and techniques. Notwithstanding the foregoing, Work Product does not include Contractor Technology, Proprietary Software, or Third-Party Software.

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## 2. Term.

This Contract includes a base contract period of seven (7) years and may be extended for a total of three (3) additional years in one-year intervals if the parties agree to each one-year extension before the end of the then-current term of this Contract. The term of this Contract, including all extensions, is from January 4, 2021 (the "Effective Date") through January 3, 2031, unless terminated pursuant to the provisions of this Contract. This Contract, including any extensions, may not exceed a total of ten (10) years, at the option of the State.

## 3. Financial Matters.

Appendix A sets forth the Services and Deliverables to be provided by the Contractor, Payment Events and the consideration and payment schedule for those Services and Deliverables.

### 3.1 Charges.

Contractor has the right to issue an invoice for Services, and Deliverables, including the Module following the Payment Milestones and Payment Events. The Department will pay Contractor within 30 days of receipt of a Department approved invoice. Payment is subject to the Department's rights and remedies as set forth in this Contract. The payments are made in accordance with the Charges for the Services and Deliverables described in Appendix A, Section 2 for DDI Payment Milestones and Payment Events and Section 3 for Operations Payment Events.

### 3.2 Maximum Amount and No Increases.

The Maximum Amount payable under the terms of this Contract shall be as set forth in Appendix A. Contractor shall not increase the Maximum Amount, Charges, the value due from the Department under this Contract for all Services and Deliverables or the purchase prices for Deliverables during the Term of this Contract except as otherwise specifically permitted in the Contract or pursuant to Change Orders.

### 3.3 Transportation and Insurance Charges.

Contractor must pay the costs associated with transportation, delivery and insurance, if any, for each Deliverable.

### 3.4 Taxes.

The State of Montana (EIN 81-0320402) is exempt from Federal Excise Taxes. Contractor must pay all taxes including, but not limited to, taxes based on Contractor's income or revenue, or personal property taxes levied or assessed on Contractor's personal property to which the Department does not hold title.

### 3.5 Contractor Expenses.

Contractor must pay Contractor's out-of-pocket expenses incurred in connection with providing the Services and Deliverables and is responsible for payment of all expenses related to salaries, benefits, employment taxes, insurance, travel and per diem for its Staff. Contractor is solely responsible for all costs incurred by Contractor prior to the signing of the Contract. Contractor may not charge, and the Department will not pay for any administrative, labor or other costs incurred in the preparation of the Response or incurred as any part of the procurement phase. The procurement phase ends when Contractor and the Department sign this Contract.

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**3.6 Invoices.**

Contractor must submit correct monthly invoices to the Department's Project Manager for all Charges and other amounts to be paid by the Department hereunder in a consistent format that has been pre-approved by the Department. Contractor must not submit an invoice for Payment Events until after their occurrence. All invoices submitted must meet with the approval of the Department's Project Manager or his or her designee(s) prior to payment. All invoices for DDI must be authorized by Department's Project Manager or his or her designee(s) prior to submission and authorization will not be unreasonably conditioned, withheld or delayed. Contractor must only submit invoices for Services or Deliverables as permitted by this Contract. Incorrect or incomplete invoices will be returned by the Department to Contractor for correction and reissue. The Contract number must appear on all invoices, bills of lading, packages, and billing correspondence relating to this Contract. If the number is not provided, the Department is not obligated to pay the invoice until it receives a conforming invoice. Invoices must reference this Contract and provide detailed information in a format as requested by the Department, including:

3.6.1 Contractor name, address, and telephone number;

3.6.2 An itemization of each Deliverable for which payment is sought, and the Acceptance Date triggering payment, if applicable;

3.6.3 Applicable Charges;

3.6.4 Delivery Date(s) of Service delivery and/or Deliverables, as applicable;

3.6.5 By Change Request, the number of dollars or hours charged with the number of dollars or hours agreed to, if applicable;

3.6.6 Federal Tax Identification Number;

3.6.7 Any other Project-related costs with a detailed itemization of such costs, if applicable;

3.6.8 Sales or use taxes, if applicable;

3.6.9 Holdback amounts;

3.6.10 Credits and liquidated damages, if any; and

3.6.11 Total amount due.

**3.7 Funding.**

3.7.1 The parties acknowledge and agree that this Contract is dependent upon the availability of federal and State funding. If funding to make payments in accordance with the provisions of this Contract is not forthcoming from the federal government and/or the State for the Term of this Contract, or is not allocated or allotted to the Department by the federal government and/or the State for periodic payment pursuant thereto in the current or any future fiscal period, then the obligations of the Department to make payments after the effective date of such non-allocation or non-funding, as provided in the Notice, will cease and terminate as applicable, and Contractor's obligation to provide Services and Deliverables that are not funded will cease.

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3.7.2 If funding to make payments in accordance with the provisions of this Contract is delayed or is reduced from the federal government and/or the State for the terms of this Contract, or is not allocated or allotted in full to the Department by the federal government and/or the State for periodic payment pursuant thereto in the current or any future fiscal period, then the obligations of the Department to make payments will be delayed or be reduced accordingly or the Department has the right to terminate the Contract as provided in Sections 23.6, 23.7 and 23.8. If such funding is reduced, the Department in its sole discretion will determine which aspects of the Contract will proceed and which Services will be performed, with Contractor's Charges for such Services and Charges for associated Deliverables determined in accordance with those in the Response. In these situations, the Department will pay Contractor for Services and Deliverables in accordance with the terms of Section 23.6.3. Any obligation to pay by the Department will not extend beyond the end of the Department's then-current funding period.

3.7.3 Contractor expressly agrees that no penalty or damages will be applied to, or will accrue to, the Department if the necessary funding to pay under the terms of this Contract is not available, not allocated, not allotted, delayed or reduced.

**3.8 Section Intentionally Left Blank**

**3.9 Overpayments to Contractor.**

Contractor shall promptly, but in all cases within 30 calendar days, pay to the Department the full amount of any erroneous payment or overpayment immediately following Notice of an erroneous payment or overpayment to which Contractor is not entitled. Alternatively, the Department may in its discretion accept another approach to address the overpayment or erroneous payment that is described in a Notice from Contractor received within 30 calendar days of such Notice from the Department.

**3.10 Advance Payments Prohibited.**

No advance payment shall be made for goods or Services furnished by Contractor pursuant to this Contract.

**3.11 Credits.**

The Department may apply any credits due the Department under this Contract against Contractor's invoices with appropriate information attached, upon giving of Notice required herein, if any, by the Department to Contractor. Alternatively, the Department may in its discretion accept another approach to treating such credits if the Department receives a Notice from Contractor within 30 calendar days of such Notice from the Department, describing such other approach.

**3.12 Billing Limitations.**

The Department shall not pay any claims for payment for Services submitted more than 12 months after the calendar month in which the Services were performed or during DDI more than 12 months after the submission of an authorized invoice pursuant to Section 3.6 unless such failure to submit the claim to the Department by Contractor is due to the fault of the Department, nor shall the Department pay for Services performed under this Contract if Contractor has charged or will charge the state of Montana or any other party for the same Services.

**3.13 Adjustments to Consideration.**

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The consideration provided to Contractor under this Contract may be adjusted by the Department in its discretion based on audit findings, failings in Contractor's delivery of Services, or reductions of funding.

### 3.14 Erroneous and Improper Payments.

Contractor may not retain any monies the Department pays in error or which the Contractor, its employees, or its agents improperly receive. Any monies Contractor receives in error are a debt Contractor owes to the Department. Contractor must immediately notify the Department if it determines a payment may be erroneous or improper and must return that payment within 30 days of the Department requesting the return of the payment. If Contractor fails to return to the Department any erroneous or improper payment, the Department may recover such payment by any methods available under law or through this Contract, including deduction of the payment amount from any future payments to be made to Contractor.

## 4. Project Management.

### 4.1 Reports and Meetings.

4.1.1 Contractor must participate in person in meetings as described below and as may be agreed upon between the parties, except when such meetings may be conducted by telephone conference call, videoconference, and/or web conference in the Department's sole discretion.

4.1.2 Contractor's Project Manager and other appropriate Key Personnel must attend weekly status meetings with the Department's Project Manager and other members of the Department during the Project at times as mutually agreed upon in a Project management plan. These meetings will follow a preset agenda jointly prepared by Contractor's Project Manager and the Department's Project Manager but will also allow both Contractor and the Department to discuss other issues that may concern either party.

4.1.3 Brief written status Reports must be provided by Contractor at least 24 hours prior to these weekly meetings. Status Reports must describe the previous week's activities, including Deficiencies encountered and their disposition, results of tests, whether deadlines were met, and any Deficiencies that may have arisen that need to be addressed before proceeding to the next activities. The anticipated activities for the current week and any changes to project risks and risk mitigations must also be described. All Reports must be produced in formats and with the level of detail approved by the Department and delivered in accordance with the terms of this Contract.

4.1.4 Contractor must produce and provide to the Department a monthly report summary that compares actual performance by Contractor of the Services (including activities related to Deliverables) to budgeted Charges and dates in the Schedule.

4.1.5 As requested by the Department, Contractor's Project Manager must both prepare and assist the Department's Project Manager in preparing special Reports and presentations related to the provision of the Module for the Department. Contractor's Project Manager and other Key Personnel must also provide or produce such Reports or information as are requested by the Department's Project Manager.

4.1.6 The Contractor Project Manager or a designee shall attend, at a minimum, quarterly account and work plan review meetings with the Department Project Manager and at other times as agreed upon by the parties. Contractor senior management and Subcontractor

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senior management (in Contractor's discretion) shall meet on a calendar quarterly basis with executives of the Department for the Contractor Project Manager to report on the status of the Project, progress in completing the Work Plan, issues and risks on the Project, and plans to resolve outstanding issues.

4.1.7 During the first six months of the Term, the parties must mutually agree upon when to hold meetings for each phase.

4.1.8 Technical or Contractual Problems. Contractor is required to meet with the Department's personnel, or designated representatives, at no additional cost to the Department, to resolve technical or contractual problems that may occur during the Term of the Contract. Meetings will occur as problems arise and will be coordinated by the Department. Failure to participate in problem resolution meetings or failure to make a good faith effort to resolve problems may result in termination of the Contract.

4.1.9 Progress Meetings. In addition to the meetings described above, during the Term of the Contract, the Department's Project Manager will plan and schedule progress meetings with Contractor to discuss the progress made by Contractor and the Department in the performance of their respective obligations. These progress meetings will include the Department's Project Manager, Contractor's Project Manager, and any additional personnel involved in the performance of the Contract as required. At each such meeting, Contractor must provide the Department with a written status report that identifies any problem or circumstance encountered by Contractor, or of which Contractor gained knowledge during the period since the last such status report, which may prevent Contractor from completing any of its obligations.

**4.2 Contractor's Project Manager and Contractor's Contract Manager.**

4.2.1 Contractor must assign a qualified Project Manager who is approved by the Department prior to the assignment. Contractor's Project Manager must be at a management level sufficient to assure timely responses from all Contractor personnel. His or her resume and qualifications must be provided to the Department prior to his or her appointment as Contractor's Project Manager. The approval process may include, at the Department's discretion, an interview with the proposed original or any replacement of Contractor's Project Manager. Contractor's Project Manager will be responsible for acting as a liaison between Contractor and the Department's Project Manager.

4.2.2 Contractor represents and warrants that Contractor's Project Manager will be fully qualified to perform the tasks required of that position under this Contract. Contractor's Project Manager will function as Contractor's authorized representative for all management and administrative matters not inconsistent with the provisions contained herein.

4.2.3 Contractor's Project Manager must not be changed from the person proposed in the Response, except as provided in Section 4.3.1. If Contractor's Project Manager is removed or replaced, Contractor will promptly (but in no event more than ten Days) provide Notice to the Department, submit a resume, and obtain approval for the replacement of Contractor's Project Manager from the Department, prior to his or her beginning work on the Project. Contractor must temporarily fill Contractor's Project Manager within seven (7) Days of it being vacated and must fill the position with a permanent fulltime replacement within forty-five (45) Days of Contractor's Project Manager's removal or departure. Such approval will not be unreasonably withheld.

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4.2.4 Contractor's Project Manager (this information will be provided as part of a Participating Addendum). Contractor's Project Manager identified below will manage the day-to-day project activities on behalf of Contractor:

(Name):
(Address):
(City, State, ZIP):
(Telephone #):
(Cell Phone #):
(Fax #):
(E-mail):

4.2.5 Contractor's Contract Manager identified below will be the single point of contact to the Department Contract Manager and will assume responsibility for the coordination of all Contract issues under this Contract. A written commitment by Contractor's Contract Manager and persons designated by him or her in writing for this purpose, within the scope of this Contract, must be binding upon Contractor. Contractor's Contract Manager will meet with the Department's Contract Manager and/or others necessary to resolve any conflicts, disagreements, or other Contract issues. Contractor's Contract Manager must be able to make binding decisions pursuant to this Contract for Contractor and approve Change Orders for the Contractor. Contractor's Contract Manager for this Contract is:

(Name): Linda Mras
(Address): 1600 Tysons Blvd., Suite 1000
(City, State, ZIP): McLean, VA 22102
(Telephone #): 240-243-2804
(Cell Phone #): 703-405-1718
(Fax #): 301-634-4606
(E-mail): linda.mras@cns-inc.com

**4.3 Contractor Staff.**

4.3.1 The personnel identified or described in Contractor's Proposal must perform the Services provided for the Department under this Contract. Contractor agrees that any personnel substituted during the Term of this Contract must be able to conduct the required Work at least to industry standards and be equally or better qualified than the personnel originally assigned. The Department reserves the right to approve Contractor personnel assigned to work under this Contract, and any changes or substitutions of such personnel. Such approval will not be unreasonably withheld. This approval or disapproval will not relieve Contractor to perform and be responsible for its obligations under this Contract. The Department reserves the right to require Contractor personnel replacement. In the event that Contractor personnel become unavailable, it will be Contractor's responsibility to provide an equally qualified replacement in time to avoid delays to the Work Plan.

4.3.2 Prior to the Effective Date, Contractor must provide the Department an organization chart of Contractor's Staff, including names of Key Personnel for the Project and positions during Maintenance. Contractor must also provide to the Department job descriptions for Key Personnel positions.

4.3.3 Except in the case of a leave of absence, sickness, death, promotion, or termination of employment, Key Personnel must not be changed during the Project from the

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people who were described in the Response without the prior written approval of the Department until completion of their assigned tasks, as described in the Work Plan, or Acceptance of the Module if such tasks are not so described in the Work Plan. Such changes to Key Personnel as permitted herein may be made pursuant to written letters that are approved by the Department.

4.3.4 During the Term of the Contract, the Department reserves the right to approve or disapprove Contractor's and any Subcontractor's Key Personnel assigned to this Contract, to approve or disapprove any proposed changes in Key Personnel, or to require the removal or reassignment of any Contractor or Subcontractor Staff found unacceptable by the Department subject to the Department's compliance with applicable laws. Contractor must provide the Department with a resume of any member of its Key Personnel or a Subcontractor's Key Personnel assigned to or proposed to be assigned to any aspect of the performance of this Contract prior to commencing any Services, for approval by the State Contract Manager. Approval of Staff will not be unreasonably withheld.

4.3.5 All Staff proposed by Contractor as replacements for other Key Personnel must have comparable or greater skills for performing the activities as performed by the Staff being replaced.

4.3.6 Contractor assumes sole and full responsibility for its acts and the acts of its Staff. Contractor understands and agrees that the Department does not assume liability for the actions of Contractor's Staff. Contractor agrees that it has no right to indemnification or contribution from the Department for any judgments rendered against Contractor, its Subcontractors or other Staff for their actions.

4.3.7 Contractor agrees that any claim on behalf of any person arising out of employment or alleged employment by Contractor (including, claims of discrimination against Contractor, its officers, or its agents) are the sole responsibility of Contractor and are not the responsibility of the Department. Contractor will indemnify, defend and hold the Department harmless from any and all such claims asserted against the Department. Any person who alleges a claim arising out of employment or alleged employment by Contractor will not be entitled to any compensation, rights, or benefits from the Department (including tenure rights, medical and hospital care, sick and annual/vacation leave, severance pay, or retirement benefits).

### 4.4 The Department's Contract Manager and the Department's Project Manager.

4.4.1 The Department's Contract Manager is the Department's point of contact for all Contract management on behalf of the Department. Notices, requests, complaints, or any other issues regarding this Contract should be directed to the Department's Contract Manager. The Department's Contract Manager for this Contract is:

Shellie McCann, MPATH Project Director
7 West 6th Avenue, Suite 2B
Helena, MT 59601
Telephone #: (406) 841-5025
FAX #: (406) 442-6926
E-mail: RMcCann@mt.gov

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4.4.2 The Department's Project Manager is the primary point of contact for matters of Contract performance. The Department's Project Manager or his or her designee or successor will be the principal point of contact for Contractor concerning Contractor's performance under this Contract. The Department's Project Manager for this Contract is:

Tim Peterson, MPATH Project Manager
7 West 6th Avenue, Suite 2B
Helena MT 59601
Telephone #: (406) 841-5018
Fax #: (406) 442-6926
E-mail: tpeterson@mt.gov

4.4.3 The Department will have the right to change the Department's Contract Manager and the Department's Project Manager in its sole discretion. In the event the Department removes its Contract Manager, or its Project Manager and a delay occurs before it names a permanent replacement, the Department will appoint an interim replacement and notify Contractor of the contact information for the interim replacement, to ensure that delays do not occur in the project.

**4.5 Employment of State Personnel.**

Contractor may not hire any current or past state employee whose hiring by the Contractor would be in violation of the requirements and prohibitions of 2-2-105, 2-2-121 or 2-2-201, MCA.

**4.6 Reference and Background Checks.**

The Department has the right to require Contractor to conduct reference checks, background checks, and criminal history checks on Contractor Staff who are on-site at a Department facility or who may have access to sensitive information in providing the Services. The Department has the right to reject any proposed Staff as a result of information produced by checks or other sources of information. Contractor agrees that any Contractor employee, assistant, agent, or Subcontractor employee, agent or contractor performing work under this Contract may be required: (i) to pass a fingerprint-based background check in accordance with the Department requirements; and (ii) provide results of a criminal background investigation in the form of a letter of attestation. Contractor shall pay the costs of the background and fingerprint checks and investigations. Contractor shall comply with the Department instructions on submitting fingerprints and other information to the Department in order to complete these checks. Such an investigation as described above may include, but not be limited to, criminal history records checks. Contractor must provide proof that it performed the above-described checks upon request by the Department. Results of the checks and investigations and/or failure of Contractor to cooperate fully may be grounds for termination of this Contract. Failure of a Contractor employee, agent or Subcontractor employee, agent or contractor to cooperate with a background check will result in the Department's rejection of such person and may result, in the Department's discretion, in the immediate termination of the Contract.

**4.7 Records Retention and Access Requirements.**

4.7.1 Contractor agrees to the conditions of all applicable Department, State and federal regulations, which are incorporated herein by this reference, regarding retention and access requirements relating to all financial and programmatic records, supporting documents, statistical records, and other records pertaining to Services and Deliverables provided pursuant to this Contract. In addition, Contractor agrees to the following terms regarding retention of records and access for the Department, State and federal government officials.

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4.7.2 Contractor must maintain records documenting compliance with the performance and financial requirements stated in federal and state law and in this Contract along with incorporated attachments. Records include all written and electronic documents memorializing and reporting on performance and financial accounting and any other documents as required by this Contract, applicable state and federal laws, or other authorities or as otherwise maintained by Contractor. Contractor, upon request, must make these records available in a timely and unrestricted manner to the Department, Montana Legislative Auditor, the federal Departments of Health and Human Services, Education, Energy, and Agriculture and to other authorized federal and state entities, their auditors, investigators and agents. The Department, the federal Department of Health and Human Services, Agriculture, Energy, or Education and other authorized federal and state entities, their auditors, investigators and agents, in accordance with this Contract and applicable legal authorities, may conduct audits and other investigations to assure the appropriate administration and expenditure of the monies provided to Contractor through this Contract and to assure the appropriate administration and delivery of services delivered through this Contract, at any time during Term of this Contract and for seven years thereafter.

4.7.3 Records must be retained for a period of seven years from the completion date of this Contract. If any litigation, review, claim or audit is started before the expiration of the seven-year period, the records must be retained until all litigation, reviews, claims or audit findings involving the records have been resolved. Contractor must provide the Department and its authorized agents with reasonable access to records Contractor maintains for purposes of this Contract. Contractor must make the records available at all reasonable times at Contractor's general offices.

4.7.4 During the Term of this Contract and for seven years thereafter Contractor must provide, in accordance with 18-1-118, MCA and other pertinent federal and state authorities, access to all of Contractor's records, materials and information including any and all audit reports with supporting materials and work documents pertinent to the delivery of services provided under this Contract. Access is to be available for purposes of audit and other administrative activities and investigations. Upon reasonable advance notice, access must be provided in a timely manner, during normal business hours, in a format acceptable to the Department. Access is to be available for the Department, and as applicable, the federal Departments of Health and Human Services, Agriculture, Energy, or Education, and other authorized federal and state entities, their auditors, investigators and agents. The entities and their agents may record any information and make copies of any materials necessary for the conduct of an audit or other administrative activity or investigation.

4.7.5 The records retention and review requirements of this Section must be included by Contractor in any of its subcontracts with Subcontractors. The Department's personnel will be accompanied by Contractor personnel at all times during any examination, inspection, review or audit. Contractor will not charge for services rendered in connection with an audit requested by the Department.

**4.8 Accounting Requirements.**

Contractor shall establish and maintain an accounting system with procedures and practices that are in material compliance with Generally Accepted Accounting Principles (GAAP), as interpreted by the Department and other pertinent federal and state authorities, and that conforms to any other accounting requirements required by the Department or other entities, or any pertinent federal and state authorities. The Department will accept compliance for purposes of

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this Section through the adoption by Contractor of and Contractor's conformance with the International Financial Reporting Standards (IFRS). The accounting system must maintain records pertaining to the Services and all other costs and expenditures made under this Contract, and the costs properly applicable to the Contract must be readily ascertainable therefrom.

**4.9 Cooperation and Related Contracts.**

4.9.1 As directed by the Department, the Contractor must reasonably cooperate with and work with the State's contractors and subcontractors. To the extent permitted by the Department's financial and personnel resources, the Department will reasonably cooperate with the Contractor and will work to ensure that the Department's other contractors reasonably cooperate with the Contractor.

4.9.2 The Contractor must ensure that the Contractor's employees and subcontractors cooperate with the Department, its employees, and subcontractors and with other state or federal administrative agency employees and subcontractors at no charge to the Department for purposes relating to the administration of the services to be delivered under this Contract and as the Department otherwise determines necessary.

4.9.3 The Department may award supplemental contracts for work related to the Deliverables under this Contract. The Contractor and its subcontractors will cooperate at no charge with other contractors designated by the Department under this subsection and will not commit or permit any act that may interfere with the performance of work by any Department designated contractor.

4.9.4 The Contractor and its subcontractors, as requested by the Department, will allow parties interested in submitting proposals to perform work related to the Deliverables under this Contract or to other project deliverables to have reasonable supervised access during the competitive procurement for normal business hours site visits to the project site for explanations and demonstrations of software systems and systems documentation. A party inspecting the project site and software and systems documentation at the request of the Department will be bound by obligations of confidentiality at least as restrictive as those contained herein and be required to limit use of the information obtained by that party to only the purposes designated by the Department.

4.9.5 Contractor will not be responsible for the acts or failures to act of any other contractors or for any delays which may be caused by any other contractors, or by the Department to the extent that the Department fails to comply with its obligations under Section 4.9.1. However, Contractor will be responsible for delays of, or acts or failures to act of, other contractors or the Department to the extent such delays, acts or failures to act are caused by or due to Contractor fault.

**4.10 Audit Reports.**

Contractor must provide, upon the Department's request, a copy of those portions of Contractor's and its Subcontractors' audit reports relating to the Services provided to the Department under this Contract. No less than 90 days prior to Implementation, Contractor must provide the Department with a copy of its most recent SSAE 18 audit report which covers internal controls. Thereafter, Contractor will regularly (no less than annually) undergo SSAE 18 audits and will provide the Department with a copy of each such audit within 60 days of its completion. If any relevant exceptions are noted, Contractor must correct those exceptions at its cost in a timely manner. Any such audit reports provided by Contractor or Subcontractor to the

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Department, including, without limitation, the SSAE 18 audit report will be considered confidential and intended only for distribution to the Department and other entities as required by law.

### 4.11 CIO Oversight.

The Chief Information Officer for the State of Montana, or designee, may perform contract oversight activities. Such activities may include the identification, analysis, resolution, and prevention of deficiencies that may occur within the performance of Contract obligations. The Chief Information Officer may require the Department to issue a right to assurance or a stop work order.

### 4.12 Contractor Performance Assessments.

4.12.1 The Department may do assessments of Contractor's performance. Contractor will have an opportunity to respond to assessments, and independent verification of the assessment may be utilized in the case of disagreement.

### 4.13 Reporting of False Claims, Fraud and Other Criminal Matters.

4.13.1 Contractor and its employees, agents and subcontractors must report, relative to the federal source of the funding for this Contract, either to the Office of Inspector General for the federal Department of Health & Human Services, the federal Department Of Education or the federal Department Of Agriculture any credible evidence that a principal, employee, agent, contractor, subgrantee, subcontractor, or other person has submitted a false claim under the federal False Claims Act (31 U.S.C. §§ 3729–3733, the "Lincoln Law") or has committed a criminal or civil violation of legal authorities pertaining to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving those funds.

4.13.2 Contractor and its employees, agents and subcontractors must report to the Department or other appropriate state authority any credible evidence that an act in violation of the Montana False Claims Act, at Title 17, chapter, 8, part 4, MCA, has been committed.

4.13.3 Any Contractor and its subcontractors furnishing items or services funded with Medicaid monies at more than a single location or under more than one contractual or other payment arrangement and receiving aggregate payments of Medicaid monies totaling $5,000,000 or more annually must comply with the requirements of 42 U.S.C. 1396a(a)(68). It is the responsibility of Contractor to establish written policies to be presented in handbooks and otherwise for all employees that include detailed educational information about the federal False Claims Act and the other provisions specified in Section 42 U.S.C. 1396a (a) (68).

## 5. Services and Resources.

### 5.1 Performance.

Contractor must perform the Services and provide Deliverables as described and required by this Contract and all subsequent Contract amendments including any such Enhancements to Services and Deliverables implemented by Contractor to achieve the requirements described in this Contract. Contractor has responsibility for managing the Project to successful completion in accordance with the requirements of the Contract. This Contract is predicated in part on the use of the features specified in the Contract, and the RFP and the Response, as applicable, and the attachments and materials referred to in those documents, including resources, persons, and personnel qualifications. Contractor must ensure it will apply those specific resources, persons,

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personnel qualifications, and other performance features as required. Contractor may not substitute specified features without written approval of the Department. Substitutions proposed must be equal to or better than those originally proposed, offered or identified.

**5.2 Necessary Resources.**

The Department will provide resources and personnel as described in this Contract. Contractor must provide the personnel and all other materials and resources necessary for the performance of the Services and provision of Deliverables. Contractor will ensure that its representatives have the hardware and software necessary to complete the engagement as identified in the Contract. The Department will not supply hardware or software to Contractor except as described in Appendix A or unless specifically agreed to in writing. Charges will be reduced to the extent that the Department performs obligations that are described in the Contract as being performed by Contractor in accordance with Section 14.

5.2.1 Subject to the Recital relating to Custom Software, as of the "Effective Date" of this Contract, Contractor does not intend to deliver software to the Department as part of the Module, except to the extent that the Department requests and separately pays Contractor to develop "Custom Software" and/or source code that is not included within the original scope of this Contract, and unless and until that occurs, the requirements in this Section 5.2.1 and in Section 5.2.2 will not apply. Contractor must provide any software used in the Module, that is not separately licensed by Contractor. The Software must be purchased or licensed on behalf of the Department and transferred after implementation to the Department, at no additional costs. The Department will have all ownership rights in software and modifications thereof and associated documentation designed, developed, or installed with Federal Financial Participation under 42 U.S.C. 1396b (r); 42 CFR part 433, subpart C; 45 CFR part 75; 45 CFR part 95, subpart F; and part 11, State Medicaid Manual.

5.2.2 Contractor must make semiannual code deliveries for such software referenced in Section 5.2.1.

**5.3 Ownership.**

Title to all Property furnished by the Department must remain in the Department. Title to all Property purchased by Contractor, for which Contractor has been directly reimbursed by the Department under this Contract, will pass to and vest in the State of Montana unless otherwise provided.

**5.4 Use of Property.**

Any Property furnished to Contractor by the Department will, unless otherwise provided herein, or approved in writing by the Department's Project Manager, be used only for the performance of its obligations under and subject to the terms of this Contract.

**5.5 Damage to Property.**

Contractor must protect and be responsible for any loss, destruction, or damage to Property which results from or is caused by Contractor's willful misconduct or negligent acts or omissions or from the failure on the part of Contractor to maintain and administer that Property in accordance with the terms of the Contract. Notwithstanding anything to the contrary herein, Contractor will be liable to the Department for any damages resulting from damage to Property, which damages result from or are caused by Contractor's acts or omissions. Contractor will ensure that the Property is returned to the Department in like condition to that in which it was furnished to Contractor, reasonable wear and tear excepted. Contractor will repair or make good

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any such damage, destruction or loss of any such Department Property caused by Contractor's acts or omissions, and will do so without requesting contribution from the Department.

**5.6 Notice of Damage.**

Upon the loss of, destruction of, or damage to any of the Property, Contractor must notify the Department's Project Manager thereof and take all reasonable steps to protect that Property from further damage.

**5.7 Surrender of Property.**

Contractor must surrender to the Department all Department Property upon the earliest of expiration or termination of this Contract.

**5.8 Purchased Property.**

5.8.1 Property to be used for the purposes of carrying out the duties and responsibilities provided for in this Contract may be purchased with funds from this Contract only if authorized by the Department through the terms of this Contract.

5.8.2 Property purchased with federal funding must be purchased, managed, and disposed of in accordance with the pertinent provisions at 45 CFR Part 75.

5.8.3 At such time as Contractor no longer contracts to deliver Services to the Department or as directed by the Department during the Term of the Contract, Contractor agrees to deliver, as may be required by law or as may be directed by the Department, title to and possession of any Property purchased with contractual money to the Department or to any entity designated by the Department.

**5.9 Technology Access for Persons Who Are Blind or Visually Impaired.**

Information Technology Equipment and Software purchased and licensed with monies under this Contract for use by departmental employees, program participants, or members of the public must provide, as required by 18-5-604, MCA, blind or visually impaired persons with access, including interactive use of the equipment and services, that is equivalent to that provided to persons who are not blind or visually impaired.

**6. Equipment.**

The parties acknowledge and agree that the Department and/or Contractor shall provide Equipment as described in Appendix A. Contractor's use of the Department's Equipment will be subject to the Department's security, administrative and other requirements. If Contractor is providing Hosting Services or a SaaS approach, Contractor must provide at least 60 days' advance Notice to the Department before Contractor moves its Equipment to another Site, and Contractor will provide the Department information as is requested by the Department about the move and coordinate such move to avoid or minimize any negative impact from such move.

**7. Services and Deliverables.**

**7.1 General.**

7.1.1 Contractor must provide the Services and Deliverables as described in the RFP, the Response, the Work Plan, DEDs, and other parts of this Contract, and as mutually agreed in writing between Contractor and the Department. Contractor must utilize the Specifications, the RFP, the Response, the Deliverables for which the Department has previously granted

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Acceptance, DEDs, Contractor's professional knowledge, and this Contract as the basis of Services and Deliverables. Contractor must retain backup copies on electronic media pertaining to Data and Deliverables, in accordance with Contract Section 4.7, and must provide the Department on its request with a copy thereof until that time.

7.1.2 All Services and Deliverables are subject to the Department's review or Acceptance, including Deliverables that are provided pursuant to Change Orders. The Department's review or Acceptance of Services and Deliverables will be in accordance with the time frames and terms therefor set forth in this Contract or in the Work Plan.

**7.2 Work Plan.**

7.2.1 The Work Plan will initially be included in Appendix G. Contractor must produce and provide to the Department an update to the Work Plan as a Deliverable with input from the Department within 30 Days of the Effective Date. The Work Plan must provide detailed information, in a Microsoft Project (Version 2013 or later) document, including tasks, Deliverables, milestones, Schedule, tasks and task dependencies, identification of resource requirements, and the Payment Schedule. The Work Plan will be inclusive of the mutual expectations and work to be performed by the Department and Contractor in order to complete the Project successfully. In the event of failure of the parties to agree upon the update to the Work Plan and/or of the Department to give its Acceptance thereof within 45 Days of the Effective Date, the Department may invoke its right to immediately terminate this Contract, and, in the Department's discretion, pursue negotiations with an alternative vendor.

7.2.2 Contractor must maintain the Work Plan for its Module. Contractor must adhere to the Work Plan and its associated Schedule. The Schedule in the Work Plan must not change as a result of time required by Contractor to correct Deficiencies, unless otherwise agreed beforehand in writing by the Department. However, the Schedule may, in the Department's discretion, be extended on a day-to-day basis to the extent that the Department's review of a Service or Deliverable and review of Corrections of Deficiencies in accordance with the Acceptance process is longer than described in the Schedule, provided any such extension shall not exceed the Department's original review period for the applicable Deliverable as set forth in the Work Plan.

7.2.3 Contractor must provide the Department with updates to the Work Plan monthly, as described in the RFP and Response, and as otherwise necessary throughout the Term of this Contract to accurately reflect the status of activities, tasks, events, Services, Deliverables and projected Schedule(s) for such activities, tasks, events, Services and Deliverables. Contractor will present the updated Work Plan at a time agreed to by the parties in writing, and the updated Work Plan will highlight changes made from the prior Work Plan. Any such update changes must be agreed upon in writing by the Department's Project Manager. Contractor agrees that any changes to the Work Plan that will materially affect Payment Milestones and/or Required Implementation Dates will become a part of this Contract by amendment upon Acceptance by the Department and Contractor agrees to execute any further documents necessary to accomplish this incorporation. Any Work Plan change request which would result in an increased cost to the Department must be considered a Change Order under Section 14. The Work Plan progress updates must allow adequate time, in the Department's reasonable judgment, for the Department to review and comment on the updates, as well as any new or modified Deliverables, and revision or Correction of Deliverables by Contractor. However, unless otherwise specifically agreed to in writing by the Department's Director or his or her designee in writing, the Department's agreement on a change to the Work Plan will not

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relieve Contractor of liability for liquidated damages and other damages arising from such failures to perform its obligations as required under the original Work Plan. Contractor must provide updated copies of its detailed Work Plans in Microsoft 2013 format and an online manner in a common server drive accessible and usable by the Department.

**7.3 Acceptance Process.**

7.3.1 Contractor must give Confirmation for each Deliverable before the Department will begin performing Acceptance Tests. Upon delivery of a Service or Deliverable and receipt of Confirmation from Contractor that the Service or Deliverable meets applicable Specifications, the Department will, with Contractor's assistance at no additional charge and in accordance with the Work Plan, review or perform Acceptance Tests on the Service or Deliverable to determine if it conforms to Specifications. The Department will provide Acceptance for a Service or Deliverable if it has no Deficiencies. However, if a Deficiency is found, the Department will notify Contractor, in an e-mail or other document, of Deficiencies used as the grounds for the Department's decision not to give Acceptance. Contractor must correct Deficiencies at no cost to the Department. The Department will review or perform Acceptance Tests to verify whether the Service or Deliverable lacks Deficiencies and will notify Contractor, in writing, of its Acceptance or rejection following such review or Acceptance Tests. Contractor's times for correcting Deficiencies and the Department's review thereof will be in accordance with the timeframes set in the Work Plan, or, if time periods for correcting Deficiencies by Contractor and reviewing and retesting the corrected Services or Deliverables are not in the Work Plan, each such time period will be ten business days.

7.3.2 If Contractor is unable to correct all Deficiencies within the number of Days described in the Work Plan following the scheduled Acceptance Date, or if no such date is in the Work Plan, the Department may, within 30 Days from such scheduled Acceptance Date, at its sole option: (a) continue reviewing or performing Acceptance Tests on the Deliverable or Service and require Contractor to continue until Deficiencies are corrected or eliminated; (b) require Contractor to provide, at its expense, a replacement Deliverable or Service for further review or Acceptance Tests; (c) set-off from the Charges to the extent the Department determines the Deficiencies for the Service or Deliverable have not been corrected and provide Acceptance for the applicable Service or Deliverable; or (d) after completion of the process set forth in this Section 7.3 and providing Notice of default to Contractor, terminate this Contract in whole or in part as described in Section 23.2.

7.3.3 After Acceptance of a Deliverable or Service, the Department will, with input from Contractor, determine whether the Deliverable or Service, if applicable, is ready for Cutover. Contractor will put the Deliverable or Service into Production after the Department gives Contractor Notice that the Deliverable or Service is ready for Cutover. After being put in Production, a Deliverable or Service must be subject to the terms of Sections 7.3.1 and 7.3.2. The Department must give Acceptance after a Deliverable or Service is in Production for at least three Days without Deficiencies except Severity Level Moderate and Severity Level Minor Deficiencies as defined in Definitions.

**7.4 Protection from Damage.**

Contractor must continuously protect all Deliverables and backups therefor prior to their receipt by the Department and while in Contractor's possession or control from damage, destruction or loss resulting from or caused by the acts or omissions of Contractor in connection with the Deliverables. Contractor must ship all Deliverables purchased pursuant to this Contract, FOB the Department's destination. The method of shipment must be consistent with the nature of the

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goods and hazards of transportation. During the period Deliverables are in transit and in possession of Contractor, its subcontractors and carriers prior to their receipt by the Department, Contractor and its insurers, if any, will relieve the Department of responsibility for all risks of loss or damage thereto, unless such loss or damage are caused by the negligence or misconduct of the Department. After the Department is in receipt of a Deliverable, the risk of loss or damage will be borne by the Department, except loss or damage attributable to Contractor's acts or omissions.

**7.5 Delivery.**

Contractor must provide to the Department Services and Deliverables pursuant to this Contract on or before the applicable Service or Delivery Dates. All such Services and Deliverables made pursuant to this Contract must be complete. Contractor must deliver electronic versions, and hard copy when required, of the Deliverables in a format agreed to by the parties.

**7.6 Interpretation of Deliverables.**

In the event of a contradiction, conflict, ambiguity or inconsistency in or between Deliverables and other documents comprising this Contract, including without limitation, a Deliverable that has already received Acceptance from the Department's Project Manager, the RFP, the Response, and any future amendments to this Contract, any such contradiction, conflict, ambiguity or inconsistency will be resolved in accordance with the Department's reasonable judgment and in favor of the latest Department-approved Deliverable except in the case where a previous documented requirement is inadvertently omitted or not addressed directly or accurately in a subsequent Deliverable. No requirements can be omitted from the Specifications or a DED for a Service or Deliverable without the written consent of the Department's Project Manager.

**7.7 Representation.**

By submitting a Deliverable or delivering a Service, Contractor represents and warrants that it has performed the associated tasks in a manner that will, in concert with other tasks, meet the Specifications, obligations, and objectives stated or referred to in this Contract. By unconditionally giving Acceptance for a Deliverable or Service, the Department represents only that it has reviewed the Deliverable or Service and detected no Deficiencies of sufficient gravity to defeat or substantially threaten the attainment of those objectives and to warrant the withholding of Acceptance for the work completed.

**7.8 Source Code.**

7.8.1 Contractor must provide the Department with a copy of the Custom Software Source Code if Contractor provides such Custom Software to the Department for the Module, together with the Configuration, and updated associated technical Documentation for the Custom Software and configuration. The information must be provided: (i) upon Acceptance of each Module; (ii) when Contractor delivers or implements an Enhancement to a Module during the Term; (iii) as described in the Work Plan; and (iv) at other times during the Project and Maintenance as requested by the Department. Contractor must provide such Source Code and Documentation at no additional cost on magnetic media in a format acceptable to the Department.

7.8.2 Contractor must also either (a) use the terms of Appendix E to allow the Department to obtain access to the other Custom Software Source Code under conditions described in Appendix E, or (b) provide Source Code for the current version of the Custom Software on a quarterly basis in lieu of placing the Source Code in escrow pursuant to Appendix E. The remainder of this Section 7.8.2 and the terms of Appendix E shall only apply to the

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extent Contractor does not provide Source Code pursuant to subsection (b) of the preceding sentence. At its option and expense, the Department may request that the completeness and accuracy of any such Custom Software Source Code and/or associated technical documentation be verified. Such verification will be conducted by the escrow agent or, upon at least ten business days' prior notice to Contractor, a representative of the Department, after full disclosure to Contractor of information reasonably requested by Contractor about such representative. Unless otherwise agreed in writing by Contractor and the Department, verification will be performed on-site at Contractor's premises, utilizing Contractor's equipment and software, at a time reasonably acceptable to Contractor. Contractor must make technical and support personnel available as reasonably necessary for the verification. In the event the Custom Software Source Code and/or associated technical Documentation in escrow is not accurate or complete, Contractor must promptly correct such inaccuracies or incomplete escrow, but in all cases within 10 Days.

### 7.9 Knowledge Transfer.

While constructing and developing the Deliverables and Services, as applicable, Contractor must demonstrate and provide information to staff designated by the Department about the functions and operations of all Services and Deliverables in accordance with the RFP Specifications, Contractor's Response, subsequent amendments, other parts of the Contract, and as otherwise agreed to by the parties.

## 8. Licenses.

### 8.1 Grants to the State.

8.1.1 For Software provided as a SaaS, Contractor hereby grants to the Department a nonexclusive license to: (a) use and access the Contractor Technology, Module and Services, in whole and in part, for supporting the internal operations of the Department and Processing the Data; and, (b) grant Users the right to use and access the Module and Services, in whole or in part. The license hereunder is granted as of the Delivery Date or the date of first access to or delivery of the Contractor Technology, Module, and Services and continue until expiration of the Term or earlier termination of the Agreement, subject to Section 23.9.3. To the extent any Software licensed to the State hereunder constitutes inventory within the meaning of Section 471 of the Internal Revenue Code, such licensed Software is licensed to the State by the Contractor as agent for its product company subsidiary on the terms and conditions contained herein.

8.1.2 For Software operated on State Equipment or hosted by Contractor on Equipment at a non-State Site other than as a SaaS, Contractor hereby grants to the Department for the Department's internal purposes and for Processing data for other State agencies and other State tax-supported entities: (a) a nonexclusive, perpetual, non-terminable, irrevocable license to use, demonstrate, modify, prepare derivative works based on, and reproduce the Contractor Technology; (b) a nonexclusive, perpetual license to use, demonstrate, modify, prepare derivative works based on and reproduce Third-Party Software, which Contractor provides to the Department in Source Code format or which the Department receives in whole or in part under Appendix E; and, (c) a nonexclusive, perpetual, license to use and reproduce the Third-Party Software, which Contractor provides to the Department in Executable Code format. The licenses hereunder are granted as of the Delivery Date of the Contractor Technology and Third-Party Software and continue until the Department returns the Contractor Technology and Third-Party Software and copies thereof to Contractor or erases such Software from its

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Equipment's storage media. However, the Department will have the right to retain a copy of any such Software for archival purposes.

8.1.3 Licenses to the Department. Contractor hereby grants to the Department nonexclusive licenses to: (1) use and access remotely the Module and the Hosting Services, (2) use and access the Software, and (3) use, demonstrate and reproduce the Software (provided in Object Code) solely for the Department's internal purposes. With respect to Third-Party Software, Contractor will either (i) cause the Department to be granted nonexclusive license rights from third parties, including Subcontractors, or (ii) procure such rights for itself such that the Department may enjoy use of any ThirdParty Software embedded or integrated into the Software and the System. Contractor agrees to procure, at its sole cost and expense, all such rights for the Department. To the extent needed, the licenses granted in this Section are granted as of the date of delivery to or availability for the Department and continue through the entire Term of this Contract, provided, however, the Department shall have the right to retain a copy of the Software (in Object Code) solely for archival purposes.

**8.2 State and Federal Governments.**

To the extent required by 45 C.F.R. 95.617 and other portions of 45 C.F.R. Part 95, but subject to 45 C.F.R. 95.617(c), all appropriate State and federal agencies, including but not limited to CMS, will have a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, translate, or otherwise use, and to authorize others to use for federal government purposes software, modifications, and documentation designed, developed or installed with Federal Financial Participation under 45 CFR subpart F, subject to the terms of Section 9.1.2 below.

**8.3 Title.**

Contractor and its suppliers hold all right, title and interest in the Contractor Technology, Proprietary Software and Third-Party Software.

**8.4 Documentation.**

Contractor must provide Documentation required for submittal for use in electronic format compatible with Microsoft Corporation's then-generally available Office products. There must be no additional charge for the Documentation or Enhancements or updates thereto, in whatever form provided. Contractor's Documentation must be comprehensive, well structured, and indexed for easy reference. If Contractor maintains its technical, Maintenance and installation Documentation on a web site, Contractor must still provide electronic versions of the Documentation to fulfill the obligations set forth in this Section. Contractor may also provide such information on CD-ROM or portable electronic media. Contractor grants the Department a nonexclusive, perpetual, non-terminable, irrevocable right to use, make derivative works based upon, modify, and reproduce the Documentation furnished pursuant to this Section at no additional charge, except that this right exists only during the Term of the Contract for Documentation for Software provided as SaaS.

**8.5 Copies.**

The Department will reproduce and include the copyright and other proprietary notices and product identifications provided by Contractor on such copies, in whole or in part, or on any form of the Contractor Technology provided to the Department.

**8.6 Restrictions.**

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Except as otherwise permitted in this Contract, for the licenses granted in Section 8.1.2 or 8.1.3, the Department agrees not to: otherwise copy, display, transfer, adapt, modify, reverse engineer, decompile, disassemble, or distribute to any unauthorized third-party or sell, re-license, rent or lease the Proprietary Software, Contractor Technology, or Third-Party Software or any copy of it.

### 8.7 Replacement Equipment and Third-Party Software.

For the licenses granted in Section 8.1.2 and 8.1.3, the Department is entitled to exercise its rights to Software on the Equipment or any replacement Equipment used by the Department, and with any replacement Third-Party Software chosen by the Department without payment of additional Charges or other amounts.

### 8.8 Third-Party Software Licenses.

For the licenses granted in Section 8.1.2 and 8.1.3, terms in any licenses for Third-Party Software must be consistent with the requirements of this Section 8. Prior to utilizing any Third-Party Software product that may be included as part of a Software Deliverable to the Department and that will require the Department to execute a license agreement and/or maintenance agreement from the licensor upon expiration or termination of the Contract, Contractor must provide to the Department copies of any applicable license agreement and/or maintenance agreement from the licensor of the Third-Party Software to allow the Department to pre-approve such agreements. If the Department does not approve any such agreements, Contractor must replace such Third-Party Software with a functionally equivalent product and acceptable license agreement and/or maintenance agreement. Contractor must assign to the Department applicable license agreements and maintenance agreements for the Third-Party Software upon expiration or termination of the Contract at no additional charge.

### 8.9 Versions.

Unless otherwise mutually agreed to in writing, for the Software licensed in Section 8.1.2 or 8.1.3, Contractor must, during the Project, maintain and implement any and all Proprietary Software and Third-Party Software products at their most current version or no more than one version back from the most current version at no additional charge. However, Contractor must not maintain any Proprietary Software and Third-Party Software versions, including one version back, if any such version would prevent the Department from using any Functions, in whole or in part, or would cause Deficiencies in the Module. Any additional costs that are charged by a Third-Party Software licensor or Contractor for an upgrade or Enhancement to a Third-Party Software product or the Proprietary Software are the sole responsibility of the Contractor and will be charged to and paid for by Contractor.

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## 9. Ownership.

### 9.1 The Department's Ownership.

The Department will have all ownership rights in software and modifications thereof and associated documentation designed, developed, or installed with Federal Financial Participation under 42 U.S.C. 1396b (r); 42 CFR part 433, subpart C; 45 CFR part 75; 45 CFR part 95, subpart F; and part 11, State Medicaid Manual. In addition, except as noted below, the Department will also own all right, title and interest in and to: (i) the Department's Confidential Information; (ii) the Department's intellectual property; (iii) the Department's owned or leased Equipment (iv) the Deliverables: (v) the Module "look and feel" (to the extent such "look and feel" is original to the Module) and product specifications of the Department: (vi) all Department documents and/or policies included in the Module: and (vii) all Data input and/or stored by Users on the Module.

9.1.1 The Department acknowledges that the Contractor Technology, Proprietary Software and Third-Party Software are commercial offerings developed at private expense. The Contractor Technology, Proprietary Software and Third-Party Software are proprietary to the Contractor or the applicable third-party provider and based upon and contain trade secrets and other Confidential Information. Contractor or the applicable third-party provider retains all right, title, and interest, including intellectual property rights and all other rights, in the Contractor Technology, Proprietary Software and Third-Party Software and any copies, modifications or derivative works thereof, and all enforcement rights related thereto. No right to use, print, copy, modify, create derivative works of, adapt, translate, distribute, disclose, decompile or reverse engineer the Contractor Technology, Proprietary Software and Third-Party Software is granted, except as expressly set forth in the Contract. Contractor reserves all rights not expressly granted hereunder.

9.1.2 With regard to references to 45 C.F.R. 95.617 and other provisions of 45 C.F.R. Part 95 the parties acknowledge that an exception under 45 C.F.R. § 95.617(c) applies in situations involving, "proprietary operating/vendor software packages which are provided at established catalog or market prices and sold or leased to the general public," including SaaS Solutions, Contractor Technology, Proprietary Software and Third-Party Software.

9.1.3 The Department grants to Contractor a non-exclusive, non-transferable license to use Work Product for Contractor's internal purposes in conjunction with the Services.

### 9.2 Additional Ownership Rights.

The Department will retain title to and all ownership rights in all data and content, including multimedia or images (graphics, audio, and video), text, and the like provided by the Department (the "content"), but grants Contractor the right to access and use content for the purpose of complying with its obligations under this Contract and any applicable statement of work. The content does not include any proprietary or intellectual property rights of Contractor (a) conceived, reduced to practice, designed, created, developed, or authored by Contractor prior to, independent of or outside the scope of the Contract, (b) developed using private funds, or (c) that form part of the Services or any other commercial offering.

### 9.3 Deliverables and Work Product Title Passing.

Except for the Contractor Technology, Proprietary Software, and Third-Party Software, which for the purposes of this Section of the Contract will not be owned by the Department, (a) title to all Deliverables provided by Contractor to the Department must pass to and vest in the

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Department upon Acceptance of the applicable Deliverable, unless otherwise provided in the Contract, and (b) title to other Work Products must pass to and vest in the Department upon the Delivery Date of the applicable Work Product. Contractor must take all actions necessary and transfer ownership of such Deliverables to the Department upon their Acceptance and such other Work Products on their Delivery Dates.

**9.4 Compilations.**

For purposes of this Section, Deliverables and Work Products that are Custom Software and Configurations that are not included in the Contractor's Proprietary Software, Contractor Technology, and Third-Party Software will be deemed to be compilations as defined in 17 U.S.C. § 101 and will be owned by the Department as provided in 17 U.S.C. § 103(b), and the underlying pre-existing materials and Contractor Technology included in the Deliverables and Work Product will remain owned by Contractor and its suppliers.

**9.5 Assignment of Rights by Contractor.**

As between the parties, subject to Section 9.3 above, all Work Products, including without limitation Custom Software (except for the Contractor Technology, Proprietary Software, and Third-Party Software, which for the purposes of this Section of the Contract will not be owned by the Department) and Data, will be deemed works made for hire of the Department for all purposes of copyright law, and copyright will belong solely to the Department. If any such Work Product is adjudged to be not a work made for hire, Contractor must assign, and hereby assigns, all copyright in such work to the Department, as well as all patents, trademarks, trade designs, trade secrets and other intellectual property rights. Contractor hereby assigns all right, title and interest in and to such Work Products to the Department. Contractor shall, at the expense of the Department, assist the Department or its nominees to obtain copyrights, trademarks, or patents for all such Work Products in the United States and any other countries. Contractor agrees to execute all papers and to give all facts known to it necessary to secure United States or foreign country copyrights and patents in and to such Work Products. Contractor agrees to and hereby, to the extent permissible, waives all legal and equitable rights relating to the Work Products, including without limitation any and all rights of identification of authorship and any and all rights of approval, restriction or limitation on use or subsequent modifications.

**9.6 Delivery.**

Contractor must furnish Custom Software and Documentation, upon request of the Department, in accordance with applicable State law. Contractor must, at no cost to the Department, deliver to the Department, upon the Department's request during the Term or at the expiration or termination of all or part of Contractor's performance hereunder, a current copy of all Deliverables.

**9.7 Data.**

9.7.1 The Department has ownership and unlimited rights to use, disclose, duplicate, or publish all information and Data developed, derived, documented, or furnished by Contractor under or resulting from this Contract, except for Proprietary Software. Such Data includes all results, technical information, and materials developed for and/or obtained by the Department from Contractor in the performance of the Services hereunder, including all reports, surveys, plans, charts, recordings (video and/or sound), pictures, drawings, analyses, Custom Software Source Code and object code, Configurations, graphic representations, notes and memoranda, meeting minutes, and documents whether finished or unfinished, which result from or are prepared in connection with the Services performed as a result of this Contract.

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9.7.2 Notwithstanding anything to the contrary contained herein, all plan data, provider network data, and other Data provided by insurance carriers to the Department or Contractor for purposes of the Project will remain the property of such insurance carriers. From time to time as necessary the Department will obtain the consent of insurance carriers to permit the use by the Department, Contractor and Users of such insurance carrier's data on the System.

9.7.3 All Data, including all consumer data and/or carrier data stored by Contractor hereunder must be stored exclusively at locations within the continental United States.

9.7.4 For audit purposes or to support requests by Federal or State oversight, Contractor must provide the Department with a copy of all Data which is on the Equipment used for the System within five (5) Business Days of a request from the Department. Contractor must provide such Data to the Department up to four (4) times per year at no additional cost to the Department. Contractor must provide such Data to the Department on magnetic [or electronic] media in a format acceptable to the Department.

9.7.5 Except to the extent that Contractor is required to retain such information in accordance with state and federal law and state policy, at the end of the Term of this Contract, Contractor must delete or destroy all Data that is owned by the Department pursuant to this Section, provided, however, Contractor must not be required to delete such Data from its electronic data archives that are retained solely for emergency back-up and recovery purposes so long as such Data is promptly and permanently deleted in the event such archives are ever accessed for recovery purposes. If deletion or destruction is not feasible, then Contractor shall continue to protect the information in accordance with the security, confidentiality, and Business Associate provisions contained herein.

**9.8 Notices.**

Contractor must produce and include the Department's copyright and other proprietary notices and product identifications provided by Contractor on such copies, in whole or in part, or on any form of the Deliverables.

**9.9 Inventions.**

All patent and other legal rights in and to inventions arising out of activities assisted by funds from this Contract must be available, in accordance with:

9.9.1 42 U.S.C. 1396b (a) (3), which provides for Federal Financial Participation (FFP) in State expenditures for the design, development or installation, and operations of mechanized claims processing and information retrieval systems;

9.9.2 42 U.S.C. 1396b (r), which imposes certain standards and conditions on mechanized claims processing and information retrieval systems (including eligibility determination); and

9.9.3 Health and Human Services regulations and CMS procedures for implementing those regulations at 42 CFR part 433, subpart C., 45 CFR part 75, 45 CFR part 95, subpart F, and part 11, State Medicaid Manual; and

9.9.4 In addition, all patent and other legal rights in and to inventions arising out of activities assisted by funds from this Contract must be available to the public for royalty-free and nonexclusive licensing, as required by any other applicable law. Contractor must notify the

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Department promptly in writing of, or provide any invention conceived or actually reduced to practice in the course of performance of this Contract that is subject to such laws or regulations.

### 9.10 Reservation of Rights

Notwithstanding the ownership and license rights under this Contract, neither party will be prevented from using ideas, concepts, expressions, know-how, skills and experience developed or learned by it in the course of performance under the Contract.

## 10. Implementation.

### 10.1 Implementation.

Contractor must complete Implementation according to timelines agreed upon between the Department and Contractor based on the RFP and Response, all applicable Appendices to this Contract, the Work Plan, Change Orders, and any subsequent amendments agreed upon between the parties pursuant to this Contract.

### 10.2 Training.

Contractor must provide necessary Training in accordance with the RFP and Response, all applicable Appendices to this Contract, the Work Plan, Change Orders, and any subsequent amendments agreed upon between the parties pursuant to this Contract so as to be able to effectively test or utilize Software and Services prior to Contractor's provision of such Software and Services. The Department and Contractor agree to cooperate to develop written Training Services and timelines.

### 10.3 Conversion.

Contractor must participate in and perform Services for Conversion as described in the RFP, the Response, and the Conversion Plan Deliverables and with the Work Plan.

## 11. Warranties.

### 11.1 Deliverables and Services.

11.1.1 Contractor represents and warrants that each Deliverable and Service, including without limitation the Module, will conform to and perform in accordance with its applicable Specifications as provided herein following its Acceptance by the Department during the Term of this Contract. Contractor must in accordance with Section 12 and Appendix B repair or replace each of the Services and Deliverables that does not meet applicable Specifications as provided herein at no charge. If a Deliverable includes any products provided by third parties, such as Third-Party Software, Contractor must fully cooperate with and coordinate the work with such third parties and the Department to promptly repair and replace the Deliverables at no additional charge.

11.1.2 Contractor also represents that it has and warrants that it will have the capability and capacity to produce the Deliverables it has agreed to provide to the Department, that it will secure all Third-Party Software licenses necessary to provide the Deliverables in accordance with the terms of the Contract, and that each Deliverable will be implemented into Production and supported by Contractor to meet the requirements in the Contract. If additional Software licenses or Deliverables, including Enhancements, are needed to Third-Party Software for Contractor to meet this representation and warranty, Contractor must provide such Software licenses and Deliverables at no charge.

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11.1.3 Contractor represents and warrants that:

11.1.3.1 It will perform all Services required pursuant to this Contract in a professional manner, with high quality, knowledge and experience in business and systems integrations, maintenance, support and operations;

11.1.3.2 It will give highest priority to the performance of Services;

11.1.3.3 The Services will comply with the Performance Standards;

11.1.3.4 Time will be of the essence in connection with performance of the Contractor's obligations in performing the Services; and

11.1.3.5 Contractor will promptly correct Services which are not in compliance with such representations and warranties at no cost to the Department.

**11.2 Intellectual Property Rights.**

11.2.1 Contractor warrants that it is the owner of the Work Products that are to be transferred and assigned to the Department in accordance with Section 8 or otherwise has the right to grant to the Department the licenses (including licenses to Third-Party Software) described herein without violating any rights of any third party.

11.2.2 Contractor represents that, as of the Effective Date, it has no knowledge of a credible actual or threatened suit by any such third party based on an alleged violation of the rights granted or licensed by Contractor to the Department hereunder where that suit, if successful, could prevent Contractor from performing its obligations under this Contract.

11.2.3 Contractor warrants that the Work Products will not infringe or misappropriate any right of, and will be free of any claim of, any third person or entity based on patent, copyright, trade secret, unfair trade practice, or other intellectual property right.

11.2.4 Contractor hereby represents and warrants to the Department that Contractor is the owner of the Contractor Technology licensed hereunder or otherwise has or will obtain the right to grant to the Department, for purposes of this Contract, the licensed rights to use, reproduce, modify and prepare derivative works based upon, the Contractor Technology and Proprietary Software provided by Contractor and the right to use, reproduce and internally demonstrate any Third-Party Software which is included as the Contractor Technology in the Module without violating any rights of any third party worldwide. Contractor represents and warrants that: (i) Contractor is not aware of any credible claim, investigation, litigation, action, suit or administrative or judicial proceeding pending or threatened based on claims that the Contractor Technology infringe or misappropriate any patents, copyrights, or trade secrets of any third party where that claim, if successful, could prevent Contractor from performing its obligations under this Contract; and (ii) to the best of its knowledge in regard to Third-Party Software which is included as the Contractor Technology in the Module, such Third-Party Software included as the Contractor Technology in the Module does not infringe upon or misappropriate any patents, copyrights, trade secrets or any other intellectual property rights of any third party. Contractor agrees to obtain, at its own expense, express written consent of the intellectual property rights holder(s) for the inclusion as the Contractor Technology. The Department must receive prompt Notice of each credible notice or claim of copyright infringement or infringement or misappropriation of other intellectual property right worldwide received by Contractor with respect to any Contractor Technology delivered under this Contract

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if that claim, if successful, could prevent Contractor from performing its obligations under this Contract. To the extent permitted by the owner of the Contractor Technology provided by Contractor, the Department will have the right to modify or remove any restrictive markings placed upon the preexisting materials by Contractor.

11.2.5 The Department's remedies for the Contractor's breach of its warranties under this Section 11.2 are as specified in Section 21.1 of this Contract.

**11.3 Date/Time Compliance Warranty.**

11.3.1 Contractor warrants that the Module and associated Deliverables and all data-related output or results produced by the Services or Deliverables: (i) will not have a life expectancy limited by date or time format; (ii) will correctly record, store, process, and present calendar dates; (iii) will lose no functionality, data integrity, or performance with respect to any date; and (iv) will be interoperable with other software used by the Department that may deliver date records from the Software, or interact with date records of the Software.

11.3.2 Contractor will promptly repair or replace each of the Deliverables and Services in breach of such representations and warranties at no charge to the Department.

**11.4 Unauthorized Code and Self-Help Code.**

Contractor warrants to the Department that the Module, Deliverables, and Contractor Technology provided to the Department, under this Contract contain or will contain no Unauthorized Code or Self-Help Code. Contractor will, in accordance with times in Appendix B, promptly repair or replace each of the Module, Deliverables, or Contractor Technology in breach of such warranty at no charge to the Department.

**11.5 Power and Authority.**

Contractor represents and warrants that it has the full power and authority to grant to the Department the rights described in this Contract without violating any rights of any third-party and that there is currently no credible actual or threatened suit by any such third party based on an alleged violation of such rights by Contractor where that suit, if successful, could prevent Contractor from performing its obligations under this Contract. Contractor further represents and warrants that the person executing this Contract for Contractor has actual authority to bind Contractor to each and every term, condition and obligation to this Contract, and that all requirements of Contractor have been fulfilled to provide such actual authority.

**11.6 Registration.**

11.6.1 Contractor represents and warrants that it will comply with all applicable local, State, and federal licensing, accreditation and registration requirements and standards necessary in the performance of the Services.

11.6.2 All persons and entities Contractor engages under this Contract, including its employees and approved subcontractors, must be appropriately trained, licensed, certified and credentialed as required by law.

11.6.3 Any business intending to transact business in Montana must register with the Secretary of State. Businesses that are domiciled in another state or country, but which are conducting activity in Montana, must determine whether they are transacting business in Montana in accordance with 35-1-1026 and 35-8-1001, MCA. Such businesses may want to

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obtain the guidance of their attorney or accountant to determine whether their activity is considered transacting business.

If businesses determine that they are transacting business in Montana, they must register with the Secretary of State and obtain a certificate of authority to demonstrate that they are in good standing in Montana. To obtain registration materials, call the Office of the Secretary of State at (406) 444-3665, or visit their website at http://sos.mt.gov.

11.6.4 A business required to register may not enter into or continue to perform under this Contract unless providing the Department with proof of a current certificate of authority to conduct business.

**11.7 Physical Media.**

Contractor warrants that each copy of the Software provided by Contractor is and will be free from physical defects in the media that tangibly embodies the copy. Contractor will immediately replace, at Contractor's expense including shipping and handling costs, any Software provided by Contractor that does not comply with this warranty.

**11.8 Written Commitments.**

Any written commitment by Contractor within the scope of this Contract will be binding upon Contractor. Failure of Contractor to fulfill such a commitment may constitute a material breach and will render Contractor liable for damages under the terms of this Contract. For purposes of this Section, a commitment by Contractor includes: (i) Charges, discounts, and options committed to remain in force over a specified period of time; and (ii) any warranty or representation made by Contractor in its Response or contained in any Contractor publications, written materials, schedules, charts, diagrams, tables, descriptions, other written representations, and any other communication medium accompanying or referred to in its Response or used to effect the sale to the Department.

**11.9 Legal and Regulatory Compliance.**

Contractor represents and warrants that as of the Effective Date the Services and Deliverables comply with all applicable federal and State laws, regulations, codes, Standards and ordinances. In the event that any Services performed, or any Deliverables provided by Contractor are subsequently found to be non-compliant with such laws, regulations, codes, Standards or ordinances, it will be the sole responsibility of Contractor to bring the Services and Deliverables into compliance. Any modification or Enhancement to Contractor Services to meet new federal or state requirements after the Effective Date will be made free of charge to the Department, if made available generally and at no charge to Contractor's customer base. For modifications or Enhancements to meet federal requirements not made generally available at no charge, the cost of modification or Enhancement will be prorated among Contractor's customer base in the United States. If any new requirements apply to the State of Montana only, the cost of modification or Enhancement will be prorated among Contractor's customers in the State of Montana for the applicable Contractor Services. For federal or state laws enacted or modified after the Effective Date, Contractor will use commercially reasonable efforts to provide such modifications within: (i) 180 days after notice is given to Contractor of the law or regulation by the Department (if a state law or regulation), or (ii) 180 days of the publication of a federal regulation in the Federal Register or (iii) the compliance date of the statute, whichever is later. Notwithstanding the foregoing, if federal or state laws enacted or modified after the Effective Date require modifications or Enhancements in less than 180 days, Contractor will use commercially reasonable efforts to provide such modifications in compliance with the applicable

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federal or state law. In the event that such efforts do not result in timely compliance, the Department and the Contractor will cooperate in seeking a reasonable extension of time to comply from the applicable federal or state authority.

**11.10 Performance Standards.**

11.10.1 Contractor warrants that it will maintain the Module, in whole and in part, to meet the Performance Standards.

11.10.2 Contractor will conduct tests for measuring and certifying the achievement of the Performance Standards as described in Appendix B. Contractor must implement all testing, measurement and monitoring tools and procedures required to measure and report Contractor's performance of the Module against the applicable Performance Standards. Such testing, measurement and monitoring must permit reporting at a level of detail sufficient to verify compliance with the Performance Standards and will be subject to audit by the Department. Contractor will provide the Department with information and access to all information or Work Product produced by such tools and procedures upon request for purposes of verification.

11.10.3 The Department will defer the enforcement of the Operations Performance Standards until the first full month that begins 60 calendar days following the first production implementation of the Contractor's solution. This one-time deferment does not apply to software deployments that follow the first production implementation (e.g., major/minor implementations, patches, fixes, or maintenance releases).

**11.11 Compatibility.**

Contractor warrants that, if the Module, in whole or in part, is replaced or upgraded by Contractor with replacement or upgraded components provided by Contractor, or Contractor provides Custom Software Deliverables or Enhancements, the Custom Software shall be integrated into the rest of the Module and the MPATH, and the upgraded, replaced, and modified Software will operate with the rest of the Software, Equipment and Data in the Module and the MPATH, including without limitation, Custom Software and Third-Party Software and Enhancements, without loss of any Functions and Services, as provided in the Specifications, and without Deficiencies. If the Department decides to produce Enhancements or to upgrade any of the Third-Party Software which is used as part of the Module or which interfaces with the Module with new versions or releases, Contractor will, at no additional cost to the Department install and maintain the Module, in whole and in part, to operate in accordance with its Specifications and to be compatible with the Enhancements and new versions or releases of the Third-Party Software, so long as the Department uses industry standard integration.

**11.12 Non-Obsolescence.**

Contractor represents and warrants that, except as provided in this Section, the Software and Equipment must not become Obsolete during the Term of this Contract. Contractor has included the cost of replacement of Obsolete Software and/or Equipment through planned Obsolescence by the applicable manufacturer and/or licensor in the Charges to be paid by the Department pursuant to the terms hereof. In the case that any such Software and/or Equipment becomes Obsolete during the Term of this Contract, Contractor will replace the affected Software and/or Equipment with functionally equivalent Software and/or Equipment that is subject to maintenance and support by the applicable manufacturer and/or licensor at no charge to the Department. Notwithstanding the foregoing, in the event Contractor is made aware of a manufacturer and/or licensor's planned obsolescence after the Term, Contractor will provide Notice thereof to the State.

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**11.13 Authorization.**

Contractor represents and warrants that:

11.13.1 It is a corporation duly incorporated, validly existing and in good standing under the laws of its state of incorporation and has all requisite power and authority to execute, deliver and perform its obligations under this Contract;

11.13.2 It has the full power and authority to grant to the Department the rights described in this Contract without violating any rights of any third-party and that there is currently no credible actual or threatened suit by any such third-party based on an alleged violation of such rights by Contractor where that suit, if successful, could prevent Contractor from performing its obligations under this Contract;

11.13.3 The execution, delivery and performance of this Contract has been duly authorized by Contractor and no approval, authorization or consent of any governmental or regulatory agency is required to be obtained in order for Contractor to enter into this Contract and perform its obligations under this Contract;

11.13.4 The person executing this Contract for Contractor has actual authority to bind Contractor to each and every term, condition and obligation to this Contract, and that all requirements of Contractor have been fulfilled to provide such actual authority;

11.13.5 It is duly authorized to conduct business in and is in good standing in each jurisdiction in which Contractor will conduct business in connection with this Contract;

11.13.6 It has obtained all licenses, certifications, permits, and authorizations necessary to perform the Services under this Contract and currently is in good standing with all regulatory agencies that regulate any or all aspects of Contractor's performance of the Services; and

11.13.7 It will comply with all applicable local, State, and federal licensing, accreditation and registration requirements and standards necessary in the performance of the Services; and Contractor will maintain all required certifications, licenses, permits, and authorizations during the Term of this Contract at its own expense.

**11.14 Ability to Perform.**

Contractor represents and warrants that:

11.14.1 Contractor has the financial stability to carry out at least six months of Services, including Operations during any period of this Contract without reimbursement for the Services or expenses;

11.14.2 Contractor has the financial resources to fund the capital expenditures required under the Contract without advances by the Department or assignment of any payments by the Department to a financing source;

11.14.3 Each Subcontractor providing a substantial amount of the Services under this Contract has the financial resources to carry out its duties under this Contract; and

11.14.4 The Contractor will maintain, for the purposes of this Contract, an accounting system of procedures and practices that are in material compliance with Generally Accepted Accounting Principles (GAAP), as interpreted by the Department and other pertinent federal

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and state authorities, and that conforms to any other accounting requirements that may be required under 45 CFR § 74.21 through 45 CFR § 74.28, 45 CFR 92 §21 through 45 CFR §92.26, or any pertinent federal and state authorities. The Department will accept compliance for purposes of this section through the adoption by the Contractor of and the Contractor's conformance with the International Financial Reporting Standards (IFRS)

### 11.15 Limitation of Warranties.

As of the Effective Date, Contractor's warranties are as specified and defined in this Contract, and all other warranties, including implied warranties, are disclaimed.

## 12. Operations and Maintenance Services.

### 12.1 General Responsibilities.

Contractor must provide Services as described in this Section as Maintenance Services for the Charges described in Appendix A. Contractor's Service responsibilities include but are not limited to the following in operating and maintaining the Module:

12.1.1 Promptly repair in accordance with Appendix B or replace the Module or other Deliverable, or any portion thereof, that has Deficiencies;

12.1.2 Maintain the Module in accordance with the Specifications and terms of this Contract;

12.1.3 Execute on-line diagnostics from a remote Contractor location solely to assist in the identification and isolation of suspected Deficiencies, subject to the Department's security and administrative requirements;

12.1.4 Re-perform any Service that fails to meet the requirements of this Contract at no cost; and

12.1.5 Coordinate with the Department all tasks related to correcting Deficiencies connected with the Module, other Services and other Deliverables.

### 12.2 Inquiry and Assistance.

Contractor must, in accordance with the terms described in the RFP and Appendix B, respond to the inquiry with the following, as applicable:

12.2.1 Responses to questions relating to the Module, including without limitation isolating problems to the Software, Services, Data or Equipment;

12.2.2 The development, on a best efforts basis, of a temporary solution to or an emergency bypass of a Deficiency;

12.2.3 Corrections and repairs of errors, problems or Deficiencies with the Module, to the extent technically feasible; and

12.2.4 Clarification of Documentation.

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**12.3 Additional Assistance.**

12.3.1 For the Software licensed in Section 8, Contractor will dispatch trained and qualified Services Staff to the Department's applicable Site in the event that: (i) such assistance as described in Section 12.2 does not resolve Deficiencies or problems related to the Department's inquiries regarding Equipment or Software at such Site within 24 hours after Contractor's response to the Department; (ii) the Module is non-Operational; and (iii) the Department's requests additional assistance. If the Module is non-Operational, such Contractor Staff must remain at the Site on a 24 hour, seven days a week basis repairing the Module until it operates in accordance with its Specifications.

12.3.2 If such assistance as described in Section 12.3.1 does not resolve Deficiencies or problems related to the Department's inquiries regarding Equipment and Software at such Site for other types of conditions than described in Section 12.3.1 within 24 hours of Contractor's response to the Department, and the Department requests additional assistance, Contractor will dispatch trained and qualified Services Staff to the Site within four hours of the Department's request and such Staff must be at such Site within 24 hours of the Department's request for additional assistance.

12.3.3 As the Module is provided on a SaaS basis from data center locations other than the Department's applicable Site, the parties clarify that the commitments to dispatch Services Staff to the Department's applicable Site as described above will only apply if the parties agree the presence of such Services Staff at the applicable Site will meaningfully expedite resolving the referenced Deficiencies or problems.

**12.4 Database.**

Contractor must maintain and make available online to the Department a database of all Change Requests, Deficiencies, other problems reported by the Department under Section 12.2 or known to Contractor in the Software and Services used for Module and each visit by such Services Staff as described in Section 12.3 for Software licensed in Section 8. The database must include, as a minimum, the following:

12.4.1 Date and time Contractor was notified, or an inquiry is made;

12.4.2 Date and time of arrival at the Department Site or inquiry response;

12.4.3 Time spent for resolution of Deficiencies;

12.4.4 Description of Deficiencies;

12.4.5 Description of Severity level of Deficiencies, e.g., emergency;

12.4.6 Description of Deficiency resolution;

12.4.7 Date and time of resolution.

**12.5 Corrections and Enhancements.**

12.5.1 Corrections must be provided to the Department at no cost and without the need for a Change Order. Contractor will deliver updated System Documentation to reflect the Correction delivered. Contractor must provide Confirmation that each such Correction has been

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tested and performs according to the Specifications. Contractor agrees to correct corrupted Data that may result from any Deficiency or introduced by the Correction.

12.5.2 Contractor must also provide the Department with all Enhancement and associated Documentation that are provided as general releases to the Software, in whole or in part, or integrate such Enhancement into the Hosting Services, as applicable, at no cost. Contractor must pre-test each such Enhancement general release and give a Confirmation that it performs according to the Specifications as modified by written agreement of the parties. Contractor agrees to correct corrupted Data that may result from any Deficiency introduced by the Enhancement. The Enhancements referenced in Section 12.5.2 are provided at no cost, like the Corrections in Section 12.5.1.

12.5.3 Contractor must produce Enhancements as the Department requests in accordance with the Change Order process described herein. The Department will entertain requests from Contractor to license the Custom Software and Custom Software Enhancements that Contractor has developed for the Department under this Contract to other states or for Contractor to sublicense such Custom Software and Custom Software Enhancements to other states and the Department will decide in the Department's sole discretion whether to grant any such licenses. Further, such licenses will be subject to mutual agreement on applicable terms and conditions. Contractor must correct any Deficiency at no cost and without the need for a Change Order.

12.5.4 If Contractor develops a new Function for its System for another state, and if Contractor has rights to make it available to the Department for the Department's use, Contractor will make available the new Function to the Department at no cost for the function. However, Contractor may charge the Department to customize, configure and implement the Function for the Department's specific version of the System. Or, the Department could use System Enhancement pool hours to customize, configure and implement such Function for the Department. If new functionality for the System must be developed for multiple states and is core to multiple customers, Contractor will develop such functionality and allocate the cost for such functionality fairly and reasonably between the Department and the other states receiving or using the functionality, and the Department will pay for work specifically for the Department as described above. Contractor must pre-test each function and give a Confirmation that it performs according to the Specifications as modified by written agreement of the parties. Contractor agrees to correct corrupted Data that may result from any Deficiency introduced by the Function.

**12.6 Deficiency Reports.**

Contractor must provide to the Department, within 15 days of the Effective Date and the end of each calendar quarter thereafter, a list and description of all problems, bugs, errors and Deficiencies known by Contractor to be in any version of the Proprietary Software and Third-Party Software used by the Department, along with a schedule for resolution thereof. Deficiencies, problems, errors and bugs causing crashes or corruption of the Data must be reported by Contractor pursuant to applicable Appendix B - Performance Standards.

**12.7 Continuous Improvement.**

Contractor must on an ongoing basis at no charge to the Department, as part of its total quality management process, identify, report to the Department, and implement ways to improve performance of the Module and Services and identify and apply techniques and tools from other Contractor installations that would benefit the Department either operationally or financially.

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### 12.8 Responsibilities of Department.

The Department will use reasonable efforts to ensure that its users do not sell, resell, lease, lend, or otherwise make available the Services in whole or in part to a third party or use the Services for timesharing, rental, outsourcing, or service bureau operations, or to train persons other than its users. The Department will manage and maintain communications, connections, and devices for Montana State Government entities at all Montana State Government locations. The Department will also: (a) credential all Users and determine the correct privileges for each User, (b) use reasonable efforts to ensure that all Users use the Services in accordance with the Documentation and for no other purpose, and (c) be responsible for addressing activities that occur under the Department's or Users' accounts or passwords; however, in this sentence, references to "Users" do not include Contractor's Users. The Department will use reasonable efforts to prevent unauthorized use of the Services, and to terminate any unauthorized use. If the Department becomes aware of any unauthorized use of, or access to, the Services, the Department will promptly notify Contractor. The Department is also responsible for its security and privacy compliance, including obtaining consents and authorizations where necessary.

### 12.9 Third Party Services.

Contractor will provide Third-Party Software, Services and equipment to the Department under the applicable terms of the third-party supplier. The Agreement will identify applicable third-party supplier pass-through terms which will be available on Contractor's website or attached to the Agreement. Any liability limitations set forth in the third-party pass-through provisions state the maximum liability of the applicable supplier with respect to that product or service. This section does not affect the liability of Contractor to the Department under this Agreement.

## 13. Avoidance of Conflicts of Interest.

### 13.1 Contractor must:

13.1.1 Comply with applicable state and federal laws, rules and regulations regarding conflicts of interest in the performance of its duties under this Contract;

13.1.2 Cooperate with complete independence and objectivity without real or actual conflict of interest with respect to the activities conducted under this Contract;

13.1.3 Establish safeguards to prohibit its board members, officers and employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain; and

13.1.4 Have no interest nor acquire any direct or indirect interest that would conflict in any manner or degree with its performance under this Contract.

### 13.2 Violation of State or Federal Law

This Contract is subject to immediate termination if Contractor engages in any violation of state or federal law relating to:

13.2.1 mail fraud, wire fraud, making false statements, price fixing and collusion to fix prices under the Sherman Act, 15 U.S.C. §§ 1-7;

13.2.2 kickback schemes in violation of the Anti-Kickback Act, 41 U.S.C. §§ 51-517; and

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13.2.3 collusion with other contractors in a noncompetitive manner to gain unfair advantage in providing services at a noncompetitive price in violation of Title 17, Chapter 8, Part 4, MCA.

### 13.3 Personal Benefit

Contractor may not enter into any contract or other arrangement for the use, purchase, sale lease or rental of real property, personal property or services funded with monies of this Contract if an employee, administrator, officer or director of Contractor may receive a financial or other valuable benefit as a result. The Department may grant exceptions to this prohibition where it determines that the circumstances warrant the granting of an exception.

### 13.4 Conflicts

The Contractor must avoid any real/actual conflicts of interest on the part of Contractor, subcontractors, or employees, officers and directors of Contractor or subcontractors. Thus, the Department reserves the right to determine, at its sole discretion, whether any information, assertion or claim received from any source indicates the existence of a real/actual conflict of interest; and, if a conflict is found to exist, to require Contractor to submit additional information or a plan for resolving the conflict, subject to the Department's review and prior approval. The Contractor will also use reasonable efforts to avoid the appearance of a conflict and resulting allegations, assertions or claims that a conflict exist.

### 13.5 Conflicts of interest include:

13.5.1 An instance where Contractor or any of its subcontractors, or any employee, officer, or director of Contractor or any subcontractor has an interest, financial or otherwise, whereby the use or disclosure of information obtained while performing services under the Contract would allow for private or personal benefit or for any purpose that is contrary to the goals and objectives of the Contract.

13.5.2 An instance where Contractor’s or any subcontractor’s employees, officers, or directors use their positions for purposes that are, or give the appearance of being, motivated by a desire for private gain for themselves or others, such as those with whom they have family, business or other ties.

13.5.3 If the Department is or becomes aware of a known or suspected conflict of interest, Contractor will be given an opportunity to submit additional information or to resolve the conflict. A Contractor with a suspected conflict of interest will have five business days from the date of notification of the conflict by the Department to provide complete information regarding the suspected conflict. If a conflict of interest is determined to exist by the Department and cannot be resolved to the satisfaction of the Department, the conflict will be grounds for terminating the Contract. The Department may, at its discretion upon receipt of a written request from Contractor, authorize an extension of the timeline indicated herein.

## 14. Changes.

### 14.1 Changing Government Programs and Services.

14.1.1 The parties acknowledge that government programs and services supported by this Contract will be subject to continuous change during the Term of this Contract. Contractor has provided for or will provide for adequate resources to reasonably accommodate such changes, subject to the Change Order process of this Section.

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14.1.2 The Parties also acknowledge that Contractor was selected, in part, because of its expertise, experience, and knowledge concerning applicable Federal and/or State laws, regulations, policies, guidelines or Standards that affect the performance of the Services and the Module.

**14.2 Identifying Changes.**

In keeping with the Department's reliance on Contractor's knowledge, experience and expertise, Contractor will be responsible for identifying changes in applicable federal or State legislative enactments, regulations, and Standards that affect Contractor in its performance of the Services, and the impact of such changes on the performance of the Services or Deliverables or the Department's use of the Services or Deliverables. Contractor must timely notify the Department of such changes and must work with the Department to identify the impact of such changes on how the Department uses the Services or Deliverables.

**14.3 Noncompliance.**

Contractor must, in accordance with Appendix B, during the Term of the Contract, correct any noncompliance with the laws, regulations, policies, guidelines and Standards that affect the Services or Deliverables that are to be provided or that have been provided by Contractor, its Subcontractors or their agents.

**14.4 The Department's Guidance.**

Contractor may request guidance in administrative and programmatic matters that are necessary to Contractor's performance. The Department may provide such guidance as it determines appropriate. Guidance may include providing copies of regulations, statutes, standards and policies that are to be complied with under this Contract. The Department may supply essential interpretations of such materials and this Contract to assist with contract compliance by Contractor. Contractor is not relieved by a request for guidance of any obligation to meet the requirements of this Contract. Legal services will not be provided by the Department to Contractor in any matters relating to Contractor's performance under this Contract. If any provision of this Contract, per se or as applied, is determined by the Department to be in conflict with any federal or State law or regulation then the provision is inoperative to the extent that the Department determines it is in conflict with that authority and the provision is to be considered modified to the extent the Department determines necessary to conform with that authority.

**14.5 Issuance of Change Requests.**

The Department may request changes within the scope of this Contract at any time by a written Change Request.

**14.6 Contractor Response to Changes and Change Requests.**

Contractor must respond in writing within 10 days of receiving a Change Request, advising the Department of any cost and Schedule impacts. When there is a cost impact, i.e., increase or decrease in Charges, Contractor must advise the Department in writing of the increase or decrease involved, including a breakdown of the number of Staff hours by level, of Contractor and Department personnel, needed to effect this change.

**14.7 Agreement on Change Order.**

Contractor's Project Manager and the Department's Project Manager will negotiate in good faith and in a timely manner as to the price for and the impact on the Schedule of any Change Request. If the parties reach an agreement on a Change Order in writing, and the Change Order

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is executed by authorized representatives of the parties, the terms of this Contract will be modified accordingly. The parties will execute a formal Contract amendment for any Change Order that increases or decreases the Maximum Amount. Change Orders and such Contract amendments must be executed by the Department's Project Director. Contractor will promptly incorporate all Change Orders affecting the Services and Deliverables into applicable Module Documentation. In no event will the Charges be increased, or the Schedule be extended in a Change Order to correct errors or omissions in the Response. Deficiency Corrections must be provided to the Department at no additional cost and without the need for additional Change Orders. All Change Orders must be maintained in consistent order in the Department's Contract file.

**14.8 Disagreement.**

If federal or state laws, rules, regulations, policies, Standards or guidelines are adopted, promulgated, judicially interpreted or changed, the effect of which is to alter the ability of either party to fulfill its obligations under this Contract, the parties will promptly negotiate in good faith appropriate modifications or alterations to the Contract and any appropriate Change Orders. In the event of a change of law or other authority, the Department may present to Contractor Notice of the change along with a Change Request or an amendment or amendments to bring contractual terms and performance into compliance with the change. If the Department submits to Contractor a Change Request or such an amendment to comply with such laws, rules, regulations, policies or guidelines and if the parties are unable to reach an agreement in writing within 15 days of Contractor's response to such a Change Request, the Department may modify the Change Request or amendment or issue a Change Order or the amendment as is. Contractor is obligated to undertake performance as specified in the Change Order or amendment and the Contract and is to receive payment for that performance in accordance with the reimbursement specified in the Change Order, the amendment and the Contract. If the parties cannot agree on the terms of a Change Order, other than entered by the Department as described above, the parties will pursue the dispute resolution process under Section 24.14. Nothing in this Section excuses Contractor, in any manner, from proceeding diligently with the Contract as changed by the Change Order, while reserving all rights and claims.

**14.9 Termination.**

If Contractor fails or refuses to perform its Services pursuant to a Change Order, Contractor shall be in Material Breach of this Contract, and the Department has the right to terminate the Contract for such a breach in accordance with Section 23.1.

**14.10 Contractor Submission of Change Request.**

Contractor may also submit a Change Request to the Department to propose changes that should be made within the scope of this Contract. Any such Change Request must include a price summary and Schedule impacts. The Department will attempt to respond to such Change Requests from Contractor within 20 days of receipt. If the parties reach an agreement on a Change Order in writing, and the Change Order is executed by authorized representatives of the Parties, the terms of this Contract will be modified accordingly through an amendment as provided for in Section 24.21. If the parties are unable to reach an agreement in writing on a Change Request submitted by Contractor, the Department's Project Manager will be deemed to have rejected the requested Change Request. Upon rejection by the Department of a Contractor request for a change order, Contractor is obligated to continue performance in accordance with this Contract.

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### 14.11 Changes Initiated by Contractor.

14.11.1 Contractor must provide the Department with Notice and a description of all Contractor-initiated changes to the Module, for any change that might affect or impact the Department. The Notice must be 60 Days in advance when feasible and must include any known impacts the changes might have to the Department. If the change is determined by the Department to result in the Module being non-compliant with Contractor's requirements under this Agreement, Contractor must, at no cost to the Department, correct the change that results in non-compliance.

14.11.2 Except for emergencies, Contractor must notify the Department 60 Days prior to non-remedial Changes to the Module. Contractor will provide an opportunity for the Department testing and analysis of State systems and procedures.

14.11.3 Contractor must absorb all costs associated with Contractor initiated changes to the Module.

### 14.12 Update Key Documents.

14.12.1 Contractor must maintain and update as required the key design and operational manuals. Updates that are made as a result of Module changes must be completed and provided to the Department as defined in Appendix B.

14.12.2 Contractor must send the Department an e-mail or other electronic broadcast, which includes a summary description of such Module change, at least 20 Days prior to the change going to testing and at least 10 Days prior to Implementation of the change. If feasible and when requested by the Department, Contractor will provide some or all of the updated Documentation to the Department prior to implementing Module and operational changes into Production.

### 14.13 Pricing for Change Requests.

14.13.1 Contractor must perform Services on Change Requests on a time and materials, not-to-exceed basis. Contractor must base prices for Change Requests on the reasonable number of Staff hours, fixed labor categories, plus any other reasonable expenses needed to affect the Change at rates presented in Appendix A.

14.13.2 Pricing documents submitted for approval of the Department must include a breakdown of costs by Staff hours and any other expenses.

14.13.3 The Department, at its discretion, can choose to utilize System Enhancement Pool hours to reimburse the Contractor for Services on a Change Request.

## 15. Letter of Credit.

### 15.1 Value.

The Letter of Credit must secure the performance of Contractor, including performance of the Services in accordance with the Work Plan and providing Deliverables in accordance with the Specifications, and must secure any damages, cost or expenses resulting from Contractor's default in performance hereunder or liability caused by Contractor. Contractor may satisfy the obligation to provide a Letter of Credit through provision of one or more Letters of Credit on

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behalf of Contractor or from various sources. The State requires 4% of the DDI Contract value (total of Attachment G - Schedule B) for DDI and will be reduced to 2% of the total operations contract value (total of Attachment G - Schedule C) once all module components are in full operations.

### 15.2 Payments.

The Letter of Credit must become payable to the Department for any outstanding damage assessments made by the Department against Contractor. An amount up to the full amounts of the Letter of Credit may also be applied to Contractor's liability for any administrative costs and/or excess costs incurred by the Department in obtaining similar Software, Deliverables, other products and Services to replace those terminated as a result of Contractor's breach. The Department may seek other remedies in addition to this stated liability. It is understood and agreed that the form of the Letter of Credit will be substantially similar to the form in Appendix D.

### 15.3 Review and Acceptance by the Department.

Prior to acceptance of the Letter of Credit, the Department reserves the right to review and give its acceptance of the Letter of Credit. Both the initial expense and the annual premiums on the Letter of Credit must be paid by Contractor. The original Irrevocable Letter of Credit must be provided to the following address within 10 business days from the Effective Date: State Procurement Bureau, P.O. Box 200135, Helena, MT 59620-0135. Failure to timely provide a Letter of Credit acceptable to the Department is a Material Breach of this Contract.

## 16. Additional Rights and Remedies.

### 16.1 Liquidated Damages.

The parties agree that any delay or failure by Contractor to timely perform its obligations under the Work Plan and in accordance with the Performance Standards may interfere with the proper and timely delivery of the Module, to the loss and damage of the Department. In such circumstances, the Department may incur major costs to maintain the functions that would have otherwise been performed by Contractor. The parties understand and agree that the following Sections, Appendix B, and the RFP describe the liquidated damages Contractor must pay to the Department as a result of nonperformance hereunder by Contractor, that such liquidated damages are reasonable and enforceable compensatory damages, and that Contractor will not claim at any time during and after the term that such damages are unenforceable. This Section refers to the dates in the Work Plan, the dates and times in Appendix B, and other dates as agreed to by the parties under this Contract.

16.1.1 The Contractor may incur under Section 16.1 assessments of liquidated damages for delays and failures.

16.1.2 The assessment of liquidated damages will not constitute a waiver of damages under this Contract, including the Department's right to terminate this Contract. The Department is entitled in its discretion to recover actual damages caused by Contractor's failure to perform its obligations under this Contract. However, the Department will reduce such actual damages by the amounts of liquidated damages received for the same events causing the actual damages.

16.1.3 Amounts due the Department as liquidated damages may be deducted by the Department from any money payable to Contractor under this Contract, or, if any liquidated

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damages remain on termination, the Department may bill Contractor as a separate item therefor and Contractor must promptly make such payments.

16.1.4 In the event that one discrete occurrence, event, act, or omission results in violation of two or more Performance Standards, the amount of liquidated damages payable by Contractor to the State shall be limited to the amount the State is entitled to receive in accordance with the Performance Standard that would result in the greatest recovery for the State, and the State shall not be entitled to assess liquidated damages for violations of other Performance Standards arising from the same discrete occurrence, event, act, or omission.

16.1.5 Where, for reasons beyond the reasonable control of Contractor, including the acts or omissions of the State, other State contractors, or third parties, or where other dependencies to Contractor's performance are unmet, that are the sole cause of the impact to the Contractor's performance such that Contractor is not in compliance with a Performance Standard, Contractor's noncompliance will be excused, and Contractor will not be assessed Liquidated Damages.

**16.2 Withholding Payments.**

The Department has the right to withhold any and all payments due to Contractor, if Contractor fails to perform its obligations under the Contract, governing 1) the delivery of the contracted services, 2) the receipt and expenditure of the monies provided through this Contract, and 3) the conduct of Contractor as a contractor for the State, without penalty or work stoppage by Contractor, until Contractor cures its failures to perform. The Department will provide Contractor Notice of both the amount of withhold and of the basis for the withholding of payment. Contractor is not relieved of its performance obligations when the Department withholds payment and must continue to perform in accordance with this Contract.

**16.3 Reductions in Payments Due.**

Amounts due the Department by Contractor, including liquidated damages or claims for damages, may be deducted or set off by the Department from any money payable to Contractor pursuant to this Contract.

**16.4 Substitute.**

If, in the reasonable judgment of the Department, a default by Contractor is not so substantial as to require Contract termination, and reasonable efforts to induce Contractor to cure the default are unsuccessful, and the default is capable of being cured by the Department or by another resource without unduly interfering with continued performance by Contractor, the Department may, without prejudice to any other remedy it may have, provide or procure the Deliverables or Services reasonably necessary to cure the default. In that event, Contractor must reimburse the Department for the reasonable cost of the Deliverables or Services in default.

**16.5 Performance Standards.**

If any Deliverable, including the Module, fails to meet its Performance Standards during the Term of the Contract and while Contractor is providing Operations or Maintenance Services, Contractor must modify, reconfigure, upgrade or replace system or Module components, including Software and Equipment at no cost to the Department in order to provide a solution that complies with such Performance Standards. This remedy is in addition to other remedies available to the Department for failure to meet such Performance Standards.

**16.6 Stop Work Order.**

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The Department may, at any time, by written order to Contractor, require Contractor to stop any or all parts of the work required by this Contract for the period of days indicated by the Department after the order is delivered to Contractor. The order must be specifically identified as a stop work order issued under this clause. Upon receipt of the order, Contractor must immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. If a stop work order issued under this clause is canceled or the period of the order or any extension expires, Contractor must resume work. The Department Project Manager will make the necessary adjustment in the delivery schedule or Contract price, or both and this Contract will be amended in writing accordingly.

**16.7 Right to Assurance.**

If the Department, in good faith, has reason to believe that Contractor does not intend to, or is unable to perform or has refused to perform or continue performing all material obligations under this Contract, the Department may demand in writing that Contractor give a written assurance of intent to perform. Failure by Contractor to provide written assurance within the number of days specified in the demand (in no event less than five business days) may, at the Department's option, be the basis for terminating this Contract under the terms and conditions or other rights and remedies available by law or provided by this Contract.

## 17. Corrective Action Plans.

**17.1 The Department Request for Corrective Action Plan.**

The Department may require Contractor to submit to the Department a Corrective Action Plan to correct or resolve a specific event or events causing the finding of a Deficiency or breach or prior to assessment of a liquidated damage.

**17.2 Scope of the Corrective Action Plan.**

The Corrective Action Plan required by the Department under this Section must provide:

17.2.1 Contractor’s detailed explanation of the cause or reasons for the cited Deficiency or breach;

17.2.2 Contractor’s assessment or diagnosis of the cause of the cited Deficiency or breach; and

17.2.3 Contractor’s specific proposal to cure or resolve the Deficiency or breach.

**17.3 Submission and Approval of Corrective Action Plan.**

The Corrective Action Plan must be submitted within ten business days following the request for the Corrective Action Plan by the Department or another date acceptable to the Department. The Corrective Action Plan must be subject to written approval by the Department.

**17.4 Contractor Responsibility for Performance.**

Notwithstanding Contractor’s submission and the Department’s acceptance of a Corrective Action Plan, Contractor remains responsible for achieving all Performance Standards and compliance with all other obligations under this Contract. Further, the Department’s acceptance of a Corrective Action Plan under this Section will not:

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17.4.1 Excuse Contractor's prior performance;

17.4.2 Relieve Contractor of its duty to comply with performance standards; or

17.4.3 Prohibit the Department from assessing additional remedies or pursuing other appropriate remedies for continued substandard performance.

## 18. Insurance.

### 18.1 General Liability, Professional Liability, Crime and Cybersecurity Coverage.

18.1.1 Contractor must maintain for the duration of the Contract, at its cost, primary standard commercial general liability insurance coverage. The coverage must include contractual liability, bodily injury, property damage, products and completed operations, and personal and advertising injury. The insurance must cover claims as may be caused by acts, omissions, or negligence of Contractor or Contractor's officers, or employees. The general liability insurance coverage must be obtained with combined single limits for bodily injury, personal injury, and property damage of $1,000,000 per occurrence and $2,000,000 per general aggregate per year. In addition, Contractor must carry umbrella liability insurance with a $2 million aggregate limit.

18.1.2 Contractor must maintain professional liability errors and omissions insurance, with coverage of not less than $2,000,000 per claim and $4,000,000 aggregate per year to cover such claims as may be caused by any act, omission, or negligence of Contractor or its officers or employees. The following conditions apply: (1) the commencement date of the Contract must not fall outside the effective date of insurance coverage and it will be the retroactive date for insurance coverage in future years; and (2) The insurance policy will be maintained for a period of five (5) years after the termination or expiration of this Contract.

18.1.3 Contractor must maintain crime coverage insurance of not less than $3 million single limit per loss and $3 million in the aggregate, which must at a minimum cover occurrences falling in the following categories: Computer Fraud; Forgery; Money and Securities; and Employee Dishonesty; full prior acts coverage must be provided and such insurance must be maintained for a period of three (3) years after the termination or expiration of this Contract; and

18.1.4 Contractor must maintain cyber-security insurance, with coverage of not less than $3 million per claim/$3 million general aggregate, that includes but is not limited to coverage for first-party costs and third-party claims from: (i) failure to protect data, including unauthorized disclosure, use or access, (ii) security failure or privacy breach, (iii) failure to disclose such breaches as required by law, regulation or contract, (iv) notifications, public relations, credit monitoring, postage, advertising, and other services to assist in managing and mitigating a cyber-incident, (v) interruptions of business operations, (vi) network security failure, (vii) cyber-extortion, (viii) cyber-terrorism, (ix) communications and media liability (e.g., infringement of copyright, title, slogan, trademark, trade name, trade dress, service mark or service name in the policyholder's covered material), (x) EFT, computer, and electronic transmissions fraud and theft, and (xi) other cyber-liability and cyber-crime expenses.

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**18.2 Automobile Liability Insurance**

18.2.1 Contractor must maintain, at its cost, business automobile liability insurance coverage covering Contractor's owned or non-owned or vehicles used by Contractor for this Contract.

18.2.2 Contractor must maintain business automobile liability insurance coverage, inclusive of bodily injury and property damage, with split limits of $1,000,000 per person (personal injury), $2,000,000 per accident occurrence (personal injury) and $100,000 per accident occurrence (property damage) or combined single limits of $1,000,000 per accident occurrence.

**18.3 General Requirements.**

18.3.1 The coverage must be from an insurer with a Best's Rating of no less than A- or through a qualified self-insurer plan, implemented in accordance with Montana law and subject to the approval of the Department.

18.3.2 Contractor shall ensure the State of Montana, its officials, employees, State contract related agents and volunteers are covered as additional insureds with respect to Contractor's performance of the Services under Contractor's business automobile liability insurance for all automobiles leased, hired, or borrowed by Contractor.

18.3.3 The parties agree that Contractor may use a blanket endorsement to include the Department as an additional insured under Contractor's general, automobile and umbrella liability policies. The Department may require Contractor to provide copies of any applicable blanket additional insured endorsements to those policies. State will be an additional insured or contractual indemnitee under the cyber-security coverage, pursuant to Contractor's indemnity obligations as stated in section 21.2.5 of this contract.

18.3.4 Contractor's insurance coverage is the primary insurance in respect to the State of Montana, its officials, employees, and volunteers. Any insurance or self-insurance maintained by the State of Montana, its officials, employees, and volunteers is in excess of Contractor's insurance and does not contribute with it.

18.3.5 Contractor is responsible for any deductible or self-insured retention that it may carry.

18.3.6 Contractor's insurance must cover all of its agents, subcontractors, representatives, assignees, volunteers and any other person, partnership, corporation, or other legal entity performing work or services, or providing materials under this Contract or Contractor must require all of its agents, subcontractors, representatives, assignees, volunteers and any other person, partnership, corporation, or other legal entity performing work or services, or providing materials under this Contract to maintain substantially similar insurance coverage as set forth in this Section.

**18.4 Worker's Compensation Coverage.**

Prior to performing Services under this Contract, Contractor must provide or purchase worker's compensation coverage for its employees. The Department will not be responsible for payment of premiums or for any other claim or benefit for Contractor, or any Subcontractor or employee of Contractor, which might arise under applicable laws during the performance of duties and

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Services under this Contract. However, should Contractor fail to secure insurance coverage or fail to pay premiums on behalf of its employees, the Department may deduct the amount of premiums and any penalties owing from the amounts payable to Contractor under this Contract and transmit the same to the responsible State agency or insurer.

**18.5 Subcontractors.**

Contractor will provide a list of current Subcontractors that will perform work under this Contract. For all new Subcontractors that are contracted to perform work after the Effective Date of this Contract, unless Subcontractors are listed as insured under Contractor's insurance policies, Contractor will furnish separate certificates of insurance and endorsements for each such Subcontractor(s) upon request. The Subcontractor(s) must comply fully with all insurance requirements stated herein or the Subcontractor(s) shall be listed as insured under Contractor's insurance policies. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

**18.6 Premiums.**

Premiums on all insurance policies must be paid by Contractor or its Subcontractors. Such liability insurance policies provided for the Department pursuant to this Section will expressly provide therein that the policy will not be revoked by the insurer until 30 days' Notice of intended revocation is provided to the Department by Contractor or such insurer, and that the Department will be included as additional insured. The foregoing additional insured requirement does not apply to the professional liability policy or workers compensation coverage.

**18.7 Cancellation.**

Contractor's insurance policies must not be canceled or non-renewed in scope of coverage without provision for equivalent substitute insurance and such cancellation or nonrenewal must not take place or be reduced in scope of coverage until five business days' written Notice has been given to the Department, attention the Department's Project Director, and Contractor has replacement insurance policy(ies) in place that satisfy the requirements set forth in this Section. Contractor's insurance policies must not be reduced in scope without the Department's prior written consent unless scope of coverage still meets the requirements detailed in this Contract.

**18.8 Insurance Documents.**

Contractor must upload to their vendor portal available under eMACS and furnish to the Department copies of certificates of all required insurance within 30 calendar days of the Effective Date, and copies of renewal certificates of all required insurance within 30 days after the renewal date. Contractor must submit the certificates of coverage to the Department's Project Manager at an address designated in writing by the Department as well as upload to their vendor portal. These certificates of insurance must provide evidence of coverage meeting the insurance requirements specified in this Section and be executed by a duly authorized representative of each insurer. The Certificate of Insurance for each required policy shall reference the Department Contract Number for the Contract. Failure to provide these documents is grounds for immediate termination or suspension of this Contract by the Department for Material Breach. Contractor is not required to submit to the Department copies of Certificates of Insurance for personal automobile insurance required of Contractor's employees and volunteers under this Contract.

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### 18.9 Increased Coverage.

The Department is to be notified by Contractor immediately if any aggregate insurance limit as required in this Contract is exceeded. In such event, additional coverage must be purchased to meet requirements or Contractor may elect to self-insure claims that exceed insurance limits in a policy year. If Contractor chooses to self-insure claims that exceed insurance limits in a policy year, Contractor shall provide Notice to the Department of Contractor's intention to self-insure such claims before the limit is reached and shall provide information requested by the Department regarding Contractor's plan to self-insure such claims for the remainder of the policy year.

### 18.10 Cross-Liability.

All insurance provided by Contractor under this Contract must be primary as to any other insurance or self-insurance programs afforded to or maintained by the State, and all insurance policies, except for the professional liability policy and workers compensation coverage, must include a severability of interests (cross-liability) provision.

### 18.11 General.

By requiring insurance, the State of Montana and the Department do not represent that the coverage and limits specified will be adequate to protect Contractor. Such coverage and limits will not be construed to relieve Contractor from liability in excess of the required coverage and limits and will not limit Contractor’s liability under the indemnities and reimbursements granted to the State and the Department in this Contract.

### 18.12 Subrogation.

Contractor agrees to waive all rights of subrogation against the Department, its boards, agencies, departments, officers, employees, agents, and volunteers for losses arising from services performed by Contractor under this Contract unless prohibited by law.

### 18.13 Extended Coverage.

18.13.1 For Professional Liability Errors and Omissions and Cyber-Security coverage described above, Contractor must continue such coverage for at least three years beyond the expiration or termination of this Contract or provide for a comparable extended reporting period. The Retroactive Date must be shown and must be before the Effective Date or the beginning of work on the Contract, whichever is earlier. If coverage is canceled or non-renewed, and not replaced with another claim made policy form with a Retroactive Date prior to the Effective Date, Contractor must purchase “extended reporting” coverage for a minimum of three years after expiration or termination of the Contract, whichever is earlier.

## 19. Protection of Proprietary Information of the Contractor and Proprietary Information of the Department.

### 19.1 Purpose.

This Section applies to each party’s Proprietary Information. Proprietary Information is one type of Confidential Information. Section 20 applies to Confidential Information including Proprietary Information.

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### 19.2 Parties Agree to protect Proprietary Information.

The disclosure of Proprietary Information is limited to authorized personnel. The Department and Contractor must maintain all Proprietary Information of the other party in confidence, in the same manner as each party protects the confidentiality of its own Proprietary Information, but in no event with less than reasonable care. Neither party will at any time use, publish, reproduce or disclose Proprietary Information, except to authorized employees, contractors and agents requiring such information.

19.2.1 Both parties will take all steps necessary, including oral and written instructions to all staff, to safeguard the other party's Proprietary Information against unauthorized disclosure, reproduction, publication or use. Each party agrees that prior to disclosing any Proprietary Information of the other party to any authorized third party, it will obtain from that third party a written acknowledgment that such third party will be bound by the same terms as specified in this Section with respect to the Proprietary Information. In addition to the requirements expressly stated in this Section, Contractor and its Subcontractors will comply with any policy, rule, or reasonable requirement of the Department that relates to the safeguarding or disclosure of information relating to the Services performed by Contractor under this Contract, including without limitation the terms of the Response.

### 19.3 This Contract and Appendices are Public Documents.

This Contract and Appendices and supporting documents are public documents available for public inspection to the extent allowable by State law. The Department has the right to use for a public purpose, and disclose to the public, all contractual information, including reports, evaluations, statistics, and other management and performance information related to this Contract.

19.3.1 The public has access to Contractual Information. Contractor acknowledges that the Department is subject to the public right to know under Montana law, and that this Contract, all Appendices, and supporting documents, constitute public information as defined at Section 2-6-1002, MCA. The Contract and Appendices and supporting documents are available for public inspection and copying unless determined in accordance with federal or State law to be Proprietary Information of the Contractor. The Department Contract Project Manager specified in this Contract should be contacted for purposes of inquiring as to the availability of and procedures for the release of public contractual information.

19.3.2 Perfecting Contractor's Claim of Proprietary Information. The Contractor must identify Proprietary Information. The Contractor is responsible for identifying and segregating any document or information it claims is Proprietary Information of the Contractor. The Department Project Manager should be contacted for purposes of instruction on identifying Proprietary Information of the Contractor. The Department will only consider a claim of Proprietary Information if Contractor has identified and segregated the information for which the claim is being asserted and has provided a detailed legal analysis supporting the claim of Proprietary Information. Contractor must include with that claim the affidavit of legal counsel for Contractor, on the form provided by the Department, titled "AFFIDAVIT FOR PROPRIETARY INFORMATION CONFIDENTIALITY", attesting to the legal counsel's legal relationship to Contractor, acknowledging the primacy of federal and Montana law with respect to the claim, indemnifying the Department with respect to defense, and warranting Contractor's responsibility for all legal costs and attorneys' fees should the Department accept the claim and be subjected to administrative or legal contest.

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19.3.2.1 The Department will not consider information claimed by Contractor to be Proprietary Information, including a claim by Contractor that information is a trade secret, if the information is available to the public without restriction through one or more other sources or the information has been legitimately released to the public otherwise by the Contractor or other parties.

19.3.2.2 The Department will provide Contractor timely notice of any administrative or legal request or contest from a third party seeking release of contractual and related information for which Contractor has properly made a claim that the information is Confidential Information as Proprietary Information. If the Department determines that such information is subject to the public right to know and must be released as requested, the Department will provide Contractor with notice of the intended release five working days prior to the date of the proposed release. The notice period is intended to allow Contractor to make arrangements, if desired, to intervene through an appropriate legal forum to contest the release.

## 20. Protection Obligations for Confidential Information.

### 20.1 Access and Protection.

20.1.1 Purpose. During the Term of the Contract, Contractor and the Department will have access to and become acquainted with each party's Confidential Information. Section 19 above applies to the Confidential Information that is Proprietary Information. This Section applies to all Confidential Information of the Response.

20.1.2 Maintain Confidentiality. The Department and Contractor must maintain all Confidential Information of the other party in confidence. Each party must treat the other party's Confidential Information in the same manner as it protects the confidentiality of its own information of like kind, but in no event with less than reasonable care. Neither party will at any time use, publish, reproduce or disclose any Confidential Information except to authorized employees, contractors and agents requiring such information. Both parties will take all steps necessary, including oral and written instructions to all staff, to safeguard the other party's Confidential Information against unauthorized disclosure, reproduction, publication or use. Contractor and its Subcontractors will comply with any policy, rule, or reasonable requirement of the Department that relates to the safeguarding or disclosure of information relating to the Services performed by Contractor under this Contract, including without limitation the terms of the Response.

20.1.3 Contractor must implement and use at all times electronic and other security measures, standards, and procedures that meet or exceed current industry standard business practices among like entities and operations and comply with the terms of this Contract. If requested, Contractor shall allow the Department to review Contractor's security measures, standards and procedures in a manner that protects the confidentiality of Contractor's security measures. The Department will provide Contractor a review agenda two (2) weeks prior to the review date, except where an urgency exists such as in the case of a review involving an alleged breach of the privacy provisions of the Agreement.

### 20.2 Contractor Compliance with the Federal HIPAA and HITECH.

The Contractor, in relation to individually identifiable personal healthcare information used or possessed by the Contractor for or related to the purposes of performance under this Contract, must comply with the privacy and security requirements of the federal Health Insurance

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Portability and Accountability Act (HIPAA) of 1996 and the regulations implementing the HIPAA requirements and the Health Information Technology for Economic and Clinical Health Act (HITECH), and the regulations implementing the HITECH requirements as they may be applicable to the Contractor and the services provided through this Contract.

20.2.1 The Contractor is a Business Associate of the Department as defined at 45 CFR 160.103. It must comply with the privacy and security requirements of federal HIPAA and HITECH. As a Business Associate the Contractor must comply with the further requirements and limitations that appear with this Contract as Appendix J.

20.2.2 The Annual Department Certification Form, attached to this Contract as Appendix K, must be signed by the Contractor. That form, containing various requirements necessitating the Contractor's certification, provides that the Contractor is fully in compliance with the privacy and security requirements established in applicable federal statutes and regulations.

20.2.3 Security of Confidential Personal Information. The Contractor in its possession and use of Confidential Personal Information for purposes of performance under this Contract must implement and use at all times electronic and other security measures, standards, and procedures that meet or exceed current industry standard business practices among like entities and operations, and if applicable are compatible with the technology and programs of the Department, and, if requested by the Department, have been reviewed in a manner that protects the confidentiality of Contractor's security measures, standards and procedures.

20.2.4 Notice by Contractor of Investigations, Complaints, Litigation Concerning the Use and Protection of Confidential Personal Information. Contractor must notify the Department in writing within five business days in the event that Contractor receives notice of a complaint or notice of an administrative action or litigation initiated against the Contractor based on any legal authority pertaining to the protection of confidential information. The Contractor must provide the Department with a copy of any complaint or notice along with a copy of the relevant administrative or legal complaint and/or determination. The commitments in this Section 20.2.4 apply if such complaint, notice and/or determination relates to Contractor's Services provided under this Contract.

20.2.5 Access to Data. Contractor may use and disclose the Data (including protected health information, as defined under HIPAA) for purposes permitted by HIPAA, and as necessary to perform and improve the Services or as agreed upon in the Agreement. To the extent required for Contractor to provide the Services to the Department, Contractor may de-identify protected health information in accordance with the standards set forth in 45 C.F.R. 164.514(b) and may use or disclose protected health information to provide data aggregation services. The Department agrees that Contractor may use and disclose performance and usage Data for any purpose permitted by law; however, Contractor must obtain written permission from the Department to the extent such use or disclosure would be of Department-specific identifiable information or Data containing or derived from protected health information (as defined under HIPAA).

**20.3 Cause for Termination.**

Failure of Contractor to be in compliance with this provision or federal and state laws protecting confidential personal information, inclusive of the federal HIPAA and HITECH Acts and the implementing regulations governing the protection of confidential personal healthcare

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information, is cause for termination of this Contract by the Department pursuant to Section 23.1.

## 21. Indemnifications.

### 21.1 Intellectual Property.

21.1.1 Contractor must, at its expense, defend, indemnify, and hold harmless the Department and its employees, officers, directors, contractors and agents, and the State from and against any third-party claim or action against the Department which is based on a claim that any Work Product or any part thereof under this Contract infringes a patent, copyright, utility model, industrial design, mask work, trademark, or other proprietary right or misappropriates a trade secret, and Contractor must pay all losses, liabilities, damages, penalties, costs, fees (including reasonable attorneys' fees) and expenses caused by or arising from such claim. The Department will promptly give Contractor notice of any such claim. The Department will allow Contractor to control, and will cooperate with Contractor in, the defense and any related settlement negotiations, provided that:

21.1.1.1 Contractor must permit the Department to participate in the defense and settlement of any such claim, at the Department's own expense, with counsel of its choosing; and

21.1.1.2 Contractor may not enter into or agree to any settlement containing any admission of or stipulation to any guilt, fault, liability or wrongdoing on the part of the Department, its elected and appointed officials, agents or employees without the Department's prior written consent.

21.1.2 If any Deliverable and/or Work Product furnished is likely to or does become the subject of a claim of infringement or violation as described above, then Contractor may, at its option, procure for the Department the right to continue using the alleged infringing or misappropriated Deliverable and/or Work Product, or modify the Deliverable and/or Work Product so that it becomes non-infringing or not misappropriated or replace it with one that is at least functionally equivalent. If none of the above options can be accomplished, or if the use of such Deliverable and/or Work Product by the Department is prevented by injunction, the Department must promptly return the affected Deliverable or Work Product to Contractor on written request, subject to Contractor refunding to the Department all amounts paid to Contractor for the design, development, and implementation of the affected Deliverable and for other Deliverables affected by the returned Deliverable. The Department is not precluded from seeking other remedies available to it hereunder, and in equity or law for any damages it may sustain due to its inability to continue using such Deliverables.

21.1.3 However, Contractor will not be liable to the extent claims of misappropriation or infringement arise from Contractor's compliance with any designs, Specifications or written instructions of the Department. after providing Notice to the Department of the possibility of infringement claims from third-parties and Contractor could not have avoided such claims through alternative products, or from modifications made by any party other than Contractor. Additionally, Contractor will not be liable to the extent claims of misappropriation or infringement arise from (i) the use of any Deliverable in combination with any product, service or activity (or any part thereof) not furnished, performed or recommended in writing by Contractor; (ii) the use of a Deliverable in violation of the Agreement; or (iii) third party content supplied or transmitted by the Department or its Users.

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**21.2 General.**

21.2.1 Contractor must, at its expense, indemnify, defend, and hold harmless the Department, its employees, officers, directors, contractors and agents, and the State from and against any losses, liabilities, damages, penalties, costs, fees, including reasonable attorneys' fees, and expenses for third party claims from any:

21.2.1.1 claim or action for property damage, bodily injury or death, caused by or arising from the acts or omissions or willful misconduct of Contractor, its officers, employees, agents, or Subcontractors;

21.2.1.2 breach or alleged breach of its obligations in Section 20.2 and Appendix J that results in the unauthorized disclosure of Confidential Personal Information;

21.2.1.3 any claim, action, suit or judgment to the extent caused by or arising from Contractor's failure to provide and maintain reasonable administrative, physical and technical safeguards consistent with applicable industry standards to appropriately protect the confidentiality and integrity of the Department's Data that results in the unauthorized disclosure of Confidential Personal Information; and

21.2.1.4 all costs, liabilities, fees, actions, claims, penalties, fines, sanctions, disallowances, or damages, including damages resulting from a reduction of Federal Financial Participation, even if not a third-party claim, or a reduction of Federal Medical Assistance Percentage, even if not a third-party claim, that the Department determines were primarily caused by the Contractor or the Module's noncompliance with or violation of any federal or State laws, rules, regulations, policies, guidelines or Standards.

21.2.2 The obligation of Contractor to indemnify, defend, and hold harmless the State of Montana under this Section extends only to losses, liabilities, damages, costs, or fees resulting or arising in whole or in part from any actual or alleged actions, failures, or omissions of Contractor and of the State of Montana as jointly liable with Contractor relating to performance under this Contract. The obligation of Contractor to indemnify, defend and hold harmless the State of Montana under this Section does not extend to the extent the losses, liabilities, damages, costs, or fees arise solely or partially out of or resulting solely or partially from the actions, failures, or omissions of the State of Montana, its employees, contractors and/or agents.

21.2.3 The Department must give Contractor notice of any allegation of liability and at Contractor's expense, the Department will cooperate in the defense of the matter. An allegation of liability includes both actual and alleged claims, demands, and legal causes of action.

21.2.4 If the Department determines Contractor has failed to fulfill its obligations as the indemnitor under this Section within 30 days after Notice from the Department, the Department may proceed to undertake its own defense. If the Department undertakes its own defense, Contractor must reimburse the Department for any and all costs to the Department resulting from settlements, judgments, losses, liabilities, and penalties and for all the costs of defense incurred by the Department including attorney fees, investigation, discovery, experts, and court costs.

21.2.5 For clarity, Contractor's indemnification obligations under Sections 21.2.1.2 and 21.2.1.3 are covered by Contractor's cyber-security insurance, which, as stated in Section

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18.1.4, provides coverage for (i) failure to protect data, including unauthorized disclosure, use or access, (ii) security failure or privacy breach, (iii) failure to disclose such breaches as required by law, regulation or contract, (iv) notifications, public relations, credit monitoring, postage, advertising, and other services to assist in managing and mitigating a cyber-incident, (v) interruptions of business operations, (vi) network security failure, (vii) cyber-extortion, (viii) cyber-terrorism, (ix) communications and media liability (e.g., infringement of copyright, title, slogan, trademark, trade name, trade dress, service mark or service name in the policyholder's covered material), (x) EFT, computer, and electronic transmissions fraud and theft, and (xi) other cyber-liability and cyber-crime expenses.

## 22. Damages Disclaimers and Limitations.

### 22.1 The Department's Limitation of Liability.

Any liabilities of the State of Montana and its officials, employees and agents are governed and limited by the provisions of Title 2, chapter 9, MCA, for all acts, omissions, negligence, alleged acts or omissions, negligent conduct, and alleged negligent conduct related to this Contract.

### 22.2 Contractor's Limitation of Liability.

Except as provided in Section 22.4, in no event will Contractor's aggregate liability to the Department under this Contract, regardless of the form of action, whether in contract, tort, negligence, strict liability or by statute or otherwise, for any claim related to or arising under this Contract, exceed twice the Maximum Amount of the Contract. Following the successful completion of the DDI phase, acceptance by the Department, and certification by CMS, Contractor's aggregate liability will be reduced to 1.6 times the Maximum Amount of the contract, less those amounts paid for DDI. Thereafter, upon the completion of each full year of operations, Contractor's aggregate liability limit will be reduced by .15 (e.g. after Year 1 of operations 1.45 times, after Year 2 of operations 1.30 times, after Year 3 of operations 1.15 times, and after Year 4 of operations 1.0 times). Upon certification by CMS, for the purposes of calculating the Contractor's limitation of liability under this section the Maximum Amount will be reduced by the amounts paid for DDI. Following the successful completion of the DDI phase, acceptance by the Department, and certification by CMS, under no circumstance will the limit on aggregate liability to the Department be less than one time the Maximum Amount of the Contract, less those amounts paid for DDI.

### 22.3 Contractor's Disclaimer of Damages.

Contractor will not be liable, regardless of the form of action, whether in contract, tort, negligence, strict liability or by statute or otherwise, for any claim related to or arising under this Contract for consequential, incidental, indirect, punitive, or special damages.

### 22.4 Exceptions to Contractor's Limitation of Liability and Disclaimer of Damages.

Contractor's limitation of liability in Section 22.2 and disclaimer of damages in Section 22.3, will not apply to damages, expenses, costs, liabilities, claims or actions subject to or covered by Contractor's indemnification obligations pursuant to Section 21 of this Contract.

## 23. Termination.

### 23.1 Termination for Contractor's Material Breach.

If Contractor materially breaches this Contract and either Corrective Action plan process or the dispute resolution process has not resolved a breach, then the Department must give Contractor

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written Notice of such breach. Contractor must correct the breach within 30 days of receipt of such Notice. If the breach is not corrected, this Contract may be terminated immediately, in whole or in part, by Notice from the Department to Contractor. The option to terminate under such circumstances is at the sole discretion of the Department. An event of Material Breach includes any one or more of the following Contractor acts or omissions:

23.1.1 Deliverables, Work Products or Services furnished by Contractor fail to conform to any requirement of this Contract;

23.1.2 Failure to submit a material report required by this Contract;

23.1.3 THIS SECTION IS INTENTIONALLY LEFT BLANK;

23.1.4 THIS SECTION IS INTENTIONALLY LEFT BLANK;

23.1.5 Deliverables and Services furnished by Contractor fail to conform to any requirement of this Contract after the thirty (30) calendar day opportunity for Correction as defined above has been provided;

23.1.6 Failure by Contractor to perform covenants and conditions of this Contract that would constitute a Material Breach; or

23.1.7 Failure to employ staffing and maintain or commit resources necessary for the performance of the Contractor's duties and responsibilities.

**23.2 Termination for Rejection of Deliverables.**

If Contractor is unable to correct Deficiencies in a Deliverable or Service pursuant to Section 7.3, the Department has the right to terminate this Contract, in whole or in part, after and pursuant to the process under Section 23.1, without penalty or liability to the Department. Such a termination is deemed a termination due to the Material Breach of Contractor. If applicable, the Department shall return the Deliverable to Contractor, and other Deliverables impacted or affected in the Department's judgment by the rejected Deliverable. If the Department terminates this Contract under this Section, Contractor must, within 20 days after the Notice of Termination, refund to the Department all payments made to Contractor for the returned Deliverable and Services rendered therefor and such other returned Deliverables impacted or affected in the Department's judgment, in whole or in part within the applicable row in the "Payment Milestone" column pursuant to Attachment G – Pricing Schedule, Schedule B DDI Payment Milestones by Release.

**23.3 Termination for Conflict of Interest.**

The Department may terminate this Contract under Section 23.1 by Notice to Contractor if the Department determines, after due Notice and examination, that Contractor or any of its agents, Subcontractors, or affiliates has violated any laws or regulations regarding ethics in public acquisitions and procurement and performance of contracts.

**23.4 Termination for the Department's Nonpayment.**

Except to the extent the Department is exercising its remedies under this Contract, and subject to the application of Section 3.7 and the provisions of Section 3.6, if the Department fails to pay Contractor undisputed, material Charges when due under the Contract and fails to make such payments within 90 days of receipt of Notice from Contractor of the failure to make such payments, Contractor may, by giving Notice to the Department, terminate this Contract as of a

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date specified in the Notice of termination. Contractor does not have a contractual right to terminate the Contract for the Department's breach of the Contract except as provided in this Section.

**23.5 Termination Remedies.**

23.5.1 In the event of termination of this Contract by the Department under Sections 23.1, 23.2, 23.3, and 23.10 the Department, in addition to its other available remedies, has the right to procure the Services and Deliverables that are the subject of this Contract on the open market. Subject to the provisions of Section 22.3, Contractor may be liable for all damages, including, but not limited to: (i) the cost difference for the period which would have remained in the Contract Term, excluding unexercised option years, between the original Contract Charges for the Services and Deliverables and the replacement costs of such Services and Deliverables acquired from another vendor; and (ii) if applicable, all administrative costs related to the replacement of this Contract, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs.

23.5.2 If it is determined for any reason the failure to perform is not within Contractor's control, or the result of Contractor's fault or negligence, the termination by the Department under Sections 23.1, 23.2, 23.3 will be deemed to be a termination for convenience under Section 23.6.

**23.6 Termination for Convenience.**

23.6.1 In addition to its other rights to terminate, the Department may terminate this Contract, in whole or in part for the Department's convenience, by 30 days' Notice to Contractor.

23.6.2 During this 30-day period, Contractor must wind down and cease its Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the Department from such winding down and cessation of Services. Contractor, however, must undertake any activities and provide final and incomplete Deliverables determined necessary by the Department for assuring the transition of performance to Department or another Contractor. If this Contract is so terminated, the Department will be liable only for payment in accordance with the terms of this Contract for Services rendered in accordance with the requirements of this Contract prior to the effective date of termination.

23.6.3 In case of such termination for convenience, the Department will pay to Contractor: (a) the agreed upon price, if separately stated, for Deliverables for which Acceptance has been given by the Department; (b) amounts for Services which were provided in accordance with the terms of the Contract prior to the date of termination for which Acceptance is not required; and (c) amounts for Deliverables which are in development, but which have not received Acceptance. The amounts for such Services and Deliverables in development but not accepted will be costs actually and reasonably incurred by Contractor therefor, as based on the rates or amounts of consideration stated in this Contract, but such costs will be no greater than the final Charges for each Deliverable.

**23.7 Termination for Withdrawal of Authority.**

In the event that the authority of the Department and all other State agencies to perform any of its duties is withdrawn, reduced, or limited in any way after the commencement of this Contract and

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prior to normal completion, the Department may terminate this Contract in whole or in part. In case of such Termination for Withdrawal of Authority, the Department will pay to Contractor: (a) the agreed upon price, if separately stated, for Deliverables for which Acceptance has been given by the Department; (b) amounts for Services which were provided in accordance with the terms of the Contract prior to the date of termination for which Acceptance is not required; and (c) amounts for Deliverables which are in development but which have not received Acceptance. The amounts for such Services and Deliverables in development but not accepted will be costs actually and reasonably incurred by Contractor therefor, as based on the rates or amounts of consideration stated in this Contract, but such costs will be no greater than the final Charges for each Deliverable. The obligation of the Department to compensate the Contractor under this subsection may not exceed the remaining funding available following the withdrawal of authority.

**23.8 Termination for Non-allocation of Funds.**

If funds are not allocated to continue this Contract in any future period, the Department must terminate this Contract (in accordance with Section 18-4-313 (4), MCA). The Department will not be obligated to pay any further reimbursement except for services performed, including work in process, in accordance with the terms of the Contract, and Deliverables accepted at the time of termination subject to the Department's exercise of its available remedies and the Department's limitation of liability. When the Department terminates the Contract under this subsection, Contractor does not have recourse to any of the remedial terms in this Contract for purposes of contesting the termination. Contractor, however, may contest any disagreement about the reimbursement relating to alleged prior performance.

**23.9 Termination and Expiration Procedure.**

23.9.1 Upon termination or expiration of this Contract, the Department, in addition to any other rights provided in this Contract, may require Contractor to deliver to the Department any Work Product for which the Department has purchased and paid, for such part of this Contract as has been terminated.

23.9.2 After receipt of a Notice of termination or expiration, as applicable, and except as otherwise directed by the Department, Contractor must:

23.9.2.1 Stop work under this Contract on the date, and to the extent specified, in the Notice;

23.9.2.2 Place no further orders or subcontracts for materials, Services, or facilities except as may be necessary for completion of that portion of the work under this Contract that is not terminated;

23.9.2.3 As soon as practicable, but in no event more than 30 days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the Department to the extent required, which approval or ratification will be final for the purpose of this Section;

23.9.2.4 THIS SECTION IS INTENTIONALLY LEFT BLANK;

23.9.2.5 Take such action as may be necessary, or as the Department's Project Manager may direct, for the protection and preservation of the Property related to this

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Contract which is in the possession of Contractor and in which the Department has an interest;

23.9.2.6 Transfer title to the Department and deliver in the manner, at the times, and to the extent directed by the Department's Project Manager, any Property which is required to be furnished to the Department and which has been accepted or requested by the Department; and

23.9.2.7 Provide written certification to the Department that Contractor has surrendered to the Department all such Property.

23.9.3 Upon the expiration or the termination of this Contract for any reason:

23.9.3.1 Contractor must provide, for a reasonable period of time after the expiration or termination of this Contract, all reasonable transition assistance requested by the Department, to allow for the expired or terminated portion of the Deliverables and Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of the Deliverables and Services to the Department or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract, except for those terms or conditions that do not reasonably apply to the transition assistance. Within thirty days of receipt of the Notice of termination or thirty days prior to and again on expiration of the Contract, Contractor must provide, in machine readable form, a then-up-to-date, usable copy of the databases it has developed and administers for the Department in an industry-standard format specified by the Department (an example of which, as of the Effective Date of this Contract, would be the Contractor's provision of the following: the data tables containing the Department's Data, computed values, and reference data, all of which would be copied by Contractor into a database created using a database management system (DBMS) that the Department would license separately and make available to Contractor for purposes of such copying, with the Department being responsible for the subsequent operation of that separately licensed DBMS, including any needed hardware, system software, or reference data licensing) or such alternative format on which the Department and Contractor agree in writing, and a copy of all Documentation needed by the Department to utilize the Data. Contractor will ensure that all consents or approvals to allow Contractor and Subcontractors to provide the assistance required following termination or expiration have been obtained, on a contingent basis, in advance and will be provided by the applicable third parties at no cost or delay to the Department.

23.9.4 Notwithstanding anything contained herein to the contrary, and subject to Section 23.9.5, below, in the event this Contract is terminated by the Department, the Department has the option to continue the use and operation of the Module and Services for a period of not more than 365 days after the effective date of termination or expiration of this Contract in order to identify and complete the transition to alternative software products and services.

23.9.5 The Department must pay Contractor for the use and operation of the Module and Services pursuant to Section 23.9.4, and for any resources utilized in performing such transition assistance at the most current rates provided by this Contract. If there are no established Contract rates, then the rate will be mutually agreed by the parties. If the Department terminates this Contract under Sections 23.1, 23.2, 23.3, or 23.10, then the Department will be entitled to offset the cost of paying Contractor for the additional resources

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Contractor utilized in providing transition assistance with any accrued liquidated damages or other damages awarded to the Department as a result of such termination.

### 23.10 Termination Due to Noncompliance with DOA.

The Department of Administration, pursuant to 2-17-514, MCA, has the right to terminate or modify the Contract or any activity that is not in compliance with the Department's plan for Information Technology, the Department Strategic Plan for Information Technology, or any department-wide IT policy or standard in effect as of the Effective Date of this Contract. If the Department exercises its right to terminate this Contract under this section, the following conditions apply:

If termination results from Contractor's failure to comply with an above-referenced plan, policy or standard and such failure would otherwise constitute a breach of this Contract under section 23.1, then the Department may pursue those remedies available to it under this Contract.

If, however, the Department determines that a failure to comply with an above-referenced plan, policy, or standard does not arise from Contractor's actions or omissions that would otherwise constitute a breach of this Contract, then the Department's payment obligation will be as provided in 23.6.3. This is Contractor's sole remedy in the event of the exercise of this right.

## 24. General Conditions.

### 24.1 Anti-Trust Violations.

Contractor and the Department recognize that overcharges resulting from antitrust violations are in actual economic practice usually borne by the Department. Therefore, Contractor hereby assigns to the Department any and all claims for such overcharges as to goods and services purchased in connection with this Contract, except as to overcharges not passed on to the Department resulting from antitrust violations commencing after the date of the bid, quotation, or other event establishing the Charges and Changes under this Contract.

### 24.2 Assignment.

24.2.1 Contractor may not assign, transfer, delegate, or subcontract, in whole or part, this Contract or any right or duty arising under this Contract unless the Department, in writing from the Department's Contract Manager expressly approves the assignment, transfer, delegation, or subcontract in advance. Nevertheless, Contractor may, without needing such approval, enter into a transaction resulting in a change of Control, or assign this Contract and/or its rights or duties under this Contract to an entity that is and thereafter continuously remains a direct or indirect wholly-owned subsidiary of Contractor. In the event of a change of Control, Contractor shall provide advance Notice to Department's Contract Manager. Contractor shall also be permitted to assign its interest in or otherwise grant a security interest in payments due pursuant to this Contract in whole or in part to an assignee, but Contractor must nevertheless still continue to perform its obligations under this Contract following such an assignment of payments or granting of a security interest as if it had not occurred. Any permitted assignment, transfer, delegation or change of Control does not operate to relieve Contractor of any of its duties and obligations hereunder. Such assignment, transfer, delegation, or change of Control will not impact any remedies available to the Department that may arise from any breach of the provisions of this Contract or representations or warranties made herein including rights of setoff.

24.2.2 Any attempted assignment, transfer, or delegation in contravention of this Section of the Contract is null and void. In addition, the Department has the right to exercise

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any of its remedies in the Contract, at law and in equity for any attempted assignment, transfer, change in Control, or delegation in contravention of this Section, including recovery of its damages resulting therefrom, exercise the Letter of Credit, and termination or rescission of the Contract.

24.2.3 This Contract inures to the benefit of and is binding on the parties hereto and their permitted successors and assigns.

24.2.4 Contractor must submit written requests for an assignment, transfer, delegation, or subcontract to the Department's Contract Manager as provided for in Section 4.4.

24.2.5 An acquisition, merger, divestiture, spin-out, spin-off, rebadging of project employees to a new employer, other change in Control of Contractor, assignment, transfer, delegation, or subcontract entered into by Contractor must be in writing and must subject the new employer to the terms and conditions of this Contract. If a transaction such as an acquisition results in a change of Control of Contractor and the Department's Contract Manager does not approve that transaction, then the Department shall have a Termination Window to provide Contractor with between six and twelve months' written notice of termination, with the exact effective date of that termination being specified in such notice. For purposes of this section, the "Termination Window" is a period ending twelve months after the closing of that transaction.

24.2.6 The Department's approval of any acquisition, merger, divestiture, spin-out, spin-off, rebadging of project employees to a new employer, other change in Control of Contractor, assignment, transfer, delegation, or subcontract neither makes the Department a party to that agreement nor creates any right, claim or interest in favor of any party to that agreement against the Department.

24.2.7 Contractor must immediately notify the Department of any litigation concerning any acquisition, merger, divestiture, spin-out, spin-off, rebadging of project employees to a new employer, other change in Control of Contractor, assignment, transfer, delegation or subcontract.

24.2.8 Contractor must, in accordance with the provisions of this Contract regarding indemnification, indemnify and hold the Department harmless with respect to any suit or action brought against the Department to the extent arising out of or brought by any party to an acquisition, merger, divestiture, spin-out, spin-off, rebadging of project employees to a new employer, other change in Control of Contractor, or any party to an assignment, transfer, delegation or subcontract.

### 24.3 Attorneys' Fees and Costs.

Except as provided elsewhere with respect to indemnification for third-party claims, if any mediation, arbitration or litigation is brought to enforce, or arises out of, the Contract or any term, clause, or provision hereof, each party will be responsible for its necessary fees, costs, attorneys' fees, and expenses for services rendered, as well as subsequent to judgment in obtaining execution thereof.

### 24.4 Authority.

This Contract is issued under authority of Title 18, Montana Code Annotated, and the Administrative Rules of Montana, Title 2, chapter 5. Neither party has authority to bind,

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obligate or commit the other party by any representation or promise without the prior written approval of the other party.

**24.5 Binding Effect.**

Each party agrees that the Contract binds it and each of its employees, agents, independent contractors, and representatives. No statements, promises, or inducements made by either party or their agents are valid or binding if not contained in this Contract.

**24.6 Claims.**

Contractor must submit claims against the Department within the earlier of twelve months of the date upon which Contractor knew of the existence of the claim or twelve months from expiration or termination of the Contract. No claims will be allowed unless Notice of such claim has been given within the above-described time period. Such claims must be submitted to the Department's Project Manager or his or her designee by Contractor in the form and with the certification prescribed by the Department's Project Manager or his or her designee. Upon failure of Contractor to submit its claim within the time allowed, all rights to seek amounts due on account of such claims will be waived and forever barred. Submission of such claims against the Department will be, except as provided in Section 23.4, Contractor's sole and exclusive remedy in the event that the Department breaches this Contract. The Department must likewise submit claims against Contractor the later of twelve months from the date upon which the Department knew of the existence of the claim or twelve months from expiration or termination of the Contract.

**24.7 Compliance with Business, Tax, Labor, and Other Legal Authorities.**

24.7.1 Contractor assures the Department that Contractor is legally authorized under state and federal business and tax legal authorities to conduct business in accordance with this Contract.

24.7.2 Contractor and its employees, agents and Subcontractors are not employees of the State and Contractor may not in any manner represent or maintain the appearance that they are employees.

24.7.3 Contractor must maintain coverage for Contractor and Contractor's employees through workers' compensation, occupational disease, and any similar or related statutorily required insurance program at all times during the Term of this Contract. Contractor must provide the Department with proof of necessary insurance coverage as it may be issued to Contractor and must immediately inform the Department of any change in the status of Contractor's coverage.

24.7.4 If Contractor has received an independent Contractor certification from the Montana Department of Labor and Industry as to Contractor for workers' compensation and other purposes, Contractor must provide the Department with a copy of the current certification and must immediately inform the Department of any change in the status of Contractor's certification. This requirement is not applicable if Contractor's occupation under Montana law is a recognized professional occupation that when practiced as an independent business may be conducted without the independent contractor certification.

24.7.5 Contractor and its employees, agents and Subcontractors must report to the Department or other appropriate State authority any credible evidence that an act in violation of the Montana False Claims Act, at Title 17, chapter 8, part 4, MCA, has been committed.

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24.7.6 Contractor, as a contractor for the State, must comply on an on-going basis with the Montana prevailing wage requirements in Title 18, chapter 2, part 4, MCA.

24.7.7 Contractor may not use a person as an independent Contractor in the performance of its duties and responsibilities under this Contract unless that person is currently certified in accordance with Montana legal authorities as an independent Contractor and remains so or is otherwise exempt under Montana legal authorities from the requirement to possess an independent contractor certification.

24.7.8 Contractor is solely responsible on an on-going basis for and must meet all labor, health, safety, and other legal requirements, including payment of all applicable taxes, premiums, deductions, withholdings, overtime and other amounts, which may be legally required with respect to Contractor, Contractor's employees, and any persons providing Services on behalf of Contractor under this Contract. Contractor shall comply with the Equal Pay Act of 1963 29 USC 206(D).

24.7.9 Contractor must, in the performance of this Contract, comply on an on-going basis with all applicable federal and State laws, executive orders, federal administrative directives, federally approved waivers for program administration, and regulations, including those pertaining to licensing.

24.7.10 For work performed for this Contract in the United States, Contractor must only employ, contract or otherwise engage personnel who are authorized to work in the United States in accordance with applicable federal and State laws.

24.7.11 The Sections of this Contract regarding indemnification apply with respect to any and all third party claims or suits brought against the Department and all obligations, liabilities, costs, attorney fees or losses of the Department arising therefrom to the extent that they accrue or result from Contractor's failure to comply with this Section, or from any ruling by any legal authority that any person providing services on behalf of Contractor under this Contract is an employee of the Department.

**24.8 Compliance with Civil Rights Laws.**

24.8.1 Discrimination Prohibited Federal and State Authorities. Contractor, in accordance with federal and state law cited herein and as otherwise may be applicable, may not discriminate in any manner against any person on the basis of race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or national origin.

24.8.2 Montana Human Rights Act. Contractor in the performance of this Contract must act in compliance with the applicable anti-discrimination requirements of the Montana Human Rights Act at part 3 of Title 49, chapter 2, MCA.

24.8.3 Montana Governmental Code of Fair Practices.

24.8.3.1 As implemented by this provision, Contractor is prohibited by the Montana Governmental Code of Fair Practices at 49-3-205, 49-3-206, and 49-3-207, MCA from discriminating on the basis of race, color, pregnancy, childbirth, or medical conditions related to pregnancy or childbirth, political or religious affiliation or ideas, culture, creed, social origin or condition, genetic information, sexual orientation, gender identity or expression, ancestry, age, disability, military service or veteran status, age, marital status, physical or mental disability, or national origin in the performance of this Contract or in the

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delivery of state services or funding on behalf of the State. Contractor may not receive funds from the State if Contractor engages in discrimination on the basis of race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or national origin.

24.8.3.2 As implemented by this provision, Contractor, in accordance with the Montana Governmental Code of Fair Practices at 49-3-207, MCA, must for purposes of performance of this Contract hire persons based on merit and qualifications directly related to the requirements of the particular position being filled.

24.8.4 Compliance with Federal and State Authorities. Contractor must comply with the applicable provisions of:

24.8.4.1 The Montana Human Rights Act (49-2-101, et seq., MCA);

24.8.4.2 The Montana Governmental Code of Fair Practices (49-3-101, et seq. MCA);

24.8.4.3 The federal Civil Rights Act of 1964 (42 U.S.C. 2000d, et seq.), prohibiting discrimination based on race, color, or national origin;

24.8.4.4 The federal Age Discrimination Act of 1975 (42 U.S.C. 6101, et seq.), prohibiting discrimination based on age;

24.8.4.5 The Education Amendments of 1972 (20 U.S.C. 1681), prohibiting discrimination based upon gender;

24.8.4.6 Section 504 of the federal Rehabilitation Act of 1973 (29 U.S.C. 794), prohibiting discrimination based upon disability;

24.8.4.7 The federal Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.), prohibiting discrimination based upon disability;

24.8.4.8 The Vietnam-Era Veterans Readjustment Assistance Act (38 U.S.C. 4212);

24.8.4.9 The federal Executive Orders 11246, 11478, and 11375 and 41 CFR Part 60, requiring equal employment opportunities in employment practices;

24.8.4.10 The federal executive Order 13166 requiring facilitation of access for persons with limited English proficiency to federally funded services; and

24.8.4.11 The federal executive Order 13672 prohibiting discrimination based on sexual orientation and gender identity by contractors and subcontractors.

24.8.4.12 Section 1557 of the Affordable Care Act and 45 CFR Part 92, prohibiting discrimination in health programs and activities any part of which receives Federal financial assistance.

24.8.5 Civil Rights Violations. The Department may undertake any and all actions, inclusive of contractual termination, necessary to remedy any prohibited discriminatory action by Contractor or to remedy any failure by Contractor to carry out an affirmative action as required in federal or state law.

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### 24.9 Conflicts between Documents; Order of Precedence.

In the event that there is a conflict between the documents comprising the Contract, the following order of precedence will apply:

24.9.1 The Contract;

24.9.2 Change Orders;

24.9.3 Appendix A (Payment Milestones, Deliverables, and Consideration);

24.9.4 Appendix B (Performance Standards and Liquidated Damages);

24.9.5 Appendix G (Work Plan);

24.9.6 The Specifications (except as otherwise listed below);

24.9.7 Appendix H (The RFP);

24.9.8 Appendix C (Revisions to the Response);

24.9.9 Appendix I (The Response);

24.9.10 Appendix N (Third-Party Pass Through Provisions);

24.9.11 Appendix O (Solution Descriptions); and

24.9.12 All Contractor publications, written materials and schedules, charts, diagrams, tables, descriptions, other written representations and any other supporting materials Contractor made available to the Department and used to affect the sale of Deliverables and Services to the Department.

For Participating Entities, the Order of Precedence is stated in APPENDIX M, Section 1. The Participating Addendum takes precedence over the Master Agreement.

### 24.10 Contractor Certification Regarding Ethics.

Contractor certifies that Contractor is now, and will remain, in compliance with Title 2, Chapter 2, Parts 1 and 2, MCA, throughout the Term of this Contract.

### 24.11 Contractor Commitments, Warranties, and Representations.

Any written commitment by Contractor within the scope of this Contract will be binding upon Contractor. Failure of Contractor to fulfill such a commitment may constitute breach and render Contractor liable for damages under the terms of this Contract. For purposes of this Section, a commitment by Contractor includes: (i) Prices, discounts, and options committed to by the Contractor, pursuant to Section 4.2.5 of this Contract, remain in force over a specified period of time; and (ii) any warranty or representation made by Contractor in its response to the solicitation resulting in the Contract or contained in any Contractor or manufacturer publications, written materials, schedules, charts, diagrams, tables, descriptions, other written representations, and any other communication medium accompanying or referred to in its bid used to effect sale to the Department.

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**24.12 Cooperation.**

The parties agree to fully cooperate with each other in connection with the performance of their respective obligations and covenants under this Contract.

**24.13 Counterparts.**

This Contract may be executed in counterparts or in duplicate originals. Each counterpart or each duplicate will be deemed an original copy of this Contract signed by each party, for all purposes.

**24.14 Dispute Resolution.**

24.14.1 Good Faith Efforts. Except for the right of either party to apply to a court of competent jurisdiction for a temporary restraining order or other provisional remedy to preserve the status quo or prevent irreparable harm, the parties will attempt in good faith to promptly resolve any dispute, controversy or claim arising out of or relating to this Contract through negotiations between senior management of the parties and their designees. If either party determines that the dispute cannot be resolved after initiating such negotiations, either party may terminate the dispute resolution negotiations.

24.14.2 Continued Performance. Contractor and the Department agree that, the existence of a dispute notwithstanding, they will continue without delay to carry out all their respective responsibilities under this Contract, and the parties will have the right to exercise their rights and remedies during the dispute resolution process.

**24.15 Drug-Free Workplace.**

The Contractor maintains drug free environments at its work sites, providing required notices, undertaking affirmative reporting, and other requirements, as required by applicable federal legal authorities. Nothing in this provision prevents the Contractor from taking appropriate disciplinary action, consistent with Contractor's applicable policies including its substance abuse policy, against any employee for misconduct or poor work performance.

**24.16 Entire Agreement; Acknowledgement of Understanding.**

24.16.1 This Contract consists of 84 numbered pages and the following Appendices:

- Appendix A –Payment Milestones, Deliverables, and Considerations;
- Appendix B – Performance Standards and Liquidated Damages;
- Appendix C – Revisions to the Response;
- Appendix D – Irrevocable Letter of Credit;
- Appendix E – Source Code Escrow Agreement;
- Appendix F – Federal Requirements;
- Appendix G – Work Plan;
- Appendix H – Request for Proposals;
- Appendix I – Response;
- Appendix J – Business Associates Agreement;
- Appendix K – Annual Department Certification Form;
- Appendix L – Reporting for Compliance with the Federal Transparency Act;
- Appendix M – NASPO ValuePoint Cooperative Procurement Provisions;
- Appendix N –Third Party Pass Through Provisions;
- Appendix O – Solution Descriptions; and

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other documents incorporated herein by reference.

24.16.2 . The Department and Contractor acknowledge that they have read the Contract and the attached Appendices which are incorporated herein by this reference, understand them and agree to be bound by their terms and conditions. Further, the Department and Contractor agree that the Contract and the Appendices are the complete and exclusive statement of the Contract between the parties relating to the subject matter of the Contract and supersede all letters of intent or prior contracts, oral or written, between the parties relating to the subject matter of the Contract. No contractual provisions from a prior contract of the parties are valid or binding in this Contract.

**24.17 Force Majeure.**

If Contractor or State is delayed, hindered, or prevented from performing any act required under this Contract by reason of delay beyond the reasonable control of the asserting party including, but not limited to, theft, fire, Act of God or public enemy, severe and unusual weather conditions, injunction, riot, strikes, lockouts, insurrection, war, or court order, then performance of the act may be excused for the period of the delay. "Beyond the reasonable control" means an unanticipated grave natural disaster or other phenomenon or event of an exceptional, inevitable, and irresistible character, the effects of which could not have been prevented or avoided by the exercise of due care or foresight. In that event, the period for the performance of the act may be extended for a period equivalent to the period of the delay. Matters of Contractor's finances may not be considered a force majeure.

**24.18 Governing Law, Choice of Law, Remedies and Venue.**

24.18.1 This Contract is governed by the laws of the State of Montana. In accordance with Montana Code Annotated § 18-1-401, the district courts of the State of Montana have exclusive original jurisdiction to entertain claims or disputes arising out of contracts entered into by the Department.

24.18.2 Any remedies provided by this Contract are not exclusive and are in addition to any other remedies provided by law or equity and remedies under the Contract.

24.18.3 For purposes of litigation concerning this Contract, venue must be in the First Judicial District in and for the County of Lewis and Clark, State of Montana.

24.18.4 If there is litigation concerning this Contract, Contractor must pay its own costs and attorney fees.

24.18.5 If there is a contractual dispute, Contractor will continue performance under this Contract unless the Department in writing explicitly waives performance.

24.18.6 The Department has the authority under 18-4-402, MCA, to sponsor or participate in a cooperative purchasing agreement to procure supplies or services with other public procurement units. The procurement process that resulted in this Contract may result in other states' procurement as described in Appendix M. The Department is not a party to any contract between Contractor and a Participating Entity. In accordance with 45 C.F.R. 95.617 and 45 C.F.R. 92.34, all appropriate state and federal agencies will have a royalty free, nonexclusive, and irrevocable license to reproduce, publish, translate, or otherwise use, and to authorize others to use for federal government purposes software, modifications, and

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documentation designed, developed or installed with Federal Financial Participation under 45 CFR subpart F.

**24.19 Headings.**

The headings to the Sections of this Contract are for convenience of reference and do not modify the terms and language of the provisions to which they are headings, and the words contained in the headings will in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Contract.

**24.20 Independent Status of Contractor.**

The parties hereto, in the performance of this Contract, will be acting in their individual, corporate or governmental capacities and not as agents, employees, partners, joint ventures, or associates of one another. The parties intend that an independent contractor relationship will be created by this Contract. The employees or agents of one party will not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.

**24.21 Modifications and Amendments.**

24.21.1 This Contract, except as may be otherwise provided by the terms of this Contract, may not be enlarged, modified or altered except by written amendment signed by authorized representatives of the parties to this Contract.

24.21.2 Only the individuals authorized by the Department Director or authorized delegate by writing (with the delegation to be made prior to action) will have the express, implied, or apparent authority to alter, amend, modify, or waive any clause or condition of this Contract on behalf of the Department. Furthermore, any alteration, amendment, modification, or waiver of any clause or condition of this Contract is not effective or binding until made in writing and signed by both the Department Director or authorized delegate in writing and Contractor, unless otherwise provided herein.

24.21.3 Contractor must notify the Department of the names of individuals who have authority to bind Contractor to modifications to the Contract and of the limits of such authority at the time Contractor submits its Response and at such other times as required.

**24.22 Non-waiver.**

Except as otherwise specifically provided herein, any failure or delay by either party to exercise or partially exercise any right, power or privilege under the Contract will not be deemed a waiver of any such right, power, or privilege under the Contract. Waiver of any default, breach, or failure to perform under this Contract is not deemed to be a waiver of any subsequent default, breach or failure of performance. In addition, waiver of any default, breach or failure to perform is not construed to be a modification of the terms of this Contract unless reduced to writing as an amendment to this Contract. Any waivers granted by the Department for breaches hereof will not indicate a course of dealing of excusing other or subsequent breaches. Contractor agrees that the Department's pursuit or non-pursuit of a remedy under this Contract for Contractor's breach of its obligations will neither constitute a waiver of any such remedies or any other remedy that the Department may have at law or equity for any other occurrence of the same or similar breach nor estop the Department from pursuing such remedy.

**24.23 Notices.**

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24.23.1 Except for routine business communications between the parties which may be provided via email, any Notice or demand or other communication required or permitted to be given under this Contract or applicable law will be effective if and only if it is in writing, properly addressed, and either delivered in person, or by a recognized courier service, or deposited with the United States Postal Service as first class certified mail, postage prepaid, certified mail, return receipt requested, to the parties at the addresses provided in Appendix A.

24.23.2 Notices will be effective upon receipt or four business days after mailing, whichever is earlier. The Notice address as provided herein may be changed by Notice given as provided above.

**24.24 Public Information and Disclaimers.**

24.24.1 All statements, press releases, and other documents or media pieces made available to the public describing the services provided with monies received through this Contract must be reviewed and approved by the Department prior to use, publication, or release.

24.24.2 All materials, publications, media and other products, whether in hard copy, electronic or other form, produced with monies received through this Contract must be reviewed and approved by the Department prior to use, publication or release. In addition, all materials, publications, media and other products, whether in hard copy, electronic or other form, produced by Contractor or its agents for distribution to or presentation to those local and state programs contracted with by the Department to engage in activities related to the purposes of this Contract, inclusive of public information distribution, must be reviewed and approved by the Department prior to use, publication or release.

24.24.3 Contractor in developing and producing all materials, publications, media and other products, whether in hard copy, electronic or other form, may not access and use in any manner personal and other possibly confidential information or privileged information or data to which it has access through the Department and the Department's agents and contractors, inclusive of those local and state programs contracted with by the Department to engage in contractual activities, unless Contractor does so: 1) in full conformity with governing legal authorities and policies; 2) with the permission of the persons or entities from whom the information is to be obtained; and 3) with the review and approval by the Department prior to use, publication or release. Privileged information or data includes information and data produced, compiled or received for state and local contractual efforts by the Department or its agents and contractors, inclusive of those local and state programs contracted with by the Department to engage in activities related to the purposes of this Contract

24.24.4 A Contractor providing consultation or training services to the public or departmental and other staff and professionals must inform audiences and trainees that any opinions expressed by Contractor do not necessarily represent the positions of the Department.

24.24.5 Contractor, in accordance with Section 503 of H.R. 2029 – "Consolidated Appropriations Act, 2016", and as may be provided by congressional continuing resolutions or further budgetary enactments, must state in all statements, press releases, and other documents or media pieces made available to the public describing the services provided through this Contract and funded in part or in whole with federally appropriated monies received through the programs administered by the federal Departments of Health and Human Services, Education or Labor, the percentage and the monetary amount of the total program or project costs funded with federal monies and the percentage and the monetary amount of the total costs funded with non-governmental monies.

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24.24.6 Contractor may not expend monies under this Contract for the purchase of any media time for publicity or advertising concerning the Department's services available through this Contract or Contractor's services and performance under this Contract that financially or textually directly or indirectly supports, opposes, or associates the Department or the services made available through this Contract with any specific political agenda, political party, a candidate for public office, or a matter to be voted upon by the public. Media includes but is not limited to commercial and noncommercial print, verbal, and electronic media.

24.24.7 The award of this Contract to Contractor is not in any way an endorsement of Contractor or Contractor's services by the Department and must not be so construed by Contractor in any advertising or publicity materials. Contractor agrees to submit to the Department Project Manager in advance all advertising, sales promotion, and other publicity matters relating to this Contract wherein the Department's name is mentioned, or language used from which the connection of the Department's name therewith may, in the Department's judgment, be inferred or implied. Contractor further agrees not to publish or use such advertising, sales promotion, or publicity matter without the prior written consent of the Department. Contractor must not in any way contract on behalf of or in the name of the Department. Nor must Contractor release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning this project without obtaining the prior written approval of the Department.

**24.25 Remedies.**

Except for remedies designated specifically as exclusive, no remedy conferred by any of the specific provisions of the Contract is intended to be exclusive of any other remedy, and each and every remedy will be cumulative and will be in addition to every other remedy given hereunder, now or hereafter existing at law or in equity or by statute or otherwise. The election of any one or more remedies by either party will not constitute a waiver of the right to pursue other available remedies.

**24.26 Severability.**

A declaration by any court or any other binding legal source that any provision of the Contract is illegal and void will not affect the legality and enforceability of any other provision of the Contract, unless the provisions are mutually and materially dependent. If any provision of this Contract is determined by a court of law to be invalid legally, all other provisions of this Contract remain in effect and are valid and binding on the parties.

**24.27 Sovereign Immunity.**

The parties expressly agree that no provision of this Contract is in any way intended to constitute a waiver by the Department or the State of Montana of any immunities from suit or from liability that the Department or the State of Montana may have by operation of law.

**24.28 Subcontractors.**

24.28.1 Contractor may, with prior written permission from the Department's Project Manager, enter into subcontracts with third parties for its performance of any part of Contractor's duties and obligations. Subject to the other provisions of this Section, the Department expressly consents to Contractor's use of the Subcontractors designated in its Response for the provision of the Services specified in the Response. Any such Subcontractor approval for providing a Service, a Deliverable or a Change Order may be rescinded in the Department's sole discretion.

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24.28.2 Contractor is responsible and liable for the proper performance of, payment to, and the quality of any work performed by any and all Subcontractors and of persons directly or indirectly employed by such Subcontractors. In no event shall the existence of a subcontract operate to release or reduce the liability of Contractor to the Department for any breach in the performance of Contractor's duties. In addition, Contractor's use of any Subcontractor shall not cause the loss of any warranty from Contractor. The Department has the right to refuse reimbursement for obligations incurred under any subcontract that do not comply with the terms and conditions of this Contract. All subcontracts will be made in writing and copies provided to the Department upon request. For purposes of this Contract, Contractor agrees to indemnify, defend, and hold the Department harmless, in the same manner and to the same extent as Contractor's indemnification obligations under Section 21.2, from and against any and all claims, actions, losses, liabilities, damages, costs and expenses (including reasonable attorney fees) arising out of or related to acts or omissions of Contractor's Subcontractors, their agents, or employees. At the Department's request, Contractor shall forward copies of subcontracts and fiscal, programmatic and other material pertaining to any and all subcontracts.

24.28.3 For any Subcontractor, Contractor shall:

24.28.3.1 Be responsible and liable for Subcontractor compliance with the Contract and the subcontract terms and conditions; and

24.28.3.2 Ensure that the Subcontractor follows the Department's reporting formats and procedures as specified by the Department, to the same extent as Contractor has that same obligation.

24.28.3.3 For all new Subcontractors that are contracted to perform work to support this Contract after the effective date of this Contract, Contractor will require all new Subcontractor's subcontracts to include substantially similar terms as are provided in Sections 3.7, 4.1.6, 4.3.4, 4.5 – 4.13, 8, 9, 11.9, 13.5, 17, 18, 23.9.3.1, 24.7.5, 24.8.4, and 24.20 of this Contract.

24.28.4 Upon expiration or termination of this Contract for any reason, the Department and/or the State will have the right to enter into direct agreements with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct agreements with the Department and/or the State, or Contractor shall waive any such prohibition or restriction upon the request of the Department and/or the State.

24.28.5 Each Subcontractor will be required to enter into a signed Business Associate Agreement as a part of the Contract that is in compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prior to its start of work, if such Subcontractor may have access to Protected Health Information (as defined under HIPAA).

24.28.6 Any contracts made by Contractor with a subcontractor shall include an affirmative statement that the State is an intended third-party beneficiary of the contract, that the subcontractor has no agreement with the State, and that the State shall be indemnified by Contractor for any claim presented by the subcontractor.

24.28.7 Contractor shall require all Subcontractors, if any, to adhere to the same standards required of Contractor. Performance of any work by individually directed "contract employees" hired by Contractor shall be considered the sole responsibility of the prime

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Contractor. Notwithstanding any other term herein, Contractor shall timely exercise its contractual remedies against any non-performing Subcontractor and, when appropriate, substitute another Subcontractor.

**24.29 Subpoena.**

In the event that a subpoena or other legal process commenced by a third party in any way concerning the Deliverables or Services provided pursuant to this Contract is served upon Contractor or the Department, such party agrees to notify the other party in the most expeditious fashion possible following receipt of such subpoena or other legal process. Contractor and the Department further agree to cooperate with the other party in any lawful effort by the such other party to contest the legal validity of such subpoena or other legal process commenced by a third party as may be reasonably required and at the expense of the party to whom the legal process is directed, except as otherwise provided herein in connection with defense obligations by Contractor for the Department.

**24.30 Survival.**

All Services performed, and Deliverables delivered pursuant to the authority of this Contract are subject to all the terms, conditions, price discounts and rates set forth herein, notwithstanding the expiration of the initial Term of this Contract or any extension thereof. Further, the terms, conditions and warranties contained in this Contract that by their sense and context are intended to survive the completion of the performance, cancellation or termination of this Contract shall so survive. In addition, the terms of Sections 3.9, 3.11, 4.7-4.8, 7.1, 8.1, 8.2, 8.4, 9, 16.1, 16.2, 16.3, 17 - 22, 23.5, 23.6.3, 23.9, and 24, Appendix D, and Appendix I shall survive the termination of this Contract. Contractor, after expiration or earlier termination of this Contract, remains subject to and obligated to comply with all legal and continuing contractual obligations arising in relation to its duties and responsibilities that may arise under this Contract.

**24.31 UCC Applicability.**

The parties to this Contract agree that the Services and Module to be provided by Contractor, as required as of the Effective Date of this Contract, are not governed by the Uniform Commercial Code as set forth Title 30, MCA. To the extent this Contract entails delivery of products or Custom Software, each party reserves their right to assert that such products or Custom Software shall or shall not be deemed “goods” within the meaning of the Uniform Commercial Code. In the event of any clear inconsistency or contradiction between this Contract and the Uniform Commercial Code, the terms and conditions of this Contract shall take precedence and shall prevail unless otherwise provided by law.

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**25. Authorized Signatures.**

The parties hereto, having read this Contract in its entirety, including all attachments hereto do agree thereto in each and every particular. In witness thereof, the parties have set their hands hereunto as of the Effective Date.

**THE MONTANA DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES – MEDICAID DIRECTOR**

By: DocuSigned by: Marie Matthews 37F9830BE2584AD...

Printed Name: **Marie Matthews**

Title: **Medicaid Director**

Date: 12/8/2020

**Client Network Services, LLC**

By: DocuSigned by: Linda Mras 550B5D7E29ED4A5...

Printed Name: Linda Mras

Title: VP, Contracts

Date: 12/1/2020

Federal ID No.: 52-187209

**THE MONTANA DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES – LEGAL DEPARTMENT**

By: DocuSigned by: 7...

Printed Name: **Peter Bovingdon**

Title: **Chief Legal Counsel**

Date: 11/17/2020

**THE MONTANA DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES – AGENCY DIRECTOR**

By: DocuSigned by: Erica Johnston 21D48EB16DF2414...

Printed Name: **Sheila Hogan**

Title: **Director**

Date: 12/8/2020

**THE STATE OF MONTANA, STATE PROCUREMENT BUREAU – CONTRACTS OFFICER**

By: DocuSigned by: Tia Snyder 80B9735F68F3492...

Printed Name: **Tia Snyder**

Title: **Contracts Officer**

Date: 11/13/2020

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The contractor is notified that pursuant to 2-17-514, MCA, the Department of Administration retains the right to cancel or modify any contract, project or activity that is not in compliance with the Agency's Plan for Information Technology, the State Strategic Plan for Information Technology, or any statewide IT policy or standard.

**THE STATE OF MONTANA - CHIEF INFORMATION OFFICER**

By: DocuSigned by: Tim Bottenfield 5618EC5F091042A...

Printed Name: **Tim Bottenfield**

Title: **Chief Information Officer**

Date: 12/1/2020

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# APPENDIX A. PAYMENT MILESTONES, DELIVERABLES, AND CONSIDERATION

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# APPENDIX A.
# PAYMENT MILESTONES, DELIVERABLES, AND CONSIDERATION

## 1. DDI Phases & Payment Milestones.

The list of phases and Payment Milestones may vary by module procurement. The list of Module phases and Payment Milestones are identified in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Schedule B "DDI Payment Milestones by Phase".

## 2. Consideration and Payment for the Design, Development, Testing Implementation, and Certification Phases.

The design, development, testing, implementation, and certification phases include all Deliverables and other activities required to plan, design, develop, test, Implement, and certify the System. The total consideration for the phases and Payment Milestones during design, development, testing, implementation, and certification is stated in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Schedule B "DDI Payment Milestones by Phase".

**2.1.** Each of the specified Payment Milestones constitutes a subset of the Contractor's design, development, testing, implementation, and certification of the System. The minimum and maximum percentages of the total consideration the Department will pay the Contractor for successful performance of each phase can be found in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Schedule B "DDI Payment Milestones by Phase."

The Contractor has not completed a Payment Milestone until the Department has affirmatively approved and Accepted, in writing, the Contractor's successful completion of all Services and/or Deliverables for the Payment Milestone.

**2.2.** Contractor must submit invoices following the Department's Acceptance of each Payment Milestone. The Department will pay the invoice within 30 calendar days following receipt of an approved invoice.

**2.3.** The consideration for performance by the Contractor under Contract amendments that require the addition of staff will be calculated based on the staffing costs listed in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", Schedule E "Resource Hourly Rates", and attached hereto as Attachment G of the RFP Response.

## 3. Consideration and Payment for Operations Phase.

The Contractor will be paid by the Department as follows for the Contractor's performance under the Operations phase including any Contract extensions if applicable:

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**3.1.** Operations and Maintenance charges for the System under the Contract will begin on the date the Department receives the Authorization from Contractor as provided in the Implementation and Acceptance requirements in the RFP.

**3.2.** Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Schedule C "Cost of Operations" specifies a monthly payment amount that will be made to the Contractor that is equal to one-twelfth (1/12th) of the fixed price proposed for each contract year. Payment will be made for each month of performance delivered in accordance with the Contract.

**3.3.** For all costs associated with the printing and postage for Department authorized provider newsletters and special mailings for both clients and providers, the Contractor is reimbursed on a pass-through basis.

**4. Resource Hourly Rates**

**4.1.** Enhancement pool hours for both the DDI and Operations phase will be paid for each Enhancement upon completion and approval by DPHHS. The Contractor will submit a monthly System Enhancement Pool Report itemizing the hours for Enhancements Accepted during the previous month. The Department shall pay for associated hours in the approved System Enhancement Pool Report within 30 calendar days based on the proration of rates provided in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Pricing Schedule D "Enhancement Pool Hours".

**4.2.** The consideration for System Enhancements, at the Department's discretion, reimbursed outside the Enhancement pool will use the staffing costs included in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Schedule E "Resource Hourly Rates".

**5. Requirements**

**5.1.** The requirements for this Contract are identified in Appendix I "Contractor's Response" and Attachment F "Requirements Response Matrix".

**6. Technology Matrix**

**6.1.** The Contractor's proposed technology required to support the proposed solution and the scope of the Contract (e.g. hardware, software licenses, hosting services) are identified in Appendix I "Contractor's Response" and Attachment L "Technology Matrix".

**7. Business Associates Agreement**

**7.1.** The agreed form for a Business Associates Agreement for the Contractor and each subcontractor is included in Appendix J "Business Associates Agreement".

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## 8. Operations, Maintenance, and Configuration.

The Contractor shall provide Operations support, Maintenance, and ongoing Configuration of the provided Solution(s) throughout the life of the Contract. This includes providing Operations support as described in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). The Contractor will follow project management and system development processes throughout the life of the Contract.

**8.1.** Maintenance and System Enhancements Throughout the life of the Contract there are two distinct classifications of work that all MPATH Module Contractors will perform: 1) Maintenance; and 2) System Enhancements.

8.1.1. Maintenance

8.1.1.1. The Department defines Maintenance for each MPATH module as follows:

1. Making Configuration updates as requested by the Department. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic.
2. Correcting Deficiencies (defects) found in the Solution(s) based on detailed requirements described in the scope of work and published design Specifications.
3. Correcting Deficiencies (defects) found in the Solution(s) based on a failure to meet the detailed requirements in completed Enhancement, Configuration or Maintenance requests.
4. Conducting Research requested by the Department or required to support the Department. For example:

a. System behavior and results
b. New healthcare initiatives
c. Best practices research across states and industry
d. Impacts of new State and federal legislation

5. Performing Mass Adjustments or mass changes as requested by the Department or required to support Montana Healthcare Programs (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes).
6. Performing regular Maintenance as needed by the Department required to support Healthcare Programs. Examples of Maintenance include but are not limited to:

a. Performance optimization.
b. Database management.
c. Software, hardware, and tools (e.g., patches, upgrades, and replacement).
d. Interface, report, and correspondence changes.
e. Making corrections or changes to maintain the integrity of the system or the data within it (e.g., backing out changes,

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correcting duplicate records, cleansing corrupt data, adding security measures, adding redundancy).

7. Using appropriate testing, Configuration, and change control procedures.
8. Updating System, user, and training documentation and online help to reflect changes that have been made to the solution.
9. Performing the activities above to maintain customizations Implemented as part of an approved Enhancement.
10. Perform incremental integration Services to retrofit previously Implemented Modules to accommodate integration with Modules in the design, configuration and build phase. Incremental integration Services should be included in the DDI costs.

All Maintenance activities will be performed at no additional cost to the Department by the staff proposed in Appendix I "Contractor's Response" and Attachment H "Resource Allocation Schedules". The Contractor will be required, at no additional cost, to add resources necessary to complete all Contract activities, including Maintenance, by the Required Implementation Date. Maintenance activities and any associated hours will not be applied to the System Enhancement hourly pool.

8.1.2. System Enhancements

The Department defines System Enhancements as follows:

1. System enhancements exclude any activities defined in "Maintenance" above.
2. New features or functionality that fall outside the scope of all RFP requirements, Offeror's RFP response, the contract, or agreements of any supplemental negotiations.

The Department must approve both the design and level of effort prior to the start of development or Configuration for system Enhancements. The Department must approve any changes to the design or level of effort that occur after the original approval. The level of effort billed cannot exceed the level of effort approved by Department. The level of effort approved to complete an Enhancement will be applied to the System Enhancement Pool once the Enhancement is Implemented and approved by the Department. If the level of effort exceeds the System Enhancement Pool hours remaining, the Department may choose to utilize hours from the next Contract Operations year or have the Contractor invoice the Department for the balance at the rates defined in Appendix I "Contractor's Response", Attachment G "Pricing Schedules", and Schedule E "Resource Hourly Rates".

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The Contractor must provide an estimate of any impact to annual Operations cost for the Enhancement during the Operations phase of the contract if any, prior to the Department's approval of the Enhancement design or level of effort. Reimbursements for any additional Operations costs must be addressed in a contract amendment.

**9. No Additional Consideration for Turnover Phase.**

No additional or separate reimbursement is made by the Department for the turnover phase. Reimbursement for such services is encompassed in the fixed price reimbursement otherwise provided for in this Contract.

**10. Payment Events.**

Contractor shall have the right to issue invoices in the amounts noted above in Sections 3, 4, and 5 as provided in Section 3.6 of the Contract. The Department shall pay invoices in accordance with Section 3.1 of the Contract.

**11. Maximum Charges.**

The Maximum Amount shall be $_____ and amounts added by Change Orders

**12. Holdback.**

To assure full performance by the Contractor of the duties and responsibilities of this Contract, the Department will retain a 10% holdback of the consideration until the Department determines that the Contractor has satisfactorily performed all the duties and responsibilities of this Contract through Certification. The Department may retain the above stated amount if the Contractor fails to complete full performance. The exercise of the Department's right in relation to this provision does not preclude the Department from using other methods to collect additional amounts that are owing to it. The Department shall retain a Holdback of 10% of the consideration for each Milestone which has received Acceptance and for which the Department has agreed to pay consideration. The Department shall authorize Contractor's submission of an invoice, and the Department shall pay within 30 days of receipt of such an invoice submitted in accordance with the Contract, for:

**12.1.** following the Department's Acceptance of the related set of Services and/or Deliverables of a Payment Milestone, the Department, at its discretion, may release up to 30% of the total holdback for that milestone;

**12.2.** the successful certification of a Payment Milestone, the Department, at its discretion, may release up to an additional 40% of the total holdback for that milestone;

**12.3.** the successful certification of the final Payment Milestone, the Department, will release the remaining holdback for all milestones; and

**12.4.** the successful implementation of a change order, that is not within the scope of a required Payment Milestone, the Department, will release 100% of the total holdback for that change order;

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**13. Key Personnel.**

The Contractor must provide Key Personnel to be assigned to the DDI and Certification phases of the Project.

**13.1.** At a minimum, Key Personnel during the DDI phase shall include a Project Manager, Contract Manager, Testing Lead, Integration Lead and a Certification Lead. DPHHS will review and approve all Key Personnel.

**13.2.** The Contractor shall also provide Key Personnel for the Operations, Maintenance and Configuration phases of the Project. At a minimum, Key Personnel shall include a Project Manager and Contract Manager. The Contractor must identify other Key Personnel for the Operations, Maintenance and Configuration phase of the project. DPHHS will review and approve all Key Personnel.

**14. Resource Allocation Schedules.**

The Contractor's staffing plan by phase and resource type is included in Appendix I "Contractor's Response" and Attachment H "Resource Allocation Schedules".

**15. Notice Information**

**To Contractor at:**

Mailing Address
Telephone:
Fax:
E-mail:

**To the Department at:**

Telephone:
Fax:
E-mail:

**With a copy to:**

Telephone:
Fax:
E-mail:

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# APPENDIX B. PERFORMANCE STANDARDS AND LIQUIDATED DAMAGES

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# Appendix B - Performance Standard

**Revision History**

| Date | Document Version | Revision Description | Author |
|---|---|---|---|
| 10/28/2019 | 1.0 | Finalized for RFP Release | DPHHS |
| 11/20/2019 | 2.0 | Amendment 2 Updates:<br>1.) Added Column D-Base Performance Requirement Applicable to Core Claims Solution and All Proposed Options | DPHHS |
| 12/9/2019 | 3.0 | Amendment 3 Updates:<br>1.) Removed SLA94<br>2.) Added SLA169<br>3.) Modified SLA130 and SLA133, SLA119 | DPHHS |
| 1/3/2020 | 4.0 | Amendment 4 Updates:<br>1.) Added the following SLAs<br>SLA170<br>SLA171<br>2.) Modified the following SLAs<br>SLA117<br>SLA129<br>SLA134<br>SLA135<br>SLA136<br>SLA137<br>SLA138<br>SLA156<br>3.) Removed the following SLAs<br>SLA125<br>SLA143<br>SLA144 | DPHHS |
| | | | |

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# Appendix B - Performance Standard

| ID | Performance Standards | Liquidated Damages | Base Performance Standards Applicable to Core Claims Solution and All Proposed Options (indicates whether the performance standard is applicable for the core claims solution and any/all of the Optional Services the Offeror proposes. A "Yes" means the performance standard applies to the core claims solution as well as Option A, Option B, and Option C. If marked as "No" and Column E "Performance Standard Optional Assignment" is blank, the requirement is only applicable to the core claims solution.) | Performance Standard Optional Assignment |
|---|---|---|---|---|
| SLA01 | Contractor must meet the due date for Acceptance of each Deliverable, as indicated in the Work Plan (excludes Implementation Acceptance as defined in Performance Standard #67). | Liquidated Damages: $500.00 per Business Day from the Deliverable Acceptance date in the Work Plan until the date each Deliverable receives Acceptance from the Department. | Yes | |
| SLA02 | Contractor shall ensure there are no more than two submissions of any Deliverable to gain Acceptance by the Department using the process defined in Section 7.3 of the Contract. A Deliverable that is not compliant with the Acceptance Criteria as defined in the applicable Deliverable Expectation Document (DED) will not gain Acceptance. | Liquidated Damages: $500.00 per submission per Deliverable requiring more than two submissions. | Yes | |
| SLA03 | Contractor shall distribute meeting agendas to invitees at least 24 hours before the start of a scheduled meeting involving project stakeholders. Scheduled meetings include any reoccurring project meetings, meetings identified in the Work Plan or any meeting requested by the Department with at least 48 hours' notice. Contractor shall distribute meeting minutes to meeting attendees within two business days of the scheduled meeting. | Liquidated Damages: $100.00 per occurrence of meeting agendas not being delivered at least 24 hours before the start of a scheduled meeting or meeting minutes not being delivered within two business days of the scheduled meeting. | Yes | |
| SLA05 | Contractor's Key Personnel positions may not be vacant for more than 10 Business Days without a qualified substitute (temporary replacement). A qualified substitute must be in place no more than 10 Business Days after the separation date of the vacating resource. The definition of a qualified substitute is someone meeting the requirements of the RFP and Contract Section 4. | Liquidated damages: $500.00 per Business Day after 10 consecutive Business Days a Key Personnel position is vacant without a qualified substitute. | Yes | |
| SLA06 | Contractor will have 60 calendar days from the vacancy date to fill a Key Personnel position with a permanent replacement (a position is considered vacant even with the substitute replacement serving in that role). | Liquidated Damages: $500.00 per Business Day after 60 calendar days a Key Personnel positions is vacant without a permanent replacement. | Yes | |
| SLA09 | Contractor shall ensure that 100% of all critical Priority tickets, (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are completed and Implemented by the Required Implementation Date. This SLA is measured based on such tickets due in a calendar month. The Department will establish the Priority and the Required Implementation Date for each ticket based on the business need (e.g., federal law, state law, or regulation). If the Contractor has concerns regarding the Priority or the ability to meet the Required Implementation Date, the Department will meet with the Contractor to discuss the ticket. Where possible, the Department will incorporate the Contractor's feedback. | Liquidated damages: $1,500.00 per business day per ticket past the Required Implementation Date for any critical Priority ticket without Acceptance from the Department. | Yes | |
| SLA10 | Contractor shall ensure that 80% of all high Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all high Priority tickets (Enhancements, Defects, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within five business days of the Required Implementation Date. This SLA is measured based on such tickets due in a calendar month. The Department will establish the Priority and the Required Implementation Date for each ticket based on the business need (e.g., federal law, state law, or regulation). If the Contractor has concerns regarding the Priority or the ability to meet the Required Implementation Date, the Department will meet with the Contractor to discuss the ticket. Where possible, the Department will incorporate the Contractor's feedback. | Liquidated damages: $1,000.00 per Business Day per ticket if either: more than 20% of high Priority tickets past the Required Implementation Date have not received Acceptance from the Department or any high Priority ticket more than five Business Days past the Required Implementation Date has not received Acceptance from the Department. | Yes | |
| SLA101 | Contractor's performance monitoring dashboard must have Availability 99% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7). | Liquidated Damages: Department will assess as specified below, per hour for each hour, or portion thereof, if the performance monitoring dashboard fails to meet the 99% Availability Performance Standard.<br>$1,000/hour 0 to 24 hours beyond the Performance Standard<br>$2,000/hour 24 to 48 hours beyond the Performance Standard<br>$3,000/hour > 48 hours beyond the Performance Standard | Yes | |
| SLA102 | Contractor's Solution must have Availability 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7). | Liquidated Damages: Department will assess as specified below, per hour for each hour, or portion thereof, if any of Contractor's Solutions fails to meet the 99.5% Availability Performance Standard.<br>$1,000/hour 0 to 24 hours beyond the Performance Standard<br>$2,000/hour 24 to 48 hours beyond the Performance Standard<br>$3,000/hour > 48 hours beyond the Performance Standard | Yes | |

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| ID | Performance Standards | Liquidated Damages | Base Performance Standards Applicable to Core Claims Solution and All Proposed Options (indicates whether the performance standard is applicable for the core claims solution and any/all of the Optional Services the Offeror proposes. A "Yes" means the performance standard applies to the core claims solution as well as Option A, Option B, and Option C. If marked as "No" and Column E "Performance Standard Optional Assignment" is blank, the requirement is only applicable to the core claims solution.) | Performance Standard Optional Assignment |
|---|---|---|---|---|
| SLA11 | Contractor shall ensure that 75% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within 10 business days of the Required Implementation Date. This SLA is measured based on such tickets due in a calendar month. The Department will establish the Priority and the Required Implementation Date for each ticket based on the business need (e.g., federal law, state law, or regulation). If the Contractor has concerns regarding the Priority or the ability to meet the Required Implementation Date, the Department will meet with the Contractor to discuss the ticket. Where possible, the Department will incorporate the Contractor's feedback. | Liquidated damages: $500.00 per Business Day per ticket if either: more than 25% of medium Priority tickets are past the Required Implementation Date have not received Acceptance from the Department or and medium Priority ticket more than 10 business days past the Required Implementation Date has not received Acceptance from the Department. | Yes | |
| SLA113 | Contractor shall have an acceptable documented issue mitigation plan submitted to the Department within 3 business days of issue identification for 100% critical project issues and 5 business days for 100% high project issues. The Department, after consulting with Contractor, will determine the level of criticality of each project issue. | Liquidated Damages: $1,000.00 per Business Day beyond the Performance Standard for high or critical project issues without the submission of an acceptable issue mitigation plan. | Yes | |
| SLA116 | The Contractor must disposition (eg. gross level, refund, post to claims, post to cash receipt) cash receipts within 30 days of the deposit date. | Liquidated damages: $100.00 per cash receipt, per calendar day past 30 days from the date of receipt. | No | Option A - Financial |
| SLA117 | The Contractor must notify the Agency within 24 hours of detecting an overpayment. | Liquidated damages: $500.00 per calendar day beyond the performance standard | No | |
| SLA118 | The Contractor must receive or send successfully all interfaces (inbound and outbound) within a specified timeframe as determined by the Agency based on the interface | Liquidated damages: $1,000 .00 per calendar day past the due date established by the Agency. | No | Option A - Financial |
| SLA119 | The Contractor must assign a cash receipt to a payee within five business days of receipt. | Liquidated damages: $100.00 per unassigned cash receipt (without a payee assigned) per business day beyond the performance standard. | No | Option A - Financial |
| SLA12 | Contractor shall ensure compliance with all licensing agreements, required to support the proposed Solution and Services. Compliance is defined as the maintenance of licenses and appropriate permitted usage. | Liquidated damages: The cost of the licenses or the damages assessed by the licensor whichever is greater. | Yes | |
| SLA120 | The Contractor must notify the Agency by the last business day of the week when a cash receipt is unable to be processed without Agency assistance via the receipt of an undispositioned cash report/spreadsheet with explanations as to what assistance is needed by the Agency. | Liquidated damages: $100.00 per cash receipt per business day past the last business day of the week in which the undispositioned cash receipt information is not received. | No | Option A - Financial |
| SLA121 | The Contractor must balance all weekly payment activity to the interface file and send the file to the State Accounting Office prior to the Saturday at 5:00pm deadline. | Liquidated damages: $1,000.00 per calendar day that the weekly interface is unable to be balanced and not sent to the State Accounting Office by 5:00pm on Saturday. | No | Option A - Financial |
| SLA122 | The Contractor must accurately prepare and reconcile the 1099's to the 1099 Summary Report and the 1099 Reconciliation Summary Report. The IRS file must also be transmitted by the IRS established due date. | Liquidated damages: $5,000.00 per calendar day past the IRS established due date that a reconciled IRS file is unable to be generated and transmitted to the IRS. | No | Option A - Financial |
| SLA123 | The contractor shall periodically evaluate operational business processes against an established intrastate SLA and KPI as defined by the Agency. | When contractor does not meet targets, creates and executes a Plan of Action. The Plan of Action must be delivered within a time frame specified by the Agency. For failure to meet the delivery time frame will result in a 2.5% reduction in the Contractor monthly invoice. | No | Option A - Financial |
| SLA124 | The Contractor shall answer 80% of member and provider calls within 30 seconds. | Liquidated Damages: $1,000.00 per month if fails to answer 80% of more of the member calls within 30 seconds. | No | Option B - Call Center |
| SLA126 | The Contractor shall have an Abandoned Member call rate of 5% or less. | Liquidated Damages: $1,000.00 per month if the Abandoned Member call rate exceeds 5%. | No | Option B - Call Center |
| SLA127 | Contractor shall staff the Call Center toll-free phone lines from 7:00 a.m. to 7:00 p.m., Agency local time, on all State business days, Monday through Friday (excluding State holidays). The Contractor shall generate a report which includes, at a minimum, the time and date stamp phone lines were open and when phone lines were turned off. | Liquidated Damages: $1,000.00 per quarter hour (15 minutes) that the Call Center is not operational during 7:00 a.m. to 7:00 p.m., Agency local time zone, on all State business days Monday through Friday (excluding State holidays) | No | Option B - Call Center |
| SLA128 | Contractor shall ensure that less than one percent (1%) of total monthly calls should be escalated to the Agency for resolution that are clearly within the scope of work of the Contractor. This does not apply to subject areas where the Agency and the Contractor have agreed in advance require Agency determination. The Contractor shall track at a minimum: percentage of calls escalated to the Agency, reason for escalation, and outcome. This Operational Report will be provided to the Agency monthly. | Liquidated Damages: $150.00 per full percentage point above one percent (1%) of calls escalated to the Agency each month. | No | Option B - Call Center |
| SLA129 | Contractor shall ensure the total number of disconnected calls and abandoned calls measured against the total inbound calls shall not exceed five percent (5%) per day. The Contractor shall generate a report to track all inbound calls against answered calls, including abandonment rate, hold time before initial answer, time placed on hold after call is answered, average talk time, and speed to answer--at a minimum, and for each phone line. | Liquidated Damages: $250.00 per day where disconnected calls, and abandoned calls exceeds five percent (5%) of total inbound calls. | No | Option B - Call Center |
| SLA13 | Contractor shall turn over any applicable Solution related licenses to the Department within 30 calendar days of the request. | Liquidated damages: The cost of the licenses if licenses are not turned over to the Department within 30 calendar days. | No | |

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|---|---|---|---|---|
| SLA130 | Contractor shall ensure questions and concerns are resolved, as defined by the Agency, ninety percent (90%) of the time upon first contact with the Call Center. The Contractor shall supply the metrics to the Agency, monthly (at a minimum) to demonstrate first call resolution. | Liquidated Damages: $150.00 per day in which the performance standard is not met. | No | Option B - Call Center |
| SLA131 | Contractor's Call Center staff will document, in Customer Relationship Management (CRM) system, all the information they provide to callers during first contact, and any subsequent follow-ups, one hundred percent (100%) of the time. The Contractor shall make available to the Agency view access into the CRM (expected: three (3) view-only seats). | Liquidated Damages: $100.00 per percentage below one hundred percent (100%). | No | Option B - Call Center |
| SLA132 | Contractor shall survey no less than every 10th caller to rate the quality, timeliness, and other service delivery elements carried out by the Call Center. Callers shall report Call Center satisfaction at or above ninety percent (90%). The Contractor shall combine caller satisfaction scores to determine the average satisfaction percentage score. Score and surveys will be provided to the Agency, monthly. | Liquidated Damages: $500.00 per month below ninety percent (90%) satisfaction. | No | Option B - Call Center |
| SLA133 | Contractor's staff will notify the provider of discrepancies within one (1) business day of any discrepancies identified regarding the Backup Withholding "B" notices, 1099s, including FEINs. Contractor's staff will attempt to notify the provider via phone call. If the provider was not reached by phone, Contractor's staff will perform a second attempt to rectify the discrepancy through email. Upon resolution, Contractor's staff will correct the discrepancy within the applicable state financial system with ninety-nine percent (99%) accuracy within two (2) business days of receipt of the resolved discrepancy. The Contractor shall generate a workflow report that tracks tasks and duties associated with discrepancies identified by the State and/or IRS regarding Backup Withholding "B" Notices, 1099s, including FEINs, against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy and timeliness of completed tasks. | Liquidated Damages:<br>$25.00 per occurrence when the provider was not contacted one (1) business day after an identified discrepancy.<br><br>$100.00 per day after two (2) business days of receipt of the resolved discrepancy without correction in the state financial system.<br><br>$125.00 per month that the accuracy rate falls below ninety-nine percent (99%) of all corrections made to the state financial system regarding Backup Withholding "B" notices, 1099s, including FEINs. | No | Option A - Financial |
| SLA134 | Contractor shall provide sufficient in-bound access lines so that AVRS users:<br>a. Are connected with the AVRS system within three rings at least 99% of the time<br>b. Report the call abandonment rate, which shall not exceed 5% maximum<br>c. Are connected to the FAXBACK machine 95% of the time on the first attempt.<br>d. Receive AVRS/FAXBACK response within 10 seconds of entry of required information (provider ID, client ID, etc.) at least 99% of the time.<br>e. Receive a busy signal less than 5% of the time they call.<br>f. Are not dropped and do not receive a busy signal in excess of 1% of the total daily call volume.<br>g. Are successfully transferred to live assistance at the customer service call center in less than 120 seconds of the request to transfer. | Liquidated Damages: Failure to meet the standard will equal a 2.5% reduction in the Contractor's Option B - call center monthly invoice. | No | Option B - Call Center |
| SLA135 | Busy Out/Blocked Call Rate: Contractor shall ensure the busy out / blocked (overcapacity) call rate must be 1% or less of the total call volume received per month. The performance standard will be measured monthly and included in the monthly audit. | Liquidated Damages: Failure to meet the standard will result in the following:<br>0.5% reduction in the contractor's monthly invoice when the busy out / blocked call rate is between 1.01 - 3.99% of the total call volume received per month<br><br>1.0% reduction in the contractor's monthly invoice when the busy out / blocked call rate is between 4.00 - 6.99% of the total call volume received per month<br><br>2.0% reduction in the contractor's monthly invoice when the busy out / blocked call rate is 7.00% or above of the total call volume received per month<br><br>The percent reductions will be applied to the Contractor's Option B - Call Center monthly invoice. | No | Option B - Call Center |
| SLA136 | Contractor must ensure the average on hold time and queue time is less than 1 minute . The performance standard will be measured monthly and included in the monthly audit. The average on hold time and queue time must be 1 minute or less without a response by a human operator to a caller's inquiry. | Liquidated Damages: Failure to meet the standard will equal a 2.0% reduction in the Contractor's Option B - Call Center monthly invoice. | No | Option B - Call Center |

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|---|---|---|---|---|
| SLA137 | Contractor's Automated Voice Response (AVR) solution and other applications providing member and provider information must have Availability 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7). The performance standard will be measured monthy and will be included in the monthly audit. | Liquidated Damages: Failure to meet the standard will equal a 2.0% reduction in the Contractor's Option B - Call Center monthly invoice after 1 hour of contractor notification or 1 hour after system failure, which ever comes first. | No | Option B - Call Center |
| SLA138 | Contractor shall perform patching and corrections to mitigate security vulnerabilities according to the vulnerability priority: Urgent within twenty-four (24) hours, Critical priority within seven (7) calendar days, High priority within thirty (30) calendar days, Medium priority within ninety (90) calendar days, Low priority within one hundred eighty (180) calendar days. The National Vulnerability Database (NVD) will be used to determine the level of priority. If the security vulnerability is not categorized in the NVD, the Agency will assign the priority. | Liquidated Damages: $5,000.00 per occurrence if the patch or correction is not Implemented within the Performance Standard time frame. | Yes | |
| SLA139 | Contractor must, in the event of an unscheduled Module Downtime, restore Availability, using procedures approved in the Business Continuity and Disaster Recovery Plan within four hours from the start of the unscheduled Downtime. | Liquidated Damages: Department shall assess the liquidated damages as specified below for failure to meet the Performance Standard time frame:<br><br>$5,000/24 hour period 4 to 72 hours beyond Performance Standard<br><br>$6,000/24 hour period 73 to 168 hours beyond Performance Standard<br><br>$7,000/24 hour period > 169 hours beyond Performance Standard | Yes | |
| SLA14 | Contractor shall thoroughly test the Solution and demonstrate proof of successful Contractor Testing for 100% of the Specifications defined for each Implementation. Contractor can demonstrate proof of successful Contractor Testing by providing Documentation such as system, integration or parallel test results or demonstration of the Specifications including Interfaces/APIs. All Specifications must be tested through the use of testing procedures, verification procedures and other testing methodologies identified in Contract Section 7, Section 3.10.2.6 of the RFP, and the associated testing requirements. | Liquidated damages: $5,000.00 per Implementation in which Contractor is not able to demonstrate that 100% of the Specifications have been met. | Yes | |
| SLA140 | Contractor shall provide an alternate business site if Contractor's primary business site becomes unsafe or inoperable. The alternate business site must be fully operational within two Business Days of the primary business site becoming unsafe or inoperable. | Liquidated Damages: $5,000.00 for each day the alternate business site is not available to support full business Operations for the Department within two business days of the primary business site becoming unsafe or inoperable. | No | |
| SLA141 | Contractor shall provide detailed Disaster Recovery Plan test results annually to the Department within 30 days of test completion | Liquidated Damages: $1,000.00 per day beyond the Performance Standard until the detailed Disaster Recovery Plan test results are delivered to the Department. | No | |
| SLA142 | Contractor shall maintain and retain for 24 months electronic records of all AVRS/FAXBACK inquiries made, information requested, and information conveyed. | Liquidated Damages: $1,000.00 per month when the performance standard is not met. | No | |
| SLA145 | Contractor shall produce and distribute new publications and publications with changes in final form by the date requested by the Agency. | Liquidated Damages: $100.00 per calendar day each publication is not produced and distributed by the Agency's requested due date. | No | |
| SLA146 | Contractor shall develop and update training materials and provide appropriate Agency staff with all training materials for review and approval at least 15 days prior to training sessions. | Liquidated Damages: $500.00 per calendar day training materials are late from the 15th day prior to scheduled training. | No | |
| SLA147 | Contractor shall maintain a 99.9% accuracy rate for all reference file updates. | Liquidated Damages: $500.00 per calendar day the reference file updates do not achieve the required accuracy. | No | |
| SLA148 | Contractor shall notify provider of all electronic claims rejected or accepted (i.e. snip, pre-process, and receive 999 and 277-CA) within two seconds for an 837 that contains 1000 or fewer claims, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor. | Liquidated Damages: $2,000.00 per month if a 10% random sample of qualifying transactions in that month exceed two second response time. | No | |
| SLA149 | Contractor shall, within 5 business days of receipt in the contractor's mailroom, pay or deny 90% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse, improper coding, because of a court order, because of retroactive payments or pended because of eligibility problems not related to the contractor's operation of the claims solution). | Liquidated Damages: $5,000.00 per month when the performance standard is not met. | No | |
| SLA15 | Contractor shall maintain environments as mutually agreed upon to perform System validation, integration testing, and Data migration to determine overall production readiness. Each environment must include all of the components to support the intended purpose of that environment. Any component not replicated in a designated environment must be disclosed to the Department and a written explanation as to why this will not affect the inherent use of the environment for its intended purpose. | Liquidated damages: $5,000.00 per environment per month in which Contractor does not maintain an environment as mutually agreed upon. | Yes | |

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|---|---|---|---|---|
| SLA150 | Contractor shall, within 7 business days of receipt in the contractor's mailroom, pay or deny 95% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse or pended because of eligibility problems not related to the contractor's operation of the claims solution). | Liquidated Damages: $4,000.00 per month when the performance standard is not met. | No | |
| SLA151 | Contractor shall, within 10 business days of contractor receipt pay or deny 99% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse or pended because of eligibility problems not related to the contractor's operation of the claims solution). | Liquidated Damages: $3,000.00 per month when the performance standard is not met. | No | |
| SLA152 | Contractor shall, within 15 days of contractor receipt, pay or deny 100% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse or pended because of eligibility problems not related to the contractor's operation of the claims solution). | Liquidated Damages: $2,000.00 per month when the performance standard is not met. | No | |
| SLA153 | Contractor shall pay or deny all claims referred to the Agency or its designee within 5 business days after the claims are received by the Contractor. | Liquidated Damages: $2,000.00 per month if 1% or more of the total number of applicable claims are not paid or denied within 5 business days. | No | |
| SLA154 | Contractor shall adjudicate a minimum of 99.9% of all claims submitted via EDI and web portal that do not require manual intervention within 5 minutes of receipt. | Liquidated Damages: $2,000.00 per month if a 10% random sample of adjudicated claims in that month exceed the performance standard. | No | |
| SLA155 | Contractor shall ensure the number of suspended claims cannot exceed 2% of the average weekly claims (based on a 12-month rolling average of weekly claims). | Liquidated Damages: $5,000.00 for each percent the average daily number of suspended claims is above the threshold for the monthly reporting cycle (i.e. 2.01 - 2.99% = $5000.00 liquidated damages, 3.01 - 3.99% = $10,000.00 liquidated damages). | No | |
| SLA156 | Contractor shall return paper claims which fail the contractor's prescreening process within three (3) business days of receipt. | Liquidated Damages: $2,000.00 per month if 1% or more of the total number of applicable claims are not returned within three (3) business days of receipt. | No | |
| SLA157 | Contractor shall provide access to imaged documents within one business day following the date of receipt. | Liquidated Damages: $2,000.00 per month if 1% or more of the total number of applicable claims are not imaged within one business day following the date of receipt. | No | |
| SLA158 | Contractor shall ensure claims processed in error are reprocessed within 2 business days of identification of the error or upon a schedule approved by the Agency. | Liquidated Damages: $2,000.00 per month if 1% or more of the total number of applicable claims are not reprocessed within 2 business days. | No | |
| SLA159 | Contractor shall maintain at least a 98% keying accuracy rate for manually entered data and Optical Character Recognition (OCR) documents. | Liquidated Damages: $500.00 per business day the Contractor will fails to meet the 98% keying accuracy Performance Standard. | No | |
| SLA16 | Contractor shall document all business rules applicable to the functioning of the Module and document any new or changed business rules within 10 Business Days of the implementation of a change. | Liquidated damages: $100.00 per day in which the rules do not match the current functionality of the Module or $100.00 per day beyond the Performance Standard to document a changed business rule. | Yes | |
| SLA160 | Contractor shall receive, acknowledge, accept, or reject nintey-nine percent (99%) of all batch and real-time EDI transactions in accordance with the applicable HIPAA Implementation Guide and Agency defined business rules. | Liquidated Damages: $2,000.00 per month if a random sample of qualifying transactions in that month exceed the performance standard. | No | |
| SLA161 | Contractor shall obtain the annual DRG grouper and quarterly Outpatient Prospective Payment System (OPPS) grouper from the vendor, modify it to the State calibrations, and install the grouper by the effective date or within 20 business days of receipt. | Liquidated damages: $1,500.00 per day past the Required Implementation Date. | No | |
| SLA162 | Contractor shall transmit payment file(s) to the Agency's financial system on the day of the payment cycle processing, as defined by the Agency. | Liquidated damages: $2,000.00 per day past the Agency's established performance standard. | No | |
| SLA163 | Contractor shall receive and process the payment file from the Agency's financial system on the day of the payment cycle processing, as defined by the Agency. | Liquidated damages: $2,000 per day past the Agency's esablished performance standard. | No | |
| SLA165 | The contractor shall notify the Agency of any overpayments, duplicate payments, or incorrect payments (regardless of cause) within 48 hours of identification, provide a detailed explanation, cause, resolution, and correct the error within a timeframe approved by the Agency. | Liquidated Damages: $500.00 per day that the Contractor notifies the Agency of the issue following the 48 hour notification period and/or $500 per day the delivery of the correction exceeds the approved timeframe. | No | |
| SLA166 | Contractor shall revise all edit text language or resolution instructions within one (1) business day following Agency approval. | Liquidated damages: $500.00 per business day following the Required Implementation Date (one (1) business day following the Agency's approval of the revised edit text). | No | |
| SLA167 | Contractor shall notify the Department of any emergency Deficiencies, as defined by the Department causing severe financial or productivity impacts, including Module Downtime, within one hour of the initial Deficiency or within thirty minutes of becoming aware of the issue, whichever is earlier. Contractor shall provide its plan for resolution within four hours of the notification of the Deficiency to the Department and resolve the Deficiency within 24 hours of the notification of the Deficiency to the Department. | Liquidated Damages: Department shall assess the liquidated damages as specified below for failure to meet the Deficiency Resolution Performance Standard timeframe:<br><br>$5,000/24 hour period 1 to 72 hours beyond Performance Standard<br>$6,000/24 hour period 73 to 168 hours beyond Performance Standard<br>$7,000/24 hour period > 169 hours beyond Performance Standard | No | |

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|---|---|---|---|---|
| SLA169 | The Contractor shall ensure that 98% or more of payments received are deposited and applied to the correct account within 24 hours unless there is not enough data available to identify the account, in which case the money will be in suspense. | Liquidated Damages: $1,000.00 per month if fewer than 98% of the payments are deposited within the Performance Standard. | No | Option A - Financial |
| SLA170 | The Contractor shall recover all overpayments within 30 calendar days from the detection of an overpayment. | Liquidated damages: $500.00 per business day beyond the performance standard. | No | |
| SLA171 | Contractor shall develop a repayment schedule for the payee in coordination with the Agency in circumstances where there are insufficient claims or payee funds to satisfy recoveries within 75 calendar days upon detection of an overpayment. | Liquidated Damages: $500.00 per business day beyond the performance standard. | No | |
| SLA21 | Contractor shall document all Configuration items applicable to the Solution and update Documentation within 10 Business Days of the Implementation of a change. | Liquidated Damages: $100.00 per Configuration item per day not documented or not updated within the 10 Business Day Performance Standard. | Yes | |
| SLA22 | Contractor shall ensure that the Data integrity error rate and routing errors of any transaction is less than .001%. | Liquidated Damages: $5,000.00 per month if error rate exceeds .001%. | Yes | |
| SLA25 | Contractor's Solution shall ensure Data received from real-time Interfaces will be accessible in the Module within three seconds at least 99% of the time; excluding batch interface updates. Performance is measured by a predefined sample measuring timestamp Data was received to the time the Data is available to query in the Module database or presented to the user via a Module user interface. | Liquidated Damages: $2,000.00 per month if user accessibility based on the sample is greater than three seconds for more than 1% of the sample. | Yes | |
| SLA26 | Contractor's Solution response time for user-initiated functionality related to the Data store for queries has three tiers: Tier 1 includes simple queries whose output ranges from 1 to 4,999 rows, for which response time shall not exceed three seconds; Tier 2 is for more complex queries whose output ranges from 5,000 to 20,000 rows, for which response time shall not exceed 30 seconds; Tier 3 is for the most complex queries whose output ranges from 20,001 to 100,000 rows, for which response time shall not exceed 60 seconds. Performance is measured by a predefined query compiled by solution provider of the three tiers for a sample measuring of the three tiers until return of accurate output. | Liquidated Damages: $1,000.00 per month if the average response time is greater than three seconds for simple queries or 30 seconds for complex queries for any of the predefined simple and complex queries. | Yes | |
| SLA27 | Contractor's Solution shall accommodate a user interface response time of two seconds or less per discrete transaction, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor. | Liquidated Damages: $1,000.00 per month if the average user interface response time is greater than two seconds, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor. | Yes | |
| SLA28 | Contractor's Solution response time for adding, updating, or deleting Data from operational components shall not exceed three seconds per action. Performance is measured by a predefined sample measuring individually the adding, editing and deleting of Data. Measure from action to completion of process. Validate 1) appropriate action to Data was completed. 2) Review action history for timing. | Liquidated Damages: $1,000.00 per month if average response time is greater than three seconds per action. | Yes | |
| SLA29 | Contractor must ensure all of the required Interfaces for the Module operate in accordance with the Specifications, without degradation in performance. | Liquidated Damages: $10,000.00 per month if any of the required Interfaces fail this Performance Standard. | Yes | |
| SLA31 | Contractor must ensure all production reports will be available on line for review by the Department pursuant to the following schedule:<br><br>A. Daily or Weekly Reports – by the end of the Business Day following the end of the reporting period.<br><br>B. Monthly Reports – by the third Business Day following the end of the reporting period<br><br>C. Quarterly or Annual reports – by the fifth Business Day following the end of the reporting period. | Liquidated Damages: $500.00 per day per report beyond the Performance Standard. | Yes | |
| SLA39 | Contractor shall request any planned Downtime due to scheduled upgrades or Maintenance, outside the normal Maintenance Window, to the Department five Business Days prior to Downtime. Unless the Department consents, it does not qualify as approved Downtime. | Liquidated Damages: $1,000.00 per occurrence if the request for planned Downtime is made with less than a five Business Day notice to the Department. | Yes | |
| SLA41 | Contractor shall notify the Department of any Major Deficiencies, as defined by the Department, causing serious disruption to Operations and Services where there is no alternative or work around, within one hour of becoming aware of the issue. Contractor shall provide its plan for resolution within four hours of the notification of the Deficiency to the Department and resolve the Deficiency within 36 hours of the notification of the Deficiency to the Department. | Liquidated Damages: Department shall assess the liquidated damages as specified below for failure to meet the Performance Standard timeframe:<br>$2,000/24 hour period 0 to 72 hours beyond Performance Standard<br>$3,000/24 hour period 73 to 168 hours beyond Performance Standard<br>$4,000/24 hour period > 169 hours beyond Performance Standard. | Yes | |
| SLA42 | Contractor shall notify the Department of any Moderate Deficiency, as defined by the Department, it identifies that affects a small number of users, causes inconvenience, or delays business or prevents use of a fully supported Service within 24 hours of becoming aware of the issue. | Liquidated Damages: $1,000.00 per instance the Department is not notified of a Moderate Deficiency within the Performance Standard timeframe. | Yes | |

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|---|---|---|---|---|
| SLA44 | Contractor shall work collaboratively with the Department to gather, analyze and report findings to the Office for Civil Rights (OCR) for any HIPAA or HITECH incident involving Contractor that affects a population of 500 members or more. Sufficient technical evaluation will be completed by the Contractor to verity the number of member potentially affected. | Liquidated Damages: All costs of mitigation (all Contractor and Department costs) for any HIPAA incident affecting 500 or more members that results from actions attributed to Contractor's performance of the Contract. In addition, Contractor will receive sanctions, if any, determined by the OCR and be responsible for mitigation costs and other associated costs such as call center costs, credit reporting, publications, and media centers. | Yes | |
| SLA46 | Contractor shall adhere to applicable State and Federal laws, rules, regulations, guidelines, policies, and procedures relating to information systems, information systems security and privacy, physical security, PHI confidentiality and privacy. Contractor must work with the Department to define and identify that the proposed Solutions or Services meet applicable compliance requirements. If Contractor is out of compliance, a mitigation plan to regain compliance is due to the Department within 10 business days with mitigation and testing to be completed in the timeframe defined in the mitigation plan. | Liquidated Damages: Contractor will assume all liabilities including both the cost to remediate the System and bring it into compliance and the actual cost to the Department for the violation of applicable State and Federal laws, rules, regulations, guidelines, policies, and procedures relating to information systems, information systems security and privacy, physical security, PHI confidentiality and privacy, plus $1,000.00 a day until the Module is in compliance. | Yes | |
| SLA47 | Contractor shall prevent any user or system administrator from having a shared account. | Liquidated Damages: $1,000.00 per occurrence in which a shared account is identified. | Yes | |
| SLA48 | Contractor shall have an acceptable documented risk mitigation plan submitted to the Department within 5 business days of risk identification for 100% of high or critical project risks. The Department, after consulting with Contractor, will determine the level of criticality of each project risk. | Liquidated Damages: $1,000.00 per Business Day beyond the Performance Standard for high or critical project risks without the submission of an acceptable risk mitigation plan. | Yes | |
| SLA51 | Contractor will ensure that Module Federal Certification is achieved retroactive to the first day of Operations and continued throughout the Operations Phase. The Contractor is responsible for meeting the Federal standards, conditions and business requirements, formally published by CMS on the date the RFP closes, necessary to ensure initial and continued federal Certification for the operation of the Module and Department to receive full Federal Financial Participation (FFP) and the Federal Medical Assistance Percentage (FMAP) funding . In addition, the Contractor is responsible for meeting any new or modified Federal standards necessary to ensure initial and continued federal Certification, provided that to the extent those standards or requirements are not outside the scope of the RFP and do not result in a material cost impact on Contractor, otherwise the Contractor shall only be required to meet them if and to the extent the parties agree to do so through the Change Order process.<br><br>Contractor will provide all support requested by the Department during Certification and any recertification conducted by CMS and by the Department. The support will include assisting the Department and CMS in developing artifacts and evidence to support the Certification review. This includes developing the Certification presentation and participation in the Certification review. | Liquidated damages: Contractor must pay the Department the actual damages incurred by the Department related to the Module DDI and Certification, if CMS does not fully compensate the Department at the maximum allowable FFP rate and the FMAP for the Module as delivered by the Contractor. The actual damages are the difference between the total of the sums of monies actually received from CMS by the Department and the total of the sums of monies that could have been received by the Department at maximum allowable FFP and the FMAP rate. | Yes | |
| SLA52 | Contractor shall work cooperatively with all other contractors and offer timely support in integrating Solutions within the State's healthcare programs enterprise. Timely shall be defined as scheduling of a meeting within five business days, review of applicable documentation within five business days and scheduling of testing within five Business Days and ensuring the appropriate Contractor staff is participating. Days begin based on a request by the Department or another contractor. | Liquidated damages: $1,500.00 per request in which the Performance Standard is not met. | Yes | |
| SLA53 | Contractor shall ensure that 99% of all Data converted is correctly mapped and usable by the scheduled completion date in the Work Plan. | Liquidated damages: $500.00 per day in which less than 99% of all Data converted is correctly mapped and usable beyond the scheduled completion date in the Work Plan. | Yes | |
| SLA54 | Contractor is required to maintain a Data dictionary, accessible electronically, that shall be updated within 10 Business Days of any change. | Liquidated damages: $100.00 per day in which the Data dictionary does not match current functionality of the Module. | Yes | |
| SLA57 | Contractor shall ensure accurate processing in accordance with the applicable Specifications of all electronic data interchange (EDI) transactions. | Liquidated damages: $1,000.00 per day in which the Performance Standard is not met. | Yes | |
| SLA60 | Contractor shall maintain up to date System Design Documentation and System Documentation. Documentation shall be updated within 10 business days of the Implementation of a change. | Liquidated damages: $100.00 per document per day the Documentation does not match the functionality of the Module or $100.00 per day beyond the Performance Standard to document an applicable change. | Yes | |
| SLA61 | Contractor shall maintain up to date functional Documentation including both User Documentation and the Operations Procedures Manual. Documentation shall be updated within 10 business days of the Implementation of a change. | Liquidated damages: $100.00 per document per day the Documentation does not match the functionality of the Module or $100.00 per day beyond the Performance Standard to document an applicable change. | Yes | |
| SLA64 | Contractor will provide a statement with a request for approval by the Department for any publicity concerning the Contract, including, but not limited to, notices, information pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for Contractor. | Liquidated Damages: $5,000.00 per public notice in which the Department did not approve prior to release. | Yes | |

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| ID | Performance Standards | Liquidated Damages | Base Performance Standards Applicable to Core Claims Solution and All Proposed Options (indicates whether the performance standard is applicable for the core claims solution and any/all of the Optional Services the Offeror proposes. A "Yes" means the performance standard applies to the core claims solution as well as Option A, Option B, and Option C. If marked as "No" and Column E "Performance Standard Optional Assignment" is blank, the requirement is only applicable to the core claims solution.) | Performance Standard Optional Assignment |
|---|---|---|---|---|
| SLA65 | Damages may be assessed if Contractor fails to meet other contract and RFP requirements. The performance criteria will have a performance measure and scoring mechanism established in this Contract through negotiation with Contractor. | Liquidated Damages: Contractor will be assessed damages equal to $500.00 per day for each day that Contractor fails to meet Contract and RFP requirements without specified liquidated or actual damages. | Yes | |
| SLA66 | Contractor shall provide accurate responses to all Department Change Requests for Enhancements including proposed Solution and pool hours/cost within 10 days for low complexity projects, 20 days for medium complexity projects or 30 days for high complexity projects, from submission of a Department Change Request for an Enhancement. The Department will determine the level of complexity in consultation with Contractor. | Liquidated damages: $200 per day for each day an acceptable Change Request for an Enhancement is not timely received by the Department from Contractor. "Acceptable" means that the Change Request for an Enhancement from Contractor includes Contractor's proposed Solution and associated pool hours/costs to comply with request made by the Department. | Yes | |
| SLA67 | Contractor must receive Implementation Acceptance from the Department for each scheduled Implementation no later than the Acceptance Date in the Work Plan. | Liquidated Damage: Department shall assess liquidated damages as noted below for each business day from the Acceptance Date in the Work Plan until the required scope for the Implementation is Operational in accordance with its applicable Specifications and receives Acceptance from the Department:<br>$1000.00 per business day for the first 10 Business Days<br>$2000.00 per Business Day for the next five Business Days<br>$3000.00 per Business Day for the next five Business Days<br>$4000.00 per Business Day for each Business Day thereafter | Yes | |
| SLA68 | Contractor shall notify the Department within the time period described in the Business Associates Agreement following the identification of any potential or actual Security Incident, including any physical or system breach, any attack, or the introduction of any disabling device, related to the System. Contractor shall take corrective action to mitigate the potential or actual major or minor Security Incident within two hours following the identification of each potential or actual Security Incident. | Liquidated damages: $2,500.00 per Security Incident per day in which the Department is not notified by Contractor of an incident within the time period described in the Business Associates Agreement for identification or Contractor fails to take corrective action mitigation of the potential or actual Security Incident within two hours following the identification of each incident. | Yes | |
| SLA69 | Contractor shall provide a written report and assessment to the Department within 24 hours following the identification of any Security Incident detailing all actions taken concerning the incident, including the type of incident, the current status, and any potential impact(s). | Liquidated Damages: $1,000.00 per Security Incident per day in which Contractor fails to provide the Department with a detailed Security Incident report. | Yes | |
| SLA98 | The Contractor's Solution shall ensure that the maximum amount of time between the initiation of a transaction and the confirmation receipt of the transaction by the Enterprise Service Bus (ESB) will not exceed two seconds, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor. | Liquidated Damages: $5,000.00 per month if the average latency of ESB orchestrated transactions exceeds the Performance Standard. | Yes | |

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## APPENDIX C. REVISIONS TO THE RESPONSE

The following documents, each of which are incorporated in this Appendix C, include revisions to the Contractor's response to the RFP:

# Attachment F - Requirements Matrix

**Revision History**

| Date | Document Version | Revision Description | Author |
|---|---|---|---|
| 10/28/2019 | 1 | Final for RFP Release | DPHHS |
| 11/6/2019 | 2 | Amendment 1 - 2.) two requirements both labeled CDR33. The second requirement numbered CDR33 was updated to CDR47. | DPHHS |
| 11/20/2019 | 3 | Amendment 2<br>1.) Added Column D - Base Requirement Applicable to Core Claims Solution and All Proposed Options. See Legend tab for definition update.<br>2.) Added column definitions to the Legend tab.<br>3.) Removed Reporting Section-moved REP requirements to Claims Data and Reporting (see new req below)<br>4.) Requirement Changes as follows:<br>-Added Requirements: DOC39, CDR48, CDR49, CDR50, BRDM33<br>-Removed Requirements: REP16, REP23, REP52<br>-Modified Requirements: KR21 (removed MST), SAO38 | DPHHS |
| 12/9/2019 | 3 | **a. Removed the following requirements:**<br>i.AUTH19<br>ii.AUTH21<br>iii.SUB01<br>iv.CDR28<br>v.ECM10<br>vi.SEC73<br>vii.CDR06<br>viii.SAO12<br>ix.COR11<br>x.SAO57<br>xi.SAO60<br>ix.xii.SAO63<br>**b. Modified the following requirements:**<br>i.FS10<br>ii.FSCM33<br>iii.CDR31<br>iv.SAO22<br>v.SAO58<br>**c.Added the following requirements**<br>i.COR25<br>ii.PPA96<br>iii.ECM187<br>iv.SUB09<br>v.SEC83<br>vi.COR24<br>vii.PP90 | DPHHS |
| 1/3/2020 | 4 | **Added the following requirements:**<br>CDR51<br>CDR52<br>DOC51<br>FS43<br>**Modified the following requirements:**<br>CDR02<br>FDRP17<br>FDRP146<br>FSCM92<br>MPCC28<br>PP16<br>PP77<br>SEC54<br>**Removed the following requirements:**<br>DOC27<br>FDRP38<br>FDRP39<br>FDRP40<br>INT56<br>PP81<br>SAO61<br>SAO62<br>SAO68 | DPHHS |
| 9/14/2020 | Contract Reginement | **Modified the following requirements:**<br>CMP09 to align with Q&A response posted on eMACS 1/14/2020 at 7:50 AM | DPHHS |

# Attachment F - Requirements Response Matrix

**Instructions: This attachment contains a list of all requirements related to the module core claims scope of work in addition to Option A, B, and C requirements. Option D requirements will be identified and confirmed during the Participating Addendum process. The Offeror is expected to fill out this document in full for the base scope of work. The Offeror is expected to fill out Option A and/or Option B and/or Option C requirement responses only if the Offeror will include Option A and/or Option B and/or Option C in their proposal.**

**Attachment F - Requirements Response Matrix Column Definitions**

**Column A - Requirement Section -** Each value in the Requirement Section column has a corresponding section reference in the MPATH Claims Processing and Management RFP.

**Column B - Requirement ID -** Each MPATH requirement's unique ID.

**Column C - Requirement. Language -** This column contains the requirement description.

**Column D - Base Requirement Applicable to Core Claims Solution and All Proposed Options -** This column indicates whether the requirement is applicable for the core claims solution and any/all of the Optional Services the Offeror proposes. A “Yes” means the requirement applies to the core claims solution as well as Option A, Option B, and Option C. If marked as “No” and Column E “Requirement Option Indicator” is blank, the requirement is only applicable to the core claims solution. If marked as “No” and Column E is “Yes” then the requirement only applies to the Option identified in Column F “Requirement Option Assignment”.

**Column E - Requirement Option Indicator -** This column is a Yes/No indicator that denotes requirements that are part of an Optional Service (Yes) or not part of an Optional Service (No).

**Column F - Requirement Option Assignment -** If a requirement is marked as “Yes” in Column E (part of an Optional Service), it is assigned an attribute that reflects additional detail regarding the optional assignment. Current valid values of this attribute are:

- Option A - Financial
- Option B - Call Center
- Option C - Federal Reporting

**Column G - General Status -** Offerors should complete this column regarding their proposed solution status using the values below under "General Status".

**Column H - Production Status -** Offerors should complete this column regarding their proposed solution status using the values below under "Production Status".

**Column I - Product Type -** Offerors should complete this column regarding their proposed solution status using the values below under "Product Type".

**Column J - Hosting -** Offerors should complete this column regarding their proposed solution status using the values below under "Hosting".

**Column K - Security Tested -** Offerors should complete this column regarding their proposed solution status using the values below under "Security Tested".

**Column L - Additional Information -** Offerors can add information in this column as necessary to communicate additional details about how their proposed solution meets the requirement that is not addressed in other columns.

**Offerors must use only the values listed below. Each column will have only one value.**

## CoTS - Commercial Off the Shelf

### Legend

| General Status |
|---|
| **A** - Included in the base release of the proposed solution |
| **B** - Requires configuration of the base solution not to exceed 20 FTE hours |
| **C** - Is an integrated third party product (COTS), requires no configuration or custom development |
| **D** - Is an integrated third party product (COTS), requires configuration |
| **E** - Is an integrated third party product (COTS), requires custom development |
| **F** - Requires custom development |
| **G** - Is not supported by the proposed solution |
| **NA** - This is not a functional or technical requirement |
| **Production Status** |
| **S1** - This functionality is currently offered, and in use by other customers |
| **S2** - This functionality is currently offered, but not in use by other customers |
| **S3** - This functionality is not currently offered, but will offer for this engagement (1st client) |
| **S4** - This functionality will be sub-contracted and the sub-contractor is clearly identified in the additional information column |
| **S5** - This functionality will be sub-contracted but the sub-contractor has not yet been identified |
| **NA** - This is not a functional or technical requirement |
| **Product Type** |
| **SaaS** - Software as a Service |
| **PaaS** - Platform as a Service |
| **COTS** - Commercial Off the Shelf |
| **OS** - Open Source Solution |
| **CS** - Custom Solution |
| **NA** - This is not a functional or technical requirement |
| **Hosting** |
| **T** - Third Party Hosting |
| **V** - Vendor On-Premise Hosting |
| **W** - SITSD (State Information Technology Services Division) |
| **O** - Other |
| **NA** - This is not a functional or technical requirement |
| **Security Tested** |
| **NOTE:** The "Y" value can be applied to Hosting and Environment business requirements when the security testing that indicates that the solution is Federal Risk and Authorization Management Program (FedRAMP) Compliant, has a FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a “moderate” system risk assessment designation. |
| **N**- The application has not been security tested based on NIST 800-53 Rev 4. |
| **NA** - This is not a functional or technical requirement |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Authorizations | AUTH02 | The Contractor's solutions shall provide the ability for authorized users (e.g., state staff, case managers, contractors) to enter, store, update, and view service authorizations. | No | | | A | S1 | Saas | T | Y | Refer to page 946 -947 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH03 | The Contractor's solution shall track and update service authorizations based on information received from external sources (e.g., claims data, service authorization updates from UR vendor). | No | | | F | S1 | Saas | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 947 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH20 | The Contractor's solution shall have the ability to receive, process, and send electronic health care service review, request for review, and response transactions required by 45 CFR Part 162, to include pharmacy drug referral certification and authorization; dental, professional and institutional referral certification and authorization (ASC X12N 278). | No | | | F | S1 | Saas | T | Y | Refer to page 948 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH04 | The Contractor's solution shall include all standard X12 data elements associated with service authorization requests and responses (e.g., member, provider, code sets, dates of service). | No | | | B | S1 | Saas | T | Y | Refer to page 948-949 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH05 | The Contractor's solution shall have the capability to receive and or enter a retroactive service authorization(s) based on configurable business rules. | No | | | F | S3 | Saas | T | Y | Refer to page 949 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH07 | The Contractor's solution shall include processing logic when creating or updating service authorizations (e.g., procedure code not appropriate for gender of member, procedure cannot be billed by the provider type, duplicate service authorization request, invalid data) and route exceptions to the appropriate work queue. | No | | | B | S1 | Saas | T | Y | Refer to page 949 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH08 | The Contractor's solution shall provide the capability to automatically authorize services by various configurable data elements (e.g., procedure codes, diagnosis codes, provider types, date ranges, dollar amounts, units). | No | | | F | S1 | Saas | T | Y | Refer to page 949-950 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH09 | The Contractor's solution shall have the ability to capture and maintain the requested service authorization details (e.g., units, dollars, begin and end dates) and the approved authorization details (e.g., units, dollars, begin and end dates) on the authorization record and notify (e.g., web portal, fax, phone, letters, X12 278) the requestor of the decision. | No | | | B | S1 | Saas | T | Y | Refer to page 950-951 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH10 | The Contractor's solution shall provide the ability to update service authorizations (e.g., extend or limit effective dates, update authorized limits) based on configurable business rules while maintaining a history of the changes to the record. | No | | | A | S1 | Saas | T | Y | Refer to page 951-952 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH11 | The Contractor's solution shall have the ability to automatically generate approval and denial notices/communication to requesting and assigned providers, case managers, and members based on their communication preference for service authorizations based on configurable business rules. | No | | | F | S1 | Saas | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 952-953 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH12 | The Contractor's solution shall allow for flexible and configurable service authorizations (e.g., required fields, edits, service authorization types, business rules) to support a variety of programs, benefit plans, and claim types. The solution shall assign a unique number to service authorizations. | No | | | B | S1 | Saas | T | Y | Refer to page 953-954 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH15 | The Contractor's solution shall have the capability to perform mass updates to service authorization records (e.g., change a provider ID number, procedure code) with pending or approved but unutilized services that may initiate workflow for updates that require review and approval. | No | | | F | S1 | Saas | T | Y | Refer to page 954 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH16 | The Contractor's solution shall have the capability to put requested service authorizations in a pending status if any information is invalid, missing or needs to be approved by another entity based on configurable business rules. | No | | | A | S3 | Saas | T | Y | Refer to page 954 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH01 | The Contractor's solution shall have the ability to track services received against services approved based on service authorizations and/or claims. | No | | | F | S3 | Saas | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 954-956 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH06 | The Contractor's solution shall include configurable referral functionality to include creating, updating and sending referrals from primary care providers to other providers (e.g., specialty providers) to allow for claims payment. The solution shall assign a unique number for each referral. | No | | | F | S3 | Saas | T | Y | Refer to page 956-957 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH13 | The Contractor's solution shall have the capability to filter and view service authorizations (service authorization detail list) based on configurable filters (e.g., provider, procedure code, diagnosis code) and allow mass updates from the service authorization detail list. | No | | | A | S1 | Saas | T | Y | Refer to page 957-958 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH14 | The Contractor's solution shall have the capability to perform mass updates of referrals (e.g., member changes PCP, PCP who are retiring, service code changes) that may initiate workflow for updates that require review and approval. | No | | | A | S1 | Saas | T | Y | Refer to page 958 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH18 | The Contractor's solution shall have the capability for authorized users to send requests via workflow or their preferred method of communication (e.g., inbox, fax, mail) for additional information related to service authorization requests. | No | | | F | S3 | Saas | T | Y | Refer to page 959 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH22 | The Contractor's solution shall provide the ability to allow approved services (e.g. private duty nursing) on one service authorization to be used by multiple providers during overlapping dates of service based on configurable business rules. | No | | | A | S1 | Saas | T | Y | Refer to page 959 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Authorizations | AUTH23 | The Contractor's solution shall provide and maintain the capability to create, edit and void services authorized and to extend or limit the effective dates of the authorization. The solution shall maintain the original and the change data in the service authorization record. | No | | | A | S1 | Saas | T | Y | Refer to page 960 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM01 | The Contractor's solution shall store, maintain, and utilize a list of all NCCI edits with effective and end dates, including identifying additions, changes, and deletions of codes and NCCI edits as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 802-803 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM02 | For all historical and current code sets, the Contractor's solution shall receive, store, and maintain the crosswalk of effective and end dated code set relationships by date of service (e.g., Healthcare Common Procedure Coding System (HCPCS), Resource Based Relative Value Scale (RBRVS), All Patient Refined Diagnosis Related Grouping (APR-DRG), Outpatient Prospective Payment System (OPPS) including procedure and APC records, Medicare Severity Diagnosis Related Groups (MS-DRGs), Current Procedural Terminology (CPT), International Statistical Classification of Diseases and Related Health Problems Version 10 (ICD-10-CM (diagnosis) and ICD-10-PCS (procedure)), Diagnostic and Statistical Manual of Mental Disorders (DSM–5), Current Dental Terminology (CDT), Provider Preventable Conditions, modifiers, revenue codes, agency-specific code sets, National Council for Prescription Drug Programs, (NCPDP), National Drug Codes (NDC), Berenson-Eggers Type of Service (BETOS), and MDC (Major Diagnostic Categories)) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 803-804 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM03 | The Contractor's solution shall capture, store, maintain, and display a crosswalk of provider characteristics (e.g., type, specialty, taxonomies, accreditations, and certifications) against all code sets using Agency defined configurable business rules. | No | | | B | S1 | SaaS | T | Y | Refer to page 804-805 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM04 | The Contractor shall have the capability to create, maintain and manage multiple eligibility group valid values as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 805 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Benefit & Reference Data Management | BRDM05 | The Contractor's solution shall store and maintain reference files for all reimbursement methodologies as defined by the Agency to include but not limited to the following: (e.g.,<br>a) provider contracted rates<br>b) CPT/HCPS/CDT and modifier codes<br>c) fee schedule for the corresponding date<br>d) RBRVS claims<br>e) Manual pricing<br>f) Place of service<br>g) Specialty type<br>h) Pay by report<br>i) Age range<br>j) Category of service<br>k) CDT procedure code fee schedule<br>l) Revenue codes<br>m) APR-DRG (Diagnosis-Related Group)<br>n) APG<br>o) Per Diem at provider specific rates<br>p) Add-on pricing amounts to any pricing structures based on other claim attributes (e.g. service facility, provider type/specialty, place of service etc.)<br>q) Provider specific encounter rate<br>r) Variable percentage of billed charge<br>s) Variable percentage based on provider type (FQHC, RHC, IHSp)<br>t) PMPM with line level detail<br>u) Medicare's Outpatient Prospective Payment System<br>v) Bundled/unbundled pricing<br>w) Global service pricing<br>x) Calculation required for resource-based relative value system fee schedule for radiology, anesthesia, and general medical services<br>y) Tiered pricing into which a variety of services are grouped depending on the treatment type and intensity of care required<br>z) Invoicing pricing (e.g., plus/minus percentage, procedure code)<br>aa) Geographic designation | No | | | F | S1 | SaaS | T | Y | Refer to page 805-811 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM06 | The Contractor's solution shall allow automated and manual mass assignments and updates (e.g., service authorization required, medical review required, limits, diagnosis codes) to procedure code(s)/modifier(s) applied to benefit plans as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 811-813 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM07 | The Contractor's solution shall provide configurable business rules to allow carve out benefits and procedures (e.g., services allowed to be billed outside of a Managed Care Health plan as fee for service transactions) to benefit plans as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 813-814 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM08 | The Contractor's solution shall accept, maintain, and display eligibility and enrollment data (e.g., managed care, TPL, waiver, care programs, primary care provider, Medicare, personal resource, spend-down, buy-in) received via an interface as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 815-816 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM09 | The Contractor's solution shall provide configurable benefit and service restriction (e.g., third party liability, lock-in or lock-out, managed care, benefit plan, limits) responses in response to an eligibility inquiry made through a service or a web portal based on Agency defined configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 816-818 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM10 | The Contractor's solution shall update, store, maintain, and display indicators for benefit plans (e.g., procedure include/exclude indicators, modifiers, clinical or utilization and special needs status) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 818-819 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM11 | The Contractor's solution shall create, maintain, and update reference tables with varying federal financial participation rates (e.g., procedure or combinations of procedures, modifier or combinations of modifiers, diagnoses, category of service, benefit plan, waivers, provider type, provider specialty, member demographics) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 819-821 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM12 | The Contractor's solution shall store, maintain, and display date sensitive parameters (e.g., effective date, beginning and end date, change date) for each occurrence of all reference data (e.g., benefit plan, procedure, reimbursement methodology) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 821-822 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM13 | The Contractor's solution shall have the ability to maintain and cross reference multiple Member identifiers and aliases. | No | | | F | S1 | SaaS | T | Y | Refer to page 822-823 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM14 | The Contractor's solution shall produce and distribute replacement state healthcare program member identification cards in an-Agency defined timeframe. | No | | | F | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 814-815 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM15 | The Contractor's solution shall produce and distribute state healthcare program member identification cards and associated materials as defined by the Agency. | No | | | F | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 824 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM16 | The Contractor's solution shall allow categories of service to be defined by parameters based on Agency-defined configurable business rules including:<br>a. Grouping various combinations of individual and ranges of codes into categories of service, including ICD diagnoses and procedures, HCPCS, procedure modifiers, revenue codes, bill types, places of service, Provider taxonomy or specialty;<br>b. Allow one or more categories of service to be assigned to a benefit plan as either included or excluded for the benefit plan;<br>c. Allow sub-groupings and individual or ranges of codes within a category of service to be included or excluded. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 824-827 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM17 | The Contractor's solution shall allow configurable service limitations and parameters (e.g., specifying limitations, including units, dollars, occurrences, and per day maximums to categories of service and specific sub-grouping(s) and individual or ranges of codes within a category of service or benefit plan, specifying cost sharing parameters such as copay, coinsurance, and deductible, by unit, occurrence, day, length of stay, or other parameters as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 828-829 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM18 | The Contractor's solution shall provide a free-form text narrative at the Benefit Plan level as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 829-830 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM19 | The Contractor shall create, store, and maintain trauma indicators, including effective and end dates, ICD external cause codes, or other indicators used for identifying potential TPL cases as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 830-831 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Benefit & Reference Data Management | BRDM20 | The Contractor solution shall store, maintain, and utilize all Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) as provided and updated by a third party. | No | | | B | S1 | SaaS | T | Y | Refer to page 831-832 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM21 | The Contractor solution shall provide an National Correct Coding Initiative (NCCI) cost savings summary report according to CMS specifications. | No | | | E | S3 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 833 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM22 | The Contractor's solution shall provide the ability to create, view, maintain and track and list configurable covered services that may be included within benefit plans per as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 833-835 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM23 | The Contractor's solution shall receive and store initial and updated member eligibility code(s) and aid category and assign the member eligibility code to the corresponding benefit plan including multiple and overlapping plans, as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 834-836 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM24 | The Contractor's solution shall provide member lock-in based on configurable business rules (e.g., benefit plans, category of service, diagnosis, and procedure codes as defined by the agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 836-838 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM25 | The contractor's solution shall receive and store initial and updated member eligibility data and process these transactions in real-time. | No | | | F | S1 | SaaS | T | Y | Refer to page 838 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM26 | The contractor shall monitor current and future releases of all National and Federal code sets and reimbursement methodologies and coordinate the adoption and implementation as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 839 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM27 | The Contractor's solution shall provide the capability to clone specific data elements within a benefit plan (e.g., spans, service criteria, parameters) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 839 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM28 | The Contractor's solution shall store and maintain reimbursement criteria for each service according to date specific rules and limitations applicable to each claim and encounter type (e.g., service, pricing modifiers (multiple), multiple surgeries, cutbacks, benefit plan, category of service, and provider type/specialty) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 839-840 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM29 | The Contractor's solution shall store, maintain and update reference data (e.g., edit and audit processing rules and parameters, specification of the hierarchy of edits and audits, procedures that allow pay-and-chase, supporting documentation) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 840--841 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM30 | The Contractor's solution shall contain the functionality to increase or decrease reimbursement for a service based on a historical previously paid claim(s) as defined by the Agency | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 841 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM31 | The Contractor's solution shall provide the capability to clone a claim in a test environment to modify specific data fields (e.g., reimbursement methodology, procedure code) and adjudicate the claim. | No | | | B | S1 | SaaS | T | Y | Refer to page 841-842 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM32 | The Contractor's solution shall automatically update Insurance plan information on individual records when the carrier plan is changed as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 842-843 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Benefit & Reference Data Management | BRDM33 | The Contractor's solution shall generate a configurable Explanation of Benefits (EOB) for each member or a selected group of members based on configurable criteria defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 843-844 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Business Rules | BR02 | The Business Rules Engine (BRE) shall allow authorized system users including Department resources, the ability to create, configure and maintain rules for business functions in a user-friendly graphical user interface (GUI) that facilitates rules maintenance without coding changes. | Yes | | | D | S1 | COTS | T | Y | Refer to page 286-287 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR03 | The Contractor shall provide real time access to a Business Rules Catalog, in an electronic format approved by the State, that documents all business rule logic used by the solution. | Yes | | | C | S1 | COTS | T | Y | Refer to page 288 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR04 | The Contractor shall update the Business Rules Catalog with all additions or changes. | Yes | | | D | S1 | COTS | T | Y | Refer to page 288 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR05 | The Contractor's Business Rules Engine shall be integrated into a testing environment that contains production data to allow users to perform "what if testing" and compare the before and after outcomes. The Contractor will provide Department staff and designated project resources, support and access to reports or reporting tools to evaluate the impact analysis. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 288-289 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR06 | The Contractor's Business Rules Catalog shall include granular check-out and check-in rules and an audit trail of business rules changes. | Yes | | | C | S1 | COTS | T | Y | Refer to page 289-290 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR08 | The Business Rules Engine shall allow changes to be made to valid values without impacting production rules engine availability and operations. | Yes | | | C | S1 | COTS | T | Y | Refer to page 290-291 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR09 | The Business Rules Engine shall include the ability to debug business rules at rule execution. | Yes | | | C | S1 | COTS | T | Y | Refer to page 291-292 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR10 | The Contractor shall provide the ability to allow multiple users to work concurrently on different parts of the same rule base. | Yes | | | C | S1 | COTS | T | Y | Refer to page 292 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR11 | The Business Rules Engine shall have the ability to rollback to prior versions of rules without impacting production rules engine availability and operations. | Yes | | | C | S1 | COTS | T | Y | Refer to page 292-293 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR12 | The Contractor shall provide and maintain a graphical representation of business rule flow(s) and orchestration for all business rules. | Yes | | | C | S1 | COTS | T | Y | Refer to page 293 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR13 | The Business Rules Engine shall have mechanisms to identify which rules are executed for each specific business process. | Yes | | | C | S1 | COTS | T | Y | Refer to page 294 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR14 | The Business Rules Engine shall be able to produce a report on rules passed or failed for all transactions. | Yes | | | C | S1 | COTS | T | Y | Refer to page 295-296 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR15 | The Business Rules Engine shall send alerts to the appropriate resource for issues identified in the rules engine. The Contractor will take appropriate action to address any alerts or rule failures. | Yes | | | C | S1 | COTS | T | Y | Refer to page 296 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR16 | The Business Rules Engine rules editor shall allow subject matter experts or technical resources to write natural language business rules (i.e. human readable). | Yes | | | C | S1 | COTS | T | Y | Refer to page 297 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR17 | The Business Rules Engine shall provide the ability to prioritize, sequence, and allow administrators to control processing. | Yes | | | C | S1 | COTS | T | Y | Refer to page 297-298 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR20 | Where applicable, the business rules engine shall use standardized business rules definitions. | Yes | | | D | S1 | COTS | T | Y | Refer to page 298-299 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR21 | The Contractor's business rules shall execute in a runtime environment. | Yes | | | C | S1 | COTS | T | Y | Refer to page 299-300 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Business Rules | BR27 | The Contractor shall configure, support and maintain a business rules capability (e.g., add, modify, or remove/retire rules) based on the Service Architecture (SOA). | No | | | E | S3 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 300 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Certification | CERT01 | The Contractor shall develop a Certification Crosswalk that describes how the Contractor's deliverables and other documentation align with federal certification requirements and MECT milestone reviews. | Yes | | | NA | NA | NA | NA | NA | Refer to page 480-481 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT02 | The Contractor shall complete milestone updates of the CMS Certification Checklists as requested by the State. | Yes | | | NA | NA | NA | NA | NA | Refer to page 481 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT03 | The Contractor shall validate the system against the CMS Certification Checklists | Yes | | | NA | NA | NA | NA | NA | Refer to page 481 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT04 | The Contractor shall contribute to the quarterly IV&V certification reports. | Yes | | | NA | NA | NA | NA | NA | Refer to page 481 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT05 | The Contractor shall provide staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings and other activities as required by CMS. | Yes | | | NA | NA | NA | NA | NA | Refer to page 482 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Certification | CERT06 | The Contractor shall assist the Agency in preparing certification artifacts, evidence and presentation materials, e.g., Requirements/ user stories and/or use cases for functional and non-functional requirements, data, business, capacity/performance, security/privacy/HIPAA compliance, usability, maintainability, interface, 508 compliance, disaster recovery, traceability to test plans or test cases. | Yes | | | NA | NA | NA | NA | NA | Refer to page 482 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT07 | The Contractor shall participate and support as needed in CMS certifications of the other modules | Yes | | | NA | NA | NA | NA | NA | Refer to page 483 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT08 | The Contractor shall expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State. | Yes | | | NA | NA | NA | NA | NA | Refer to page 483 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT09 | The Contractor shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process. | Yes | | | NA | NA | NA | NA | NA | Refer to page 483-484 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT10 | The Contractor shall update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to the solution during the certification process. | Yes | | | NA | NA | NA | NA | NA | Refer to page 484 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT11 | The Contractor shall ensure system CMS Certification through correct design, implementation, documentation and certification support. | Yes | | | NA | NA | NA | NA | NA | Refer to page 484 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT12 | The Contractor shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement. | Yes | | | NA | NA | NA | NA | NA | Refer to page 484-485 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT14 | The Contractor shall populate the certification document repository, as each required item/artifact is completed and approved. | Yes | | | NA | NA | NA | NA | NA | Refer to page 485 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Certification | CERT16 | The Contractor shall present at milestone reviews and other certification meetings as directed by the State. | Yes | | | NA | NA | NA | NA | NA | Refer to page 485 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Claims Data and Reporting | CDR01 | The Contractor's solution shall track, maintain, store, and report data from all claims transaction types (e.g., fee for service, encounter) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 855 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR02 | The contractor's solution shall have the capability to capture, track, store, maintain and report the status of all claims related grievances and appeals from receipt to determination, as defined by the Agency (e.g., number of grievances/appeals received, resolved, rejected, escalated, and timeframe of resolution) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 855-856 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR03 | The Contractor's solution shall create, maintain, and store payment reports as defined by the Agency (i.e., Per member per month, NET or other capitation payments) | No | | | E | S1 | COTS | T | Y | Refer to page 856 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR04 | The Contractor's solution shall identify, track, audit and report managed care transactions (e.g., service data, payments) for all healthcare programs, as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 857-858 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR05 | The Contractor's solution shall store, maintain, track, display and report all claims processing activity throughout the adjudication process (e.g., backlog, suspended claims by status and location, manual entry, adjustments) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 858 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR07 | The Contractor's solution shall identify, track and report claims flagged for investigation due to suspect or confirmed third-party liability discrepancies as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 858-859 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR08 | The Contractor's solution shall maintain and report on all service authorization activity (e.g., requests, determinations, responses and utilization), as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 859-860 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR09 | The Contractor's solution shall maintain, track, and report claims data (e.g., prompt payment of clean claims, claims inventory) to support compliance with 42 CFR 447.45 | No | | | E | S1 | COTS | T | Y | Refer to page 860 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR10 | The Contractor's solution shall maintain, track, provide audit history, and report all financial transactions between Entities and the Agency (e.g., payments, takebacks, receivables, credit balance, claims), as defined by the Agency | No | | | E | S1 | COTS | T | Y | Refer to page 860-861 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR11 | The Contractor's solution shall track, maintain, and report recoveries for the federal share of overpayments to support compliance with 42 CFR 433.320 as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 861 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR12 | The Contractor's solution shall track, store, and maintain, and report all user activity (e.g., access history, claims editing, provider updates, benefit plan changes, rate and fee schedule changes) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 861-862 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR13 | The Contractor's solution shall identify, track, store, and report detailed information supporting history-only recoveries and payments as defined by the Agency. | No | | | D | S1 | COTS | T | Y | Refer to page 862 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR14 | The Contractor's solution shall identify, track, audit, and report inter and intra-governmental payments and receivables (e.g., Qualified Rate Adjustments (QRA's) and Upper Payment Limits (UPLs)) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 863 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR15 | The Contractor's solution shall have the ability for authorized users to run pre-defined and adhoc queries on claims data within the solution for reporting, as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 863-864 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR16 | The Contractor shall analyze and report on proposed reference file changes (e.g. Benefit Plan, provider rate changes, taxonomy updates, category of service updates) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 864-865 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR17 | The Contractor's solution shall produce premium collection reports, per Agency defined criteria. | No | | | E | S3 | CS | T | Y | Refer to page 865 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR18 | The Contractor's solution shall monitor, track, and report on claims processing quality standards (e.g. percentage of claims resolved, keying error rate, etc.) as defined by the Agency | No | | | E | S1 | COTS | T | Y | Refer to page 865 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR19 | The Contractor's solution shall track, store, and report claims paid based on configurable business rule (e.g. using a percent of billed charges with maximum allowable amounts for procedures, provider types, and participant demographics) per Agency defined criteria. | No | | | E | S1 | COTS | T | Y | Refer to page 866 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR20 | The Contractor's solution shall create, update, store, and maintain required and supplemental information to identify and group all claims transactions and non-claim transactions for completion of specified federal and state report (e.g. CMS-64, CMS-416 report, ) per Agency defined criteria. | No | | | F | S1 | SaaS | T | Y | Refer to page 866 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR21 | The Contractor's solution shall have the ability to generate a scheduled payment report on all Health Insurance Premium Payments (HIPP), as defined by the Agency. | No | | | E | S2 | COTS | T | Y | Refer to page 866 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR22 | The Contractor's Solution shall provide the capability to create, store, maintain CMS invoices and financial transaction summary reports, as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 866-867 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR23 | The contractors solution shall accept, store, and maintain current and historical provider data, per Agency defined criteria. | No | | | F | S2 | SaaS | T | Y | Refer to page 867 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR24 | The contractor's solution shall have the ability to maintain and store current and historical batch execution reports (e.g., claims, TPL, eligibility, PA, COBA), per Agency defined criteria. | No | | | E | S1 | COTS | T | Y | Refer to page 867-868 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR25 | The Contractor's solution shall provide a configurable report for all current and future approved HIPAA ASC X12 transactions from covered entities (e.g., health plans, health care clearinghouses, billing companies, trading partners, and health care providers) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 868 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR26 | The Contractor's Ad hoc reporting solution shall have the ability to distribute weekly and monthly summarized database views per Agency requirements. | No | | | D | S1 | COTS | T | Y | Refer to page 868-869 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Claims Data and Reporting | CDR27 | The Contractor's solution shall provide the capability to execute advanced reporting and analytics (e.g., aggregation of data, data modeling, forecasting) using all claims data to generate ad hoc reports as defined by the Agency | No | | | E | S1 | COTS | T | Y | Refer to page 869-870 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR29 | The Contractor's solution shall have the ability to generate, store, and maintain reports on claim expenditures, as defined by the Agency (e.g. COS, Aid Category and claim type, ). | No | | | E | S1 | COTS | T | Y | Refer to page 871 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR30 | The Contractor's solution shall have the ability to configure, track, maintain, store, and report claim and encounter lag (i.e., date of service to date of payment report measure), as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 871-872 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR31 | The Contractor's solution shall collect, store, and maintain the data necessary for HEDIS reporting as required by CMS. | No | | | E | S3 | COTS | T | Y | Refer to page 872 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR32 | The Contractor's solution shall have the ability to generate reports on a schedule as defined by the Agency. | No | | | D | S1 | COTS | T | Y | Refer to page 872-873 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR33 | The Contractor's solution shall have the ability to modify system generated (i.e. canned reports) reports as defined by the Agency. | No | | | D | S1 | COTS | T | Y | Refer to page 873 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR47 | The Contractor's solution shall have the ability to transmit data directly to other entities (e.g. actuaries) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 873-874 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR34 | The Contractor's solution shall have the ability to send and receive reports from external entities, as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 874-875 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR35 | The Contractor's solution shall provide workflow access, assignments, routing of applicable reports and execution for all essential aspects of the business processes (e.g., service authorization, managed care, provider screening, client communications), as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 875 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR36 | The Contractor's solution shall have the ability to select which data elements appear on provider reporting or remittance advices (e.g. claims exceptions codes that are information only or are set to pay), as defined by the Agency. | No | | | D | S1 | COTS | T | Y | Refer to page 875-876 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR37 | The Contractor shall support TPL requests from the Agency related to tracking and reporting cost avoidance dollars. | No | | | E | S1 | COTS | T | Y | Refer to page 876-877 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR38 | The Contractor's solution shall allow for users to generate notifications/alerts in addition to the scheduled notifications/alerts based on configurable business rules. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 877 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR39 | The Contractor's solution shall provide automatic and ad hoc reporting related to the day to day activities of the HIPP program (e.g., Active Case List Report, Counts by Health conditions Report, Payment History by Month Report, Referral Summary Report, Cost Effectiveness Report, Cost Effectiveness evaluation Report, Housecleaning Status Report, Review Date Report, All Status Report, County Status Report) as defined by the Agency. | No | | | E | S2 | COTS | T | Y | Refer to page 877 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR40 | The Contractor's solution shall allow for more than one template for remittance advices based on configurable business rules. | No | | | E | S3 | SaaS | T | Y | Refer to page 877 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR41 | The Contractor's solution shall produce, store, and transmit an image of each remittance advice as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 877 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR42 | The Contractor's solution shall allow authorized users to modify report templates (e.g., Remittance Advice) as defined by the Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 878 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR43 | The Contractor's solution shall support and maintain a current and history of remittance advices that are searchable and viewable for authorized users, per Agency defined criteria. | No | | | A | S1 | SaaS | T | Y | Refer to page 878 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR46 | The Contractor's solution shall have the ability to produce the Abortion Listing report as specified by Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 879 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR45 | The Contractor's solution shall have the ability to produce the Inpatient Sterilization Claims (Excluding C-Sections) report as specified by Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 879 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR44 | The Contractor's solution shall have the ability to produce the Payments for Sterilization and Hysterectomies report as specified by Agency. | No | | | E | S1 | COTS | T | Y | Refer to page 879 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR48 | The Contractor's solution shall receive and store claims processing and payment information by service category or provider type to analyze timely processing of provider claims according to requirements (standards) in 42 CFR 447.45. | No | | | A | S1 | SaaS | T | Y | Refer to page 880 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR49 | The Contractor's solution shall maintain reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or the contractor will provide migration support to move reports forward. | No | | | A | S1 | SaaS | T | Y | Refer to page 880 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR50 | The Contractor's solution shall support payment reimbursement methodology research, analysis and development by providing expenditure data through service codes including but not limited to:<br><br>-healthcare common procedure coding system (HCPCS), current version<br>-international classification of diseases (ICD), clinical modifier, current version<br>-national drug code (NDC), current version | No | | | A | S1 | SaaS | T | Y | Refer to page 880-881 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR51 | The Contractor shall develop a repayment schedule for the payee in coordination with the Agency in circumstances where there are insufficient claims or payee funds to satisfy recoveries within 75 days upon detection of an overpayment. | No | | | E | S1 | COTS | T | Y | Refer to page 881 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Claims Data and Reporting | CDR52 | The Contractor shall recover all overpayments within 30 calendar days from detection of an overpayment. | No | | | D | S1 | COTS | T | Y | Refer to page 881-882 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Compliance | CMP32 | The Contractor shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements. | Yes | No | | D | S1 | COTS | T | Y | Refer to page 64 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP30 | The Contractor's solution shall ensure that all data necessary for legal requirements is retained. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 64 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP01 | The Contractor shall, upon request by the State or at the end of the contract, transfer or destroy all documentation in the custody of the Contractor. The Contractor shall provide the transferred records and data in a format agreed upon by the State. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 65 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP03 | The Contractor shall notify the State in writing within five (5) business days following initial detection of suspected fraud or abuse and provide supporting documentation. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 65 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP04 | The Contractor's solution shall have full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs. | Yes | No | | B | S1 | SaaS | T | Y | Refer to page 65-66 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP05 | The Contractor shall adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The Department may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate). | Yes | No | | B | S1 | SaaS | T | Y | Refer to page 66-67 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP06 | The Contractor shall have written policies governing access to, and duplication and dissemination of all individual or entity information. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 67-68 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Compliance | CMP07 | The Contractor shall comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act and ensure user interface standards account for the various forms of colorblindness. | Yes | No | | A | S1 | SaaS | T | Y | Refer to page 68 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP08 | The Contractor and its services, work products and final deliverables provided by the Contractor applicable to the services described in the scope of work shall be knowledgeable of and in compliance with pertinent State and Federal Statutes, CIO Promulgated Rules, State IT policies, rules, and standards for required system hardware, software and development tools and processes, and operational procedures when completed and accepted by the Department. The Contractor shall also be aware of upcoming changes to existing rules and regulations as well as new rules and regulations that may impact the scope of work. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 68 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP09 | The Contractor shall adhere to recognized best practices during the execution of the scope of work including the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) series NIST 800-53 r4. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 68-69 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP10 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 69 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP11 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Industry Standards Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor shall ensure alignment with, and incorporation of, industry standards, HIPAA, privacy and transaction standards; accessibility standards, and standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 69-70 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP12 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Leverage Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor shall promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 70 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP13 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions -Business Results Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor shall support effective communications with providers and the public. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 70-71 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP15 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Interoperability Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor's solution shall ensure seamless coordination and integration with components, other systems and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 71 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP16 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Modularity Standard or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor's solution shall use a modular, flexible approach to systems development, including the use of open interfaces and exposed Application Programming Interfaces (API); the separation of standardized business rule definitions from core programming; and the availability of standardized business rule definitions in both human and machine-readable formats. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 71-72 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP17 | The Contractor must provide the Department with compliance assurances for the Contractor scope of work. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 72 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP18 | The Contractor shall be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-1919) and Administrative Simplification (Subset of Title II) requirements in effect as of the date of release for the RFP and with any changes that subsequently occur, unless otherwise noted. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 73-74 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP19 | The Contractor shall enter into a Business Associate Agreement (BAA) prior to the initiation of work. The Contractor and the Department acknowledge and agree that the Business Associate Agreement is subject to HIPAA, and the HIPAA implementation regulations thereunder, and the Health Information Technology for Economic and Clinical Health Act (HITECH), and the HITECH implementation regulations thereunder. Under the Agreement, both parties are responsible for security and privacy compliance and must take advantage of the appropriate security capabilities and measures and adequate data validation, as well as have appropriate policies and procedures in place to minimize or prevent unlawful access by any person who may have access to the entire database. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 74 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP20 | The Contractor shall ensure all information not specifically identified as Protected Health Information (PHI) or Personally Identifiable Information (PII) as defined under HIPAA and/or HITECH is treated as privileged communications, held confidential, and must meet the terms and conditions specified in the RFP, BAA and Contract. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 74 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP21 | The Contractor shall ensure that except as provided by law, no information in the possession of the Contractor about any individual shall be disclosed without prior written consent. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 75 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP22 | The Contractor shall follow all applicable technical standards for site and system security policies and procedures to protect the Department's healthcare data and information systems. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 75 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP23 | The Contractor's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 75-76 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP25 | The Contractor shall retain, all original paper documents for fifteen (15) calendar days from the date the documents are received and have been scanned, indexed, stored in the ECM and meet verification process standards. Original documents may be destroyed once indexed and stored in the ECM and the retention period is met in accordance with State and Federal guidelines. | Yes | No | | A | S1 | SaaS | T | Y | Refer to page 76 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP26 | The Contractor shall maintain an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. All charges applicable to the contract shall be readily ascertainable from such records. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 77 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP27 | The Contractor will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 77 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP29 | The Contractor shall comply with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 77 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Compliance | CMP37 | The Contractor's Information Technology Equipment and Software purchased and licensed with monies under this Contract for use by departmental employees, program participants, or members of the public must provide, as required by 18-5-604, MCA, blind or visually impaired persons with access, including interactive use of the equipment and services, that is equivalent to that provided to persons who are not blind or visually impaired. | Yes | No | | NA | NA | NA | NA | NA | Refer to page 78 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP39 | The Contractor's solution shall be compatible with multiple standard browsers in accordance to the State's IT Standards which can be found in the Procurement Library.<br>The solution shall be compatible with standard browsers without requiring specialized or proprietary plug-ins. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 78 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Compliance | CMP40 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions -Business Results Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data in support of the business results condition to accurately and timely adjudicate claims. | No | | | A | S1 | PaaS | T | Y | Refer to page 78 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR01 | The Correspondence Management Solution must be able to generate correspondence (e.g., scheduled and ad-hoc correspondence and bulletins) using standard letters or forms, letter templates, and free-form letters. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 303 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR03 | The Contractor's solution shall utilize industry standard barcode technology that is approved by the Department. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 304 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR04 | The Contractor shall utilize letter, notification and other templates for correspondence that are approved by the Department. | Yes | | | D | S1 | COTS | T | Y | Refer to page 304 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR06 | The Contractor's solution shall send documents and the necessary indexing metadata to the modular integration platform for storage of documents in the enterprise content management solution (ECM). | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 304 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR07 | The Contractor's solution shall store all sent or received documents in the ECM. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 305 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR08 | The Contractor's Correspondence Management Solution must be able to integrate variable data to maximize efficiency. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 305 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR10 | The Contractor shall generate applicable notices to members, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information). | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 305 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR13 | The Contractor's solution shall provide the ability to create materials at between a sixth and eighth grade reading level and for a culturally diverse population. | Yes | | | F | S1 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 305 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR24 | The Contractor's correspondence engine shall be configured to generate, print, and mail enterprise correspondence. | No | | | B | S1 | SaaS | T | Y | Refer to page 305-306 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Correspondence Management | COR25 | The Contractor shall ensure that correspondence, printing, and mailing expenditures that are approved by the Department will be handled as pass-through expenditures. | No | | | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 306 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Conversion, Cleansing and Migration | DC02 | The Contractor shall provide authorized Department or other designated staff access to an environment to validate converted data and provide support for the data validation effort. | Yes | | | F | S1 | SaaS | V | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 400-401 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC03 | The Contractor shall work with the State to identify the data elements that will be converted into the Contractor's solution. For legacy data elements that cannot be converted into the Contractor's solution, the Contractor shall work with the State to achieve desired business outcomes using the data elements in the Contractor's solution. | Yes | | | F | S1 | SaaS | V | Y | Refer to page 401-404 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC04 | The Contractor shall work with the State to identify data elements or fields in the Contractor's solution that are not available to be converted from the legacy system, and whether the conversion programs should fill them with default or initial values. | Yes | | | F | S1 | SaaS | V | Y | Refer to page 404 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC05 | The Contractor must perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State. | Yes | | | F | S1 | SaaS | V | Y | Refer to page 404-406 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC06 | The Contractor shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process. | Yes | | | F | S1 | SaaS | V | Y | Refer to page 406-412 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC08 | The Contractor shall convert electronic documents identified by the Department in a format approved by the Department. | Yes | | | F | S1 | SaaS | V | Y | Refer to page 412 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC16 | The Contractor shall provide access to converted electronic documents in their solution from systems being replaced. | No | | | F | S1 | SaaS | V | Y | Refer to page 413-414 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Conversion, Cleansing and Migration | DC17 | The Contractor shall convert all member and provider data history for any member or provider that has been active within the past three years and three (3) years of all applicable operational data from the State's legacy systems. The Department may require additional data to be converted on an exception basis to support ongoing business needs (e.g., TPL recovery, SURS recovery and drug rebate).<br><br>In addition, the Contractor shall convert all data related to: once in a lifetime events, active SURS or TPL cases, future TPL case ( e.g., members over 55 years of age that have ever been in a nursing home), drug rebates, and service frequency limits as defined by the Agency.<br><br>The Contractor shall produce comparative reports for all converted data. Any data quality issues will be addressed by the State within each source system . | Yes | | | F | S1 | SaaS | V | Y | Refer to page 414-415 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Data Management | DM02 | The Contractor's solution shall provide an indicator to suppress generation of documents containing Member identification for confidential services. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 212 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM03 | The Contractor's solution shall maintain a record/audit trail of a Member's requests for copies of personal records (including time/date, source, type, and status of request). | Yes | | | B | S3 | SaaS | T | Y | Refer to page 213-214 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM04 | The Contractor's solution shall maintain record/audit trail of errors during update processes, accounting for originating source and user. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 214-215 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Data Management | DM56 | The Contractor's solution shall receive and process member eligibility information from external sources (such as through the State's Eligibility Systems) on a real-time or near real-time basis, including:<br><br>a. Producing total and detailed information that supports error correction and synchronization.<br><br>b. Applying reconciliation changes. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 216 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM05 | The Contractor's solution shall be able to store existing relationships created in other systems (e.g., a filing unit, parent/legal guardian/caretaker to a child/dependent, and any other member relationship(s) required to administer the State's healthcare programs). | Yes | | | B | S1 | SaaS | T | Y | Refer to page 216-217 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM06 | The Contractor's solution shall maintain a current and historical record of benefit plan assignment(s) for members, including periods of dual-eligibility. historical record of benefit assignment(s) for a client including identifying dual-eligibility spans. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 217-218 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM09 | The Contractor's solution shall provide audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction, capture at a minimum date/timestamp, data source, worker id, action taken and log any errors encountered for reporting. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 219-220 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM71 | The Contractor's solution shall verify that all dates are valid and reasonable. | Yes | | | A | S1 | SaaS | T | NA | Refer to page 220-221 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM10 | The Contractor shall ensure that all narrative descriptions of codes and abbreviations are available for reporting. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 221-222 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM11 | The Contractor shall develop and maintain an electronic data dictionary using industry best practices to be approved by the Department. At a minimum, the data dictionary shall contain for each field: field name in human readable format, field description, database field name, database table, field type and length, valid values and their corresponding descriptions. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 222-224 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM13 | The Contractor shall be able to demonstrate the ability to support requirements for backup and archiving consistent with Department SLAs and CMS, State, and industry standards. The Contractor shall also adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 224-225 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM14 | The Contractor's solution shall maintain an audit trail of all changes to data, including changes that were made in error and subsequently backed out of or suspended. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 225-226 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM17 | The Contractor's solution shall provide the ability to store and apply updates to all applicable codes upon new release at an interval appropriate for the data or when requested by the Department. | Yes | | | B | S1 | COTS | T | Y | Refer to page227-228 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM18 | The Contractor's solution shall perform batch control including logging and reporting. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 228 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM19 | The Contractor's solution shall archive all versions of reference information and update transactions. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 229 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM20 | The Contractor's solution shall have the ability to void or reverse recent changes by rolling back to prior configurations. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 230 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM21 | The Contractor's data management strategy shall include the following concepts: Data Integrity (data cannot be modified undetectably), Data Availability (access is not inappropriately blocked or denied), Data Authenticity (validation of transactions), Data Security (encryption and Department approved security protocols and processes), Non-repudiation of Data (parties to a transaction cannot deny their participation in the transaction). | Yes | | | A | S1 | SaaS | T | Y | Refer to page 231-234 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM22 | The Contractor's solution shall provide entity search capability including the ability to search by entity type, entity name, entity address elements, entity phone number(s), unique identifier for entity type, any alternate identifiers including EIN, SSN, TIN and other demographic elements. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 234 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM24 | The Contractor shall ensure complete transparency of all data fields in reports generated by the system including: providing the Department with SQL, pseudo code, narrative description, analytic protocols and assumptions to document the logic and formulas used in all calculations. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 234-235 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM25 | The Contractor shall create and maintain a suite of State/Contractor-defined on-line reports to allow users to choose from pre-built defined parameters (such as provider number, procedure code, date of service, etc.) to generate customized reports for monitoring the daily operations of the system and Fiscal Agent Operations. | Yes | | | A | S1 | COTS | T | NA | Refer to page 235-236 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM26 | The Contractor shall certify that any and all unmasked or unscrambled Department data will reside in data centers located in the continental United States. Additionally, this data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training. Any data that will be accessed by resources that are not physically located in the United States will be masked or scrambled (which would make it impossible to establish a connection between claims data and a specific member or provider associated with the claim) thereby removing the HIPAA and PHI connection between interested parties and the claim data. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 236-237 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM31 | The Contractor's solution shall be configured and maintained to validate and standardize addresses according to United States Postal Service (USPS) verification, validation and standardization rules. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 237-238 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM37 | The Contractor's solution shall facilitate real-time data processing including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's enterprise. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 238 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM38 | The Contractor's solution shall optimize and consolidate data management storage. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 238-239 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM39 | The Contractor's solution shall maintain all data sets defined by the HIPAA Implementation Guides to support storage of all transactions required under HIPAA Administrative Simplification Rule (e.g., Gender, Reason Code) for seven (7) years. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 239 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM40 | The Contractor's solution shall maintain a normalized RDBMS with referential integrity and is optimized to meet performance requirements. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 239-241 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM41 | The Contractor's solution shall provide a method to access, query, and report against archived data external to the Operational Data Store (ODS). | Yes | | | F | S1 | SaaS | T | Y | Refer to page 241 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM43 | The Contractor shall demonstrate through data analysis that the implementation outcomes have been validated and are accurate. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 241-242 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM44 | The System shall maintain a snapshot of member eligibility and plan enrollment information (i.e., full audit history or equivalent capabilities) that existed at the time of claims/encounters/capitation adjudication or payment. All transactions, including the execution of database scripts, need to be recorded in the full audit history. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 242-243 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM57 | The Contractor shall standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 243 in file MT CPMS MPATH_CNSI section 3.10.1 |
| Data Management | DM47 | The Contractor shall participate in ongoing data governance meetings as required by the Department. | Yes | | | E | S1 | COTS | T | Y | Refer to page 243 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM52 | The Contractor's solution must have the flexibility to quickly accept new and incremental data items from module components required by the ongoing component, product or service integration. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 243-244 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM54 | While the Department prefers real-time/event driven process, the Contractor shall provide a tool to easily administer and execute scheduled events (e.g. reports, file transfers, processes, notifications) to be performed on a regular basis (e.g. daily, weekly, monthly). | Yes | | | A | S1 | SaaS | T | Y | Refer to page 245-247 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Data Management | DM64 | The Contractor shall be responsible for backup and retention of data to include:<br><br>1. Daily incremental backups with retention of sixty-one (61) days.<br><br>2. Weekly incremental backups with retention of twelve (12) weeks.<br><br>3. Monthly full backups with retention of eighteen (18) months.<br><br>4. Annual full backups with retention of seven (7) years. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 247-248 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM58 | The Contractor's solution shall maintain online access to at least four (4) years of selected management reports and five (5) years of annual reports. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 248 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM60 | The Contractor shall be responsible for data management including ensuring the architecture addresses data semantics, data harmonization, and shared-data ownership. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 248-249 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM61 | The Contractor's solution shall collect and maintain the relevant data necessary to support the budget neutrality reporting requirements specified in the State's 1115 Waiver (including the ability to identify those Members who would be ineligible for Medicaid in the absence of the State's 1115 Waiver). | Yes | | | B | S1 | SaaS | T | Y | Refer to page 249-250 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM62 | The Contractor's solution will ensure current and historical provider IDs are linked back to one universal/common identifier. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 250 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM63 | The Contractor's solution shall assign standardized unique internal identifiers for entities and prevent the creation of duplicate records. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 250-251 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM65 | The Contractor's solution will provide service authorization search based on user defined criteria (e.g., provider name, provider ID, member name, member Medicaid ID number, date of submission range, dates of service requested range, service requested, status of the request). | No | | | A | S1 | SaaS | T | Y | Refer to page 251-252 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM69 | The Contractor's solution shall maintain online access to all reference tables with an option to search and display by reference data type and code. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 252 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM70 | The Contractor's solution shall maintain user controlled parameters for all standards and messages. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 253-254 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM72 | The Contractor's solution shall provide proper data validation rules (e.g., all fields defined as alphabetic contain only alphabetic data, fields defined as numeric contain only numeric data, items with definitive upper and/or lower bounds are within the proper range). | Yes | | | A | S1 | COTS | T | Y | Refer to page 254 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM73 | The Contractor's solution shall capture and maintain the data items needed for State or Federal reporting requirements. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 255 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM74 | The Contractor's solution shall validate calculated data items. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 255-256 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM75 | The Contractor's solution shall validate, and/or verify that all data items that contain self-checking digits (e.g., National Provider Identifier) passes a specified check-digit test. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 256-257 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM79 | The Contractor's solution shall support the Extract, Transform and Load (ETL) processes from real-time web services or batch processes. | Yes | | | D | S1 | COTS | T | Y | Refer to page 257-258 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM114 | The Contractor's solution shall use the most current version of clinical codes (e.g., ICD-10, HCPCS, CPT, ICD Surgical Procedure Codes, NDCs). | Yes | | | A | S1 | SaaS | T | Y | Refer to page 258-259 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM115 | The Contractor's solution shall collect, store, and maintain the data necessary for T-MSIS reporting as required by CMS. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 259-260 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM138 | The contractor shall participate in governance processes led by the Agency and including the System Integrator and other module vendors as appropriate during design, definition, and any subsequent revisions of data formats to be used for communicating data to and from the module. | No | | | F | S1 | SaaS | T | Y | Refer to page 260 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM145 | The Contractor's solution shall provide, implement, operate, and maintain a data modeling tool to develop and maintain comprehensive structural metadata data models for data processed by, stored in, or delivered for consumption from the solution for the duration of the Contract that includes the documentation and illustration of data elements, structures, and their relationships of the following:<br>● Conceptual Data Model - a graphical depiction of the conceptual data model for the solution that identifies data field names and relationships. Business process flows and data models (e.g., Entity Relationship Diagrams (ERD) and any other descriptive graphic document) of the entire system and all modules and functions, showing all inputs, processes, programs, interfaces, program interrelationships, and outputs<br>● Logical Data Model - a graphical depiction of the logical data model for the solution that provides data field names, attributes and relationships, data tables, and primary key fields<br>● Physical Data Model - a graphical depiction of the physical data model for the solution that identifies data field names, attributes and relationships, data tables, and primary key fields. Unlike the conceptual and logical data models that use descriptive table and field names, the physical data model will reference actual table and field names used for coding. | No | | | E | S1 | COTS | T | Y | Refer to page 260-265 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM139 | The Contractor shall provide the capability to exchange data in standard and non-standard formats as well as structured and unstructured data with multiple sources. | Yes | | | D | S1 | COTS | T | Y | Refer to page 265-266 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Data Management | DM140 | For audit and reporting purposes, the system shall provide and maintain the following data for all reference codes:<br><br>a. Effective date<br><br>b. End date<br><br>c. Date when last changed<br><br>d. Who made last change<br><br>e. Short description<br><br>f. Long description<br><br>g. Create date<br><br>h. Create user | No | | | A | S1 | SaaS | T | Y | Refer to page 266-267 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM141 | The Contractor shall provide real-time access to transactional data (e.g., detailed data for member, provider, claims, and claims-related functions) for all module components). | No | | | B | S1 | SaaS | T | Y | Refer to page 267 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM142 | The Contractor's solution shall provide the ability to modify transactions (e.g., updates to reference information, member demographics and eligibility, provider information, service authorization details and amount used, TPL information) in real-time | No | | | B | S1 | SaaS | T | Y | Refer to page 268 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM143 | The Contractor's solution shall capture, maintain, and link relevant information (e.g., member and provider) associated with the claim (for all claims) during the adjudication process for the claim date of service. | No | | | B | S1 | SaaS | T | Y | Refer to page 268-270 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Data Management | DM144 | The Contractor's solution shall retain in the module, after implementation, seven (7) years of electronically imaged documents and data. After seven (7) years, the data will be purged (deleted) from that module. All active records (active providers, active members, active cases, etc.) and 100% of all history for any entity or case that has been active within the last seven years will be retained. Any entity and/or case that has been continuously inactive for the last seven years will not be retained, will be purged, and will no longer be accessible by users in that module.<br><br>In addition, the following exceptions apply to the data retention limitations: once in a lifetime events, active SURS or TPL cases, future TPL case (e.g, .members over 55 years of age that have ever been in a nursing home), drug rebates, and service frequency limits as defined by the Agency. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 270-272 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Design, Configuration and Build | DCB01 | The Contractor's solution shall accommodate customer preferences for communications by electronic inbox, written correspondence, email, text, and phone. | Yes | | | A | S1 | NA | NA | NA | Refer to page 386 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB03 | The Contractor shall conduct collaborative design sessions to address all gaps identified during requirements validation. | Yes | | | NA | NA | NA | NA | NA | Refer to page 387 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB04 | The Contractor shall, in the design sessions, recommend solutions for each configuration gap, as defined in requirements validation, that will produce the desired business outcomes. If a gap cannot be addressed via configuration, the Department may consider making policy changes before approving customizations to the solution. | Yes | | | NA | NA | NA | NA | NA | Refer to page 387 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB05 | The Contractor shall demonstrate completed functionality frequently as the solution is configured/built, using a fully functioning environment. | Yes | | | NA | NA | NA | NA | NA | Refer to page 388 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB06 | The Contractor shall migrate completed releases promptly through various testing levels all the way to User Acceptance Testing (UAT). | Yes | | | NA | NA | NA | NA | NA | Refer to page 388-389 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB07 | The Contractor shall provide the design for online help approach and documentation, as appropriate. | Yes | | | D | S1 | COTS | T | Y | Refer to page 389 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB08 | The Contractor shall work with the Systems Integrator and the Department to establish required interfaces as defined in the detailed scope of work. | Yes | | | NA | NA | NA | NA | NA | Refer to page 389 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB09 | The Contractor shall provide office space for Contractor staff and meeting rooms as necessary to support the scope of work and contractual obligations. | Yes | | | NA | NA | NA | NA | NA | Refer to page 390 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB11 | The Contractor shall develop auditing and general controls to ensure the effective use of the technical architecture and data in meeting requirements. | Yes | | | NA | NA | NA | NA | NA | Refer to page 390-391 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB12 | The Contractor must provide all technology and equipment for contractor staff necessary to support and complete the scope of work and the contractual obligations. | Yes | | | NA | NA | NA | NA | NA | Refer to page 391 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB13 | The Contractor shall be responsible for operating and maintaining any software needed to support all module components and project tools in use by the Contractor. | Yes | | | NA | NA | NA | NA | NA | Refer to page 391-392 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB14 | The Contractor's solution shall have the ability to print a properly formatted representation of the entire screen (including sections not displayed without scrolling) and associated data in the application. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 392 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB15 | The Contractor shall provide recommendations for simplified business rules and business processes to the Department. | Yes | | | NA | NA | NA | NA | NA | Refer to page 392-393 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB18 | The Contractor shall configure, support and maintain all components of the solution in a manner that reflects performance expectations described in this RFP. | Yes | | | NA | NA | NA | NA | NA | Refer to page 393-394 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB19 | The Contractor's solution shall be free of any software components that are the result of legacy code transformation. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 394 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB20 | The Contractor's solution shall provide Web based content that is supported by standard web browsers and are mobile and tablet compatible. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 394-395 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB21 | The Contractor's solution shall allow the Department to edit and change any static text in the application and correspondence templates. All static text must be approved by the Department. | Yes | | | F | S3 | SaaS | T | N | Refer to page 395 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Design, Configuration and Build | DCB27 | The Contractor shall develop and submit a design and configuration schedule, agendas, and minutes for review by the Department. | No | | | NA | NA | NA | NA | NA | Refer to page 395-396 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Documentation | DOC01 | The Contractor shall develop, execute, maintain and deliver for the State's approval, a System Security Plan (SSP) that will document the current level of security controls within the module scope of work that protects the confidentiality, integrity and availability (CIA) of the solution and its information. This is a living document and will be updated no less than annually and when new vulnerabilities are identified and mitigated and when additional functionality and/or components are implemented. The System Security Plan must be approved before any State data is transferred or entered into the solution. The State must approve all revisions of the System Security Plan. If the Contractor's solution is hosted by the State, the State will provide supporting information to the Contractor to complete the SSP.<br><br>The SSP must address the following topics:<br><br>•Adherence to the State's requirements outlined in the "Security and Privacy Controls Requirements" document, included in the Procurement Library;<br>•Compliance with the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) to assess CIA and NIST SP 800-53 Rev 4 at a "moderate" control level;<br>•Data center physical security;<br>•Network segmentation, access controls, and forensics;<br>•Perimeter security;<br>•Application security and data sensitivity classification, including Protected Health Information (PHI) and Personally Identifiable Information (PII);<br>•End-point protections such as multiple redundant firewalls and host-based intrusion detection systems;<br>•Identification and prevention of the use of prohibited functions, ports, protocols, and services;<br>•Network, firewall, server and other security-related configurations and changes;<br>•Intrusion detection and prevention;<br>•Network scanning tools;<br>•Host hardening;<br>•Internet filtering;<br>•Remote access;<br>•Encryption of data at rest and in transit;<br>•User authentication and directory services;<br>•Interfaces and exchange of data with external entities;<br>•System penetration testing; | Yes | | | NA | NA | NA | NA | NA | Refer to page 584-587 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC02 | The Contractor shall develop and maintain a Certification Plan that defines the contractor's approach to CMS certification. It must describe the processes and procedures that will be used to manage Certification requirements. The Certification Plan must comply with the most current MECT process to ensure the system will meet all certification requirements. | Yes | | | NA | NA | NA | NA | NA | Refer to page 587 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC03 | The Contractor shall develop, submit, and maintain a Data Management, Conversion and Migration Plan to include the following:<br><br>a. A data management strategy that will support integration, optimization, quality, stewardship, standards, and governance of data.<br>b. description of appropriate skill sets, processes, technologies/tools, and any naming conventions followed.<br>c. Approach to conversion, cleansing and migration.<br>d. Approach to risk management for data conversion effort.<br>e. Approach for testing migration or converted data;<br>f. Approach to reporting the number of records successfully converted vs. errors or exceptions.<br>g. Approach for cleansing data to prepare it for loading to the proposed solution that is refined as necessary.<br>h. Approach to resolving data conversion errors and issues.<br>i. Approach for supporting the Department validation of converted data.<br>j. Tasks, timelines, and responsible parties for all conversion and migration tasks.<br>k. Entrance and exit criteria for each phase of the effort. | Yes | | | NA | NA | NA | NA | NA | Refer to page 587-589 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC04 | Prior to beginning design and configuration/build activities, the Contractor must develop and submit to the State an Application Configuration and Maintenance Plan that describes the Contractor's approach to applications configuration and enhancements including:<br><br>a. Approach to conducting design sessions or walkthroughs.<br>b. Approach to conducting sprints or iterations.<br>c. Configuration management.<br>d. Schedule of major and minor releases.<br>e. Tasks, timelines, and responsible parties for design and configure/build tasks.<br>f. Approach to system enhancements<br>g. Programming and coding standards<br><br>The plan must be maintained through the system implementation. Revisions must be approved by the State. | Yes | | | NA | NA | NA | NA | NA | Refer to page 589 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Documentation | DOC07 | The Contractor shall provide during the initiation phase of the project and maintained throughout the project, user documentation.<br><br>The State requires User Documentation for use by a novice business user to understand the automated system or application from a business function perspective. The Contractor shall provide comprehensive, well-organized user documentation. The Contractor's User Documentation shall include at a minimum:<br><br>•Written in a procedural step-by-step format. (Instructions for sequential functions must follow the flow of actual activity).<br><br>•Manuals that helps users understand the purpose and operation of the module/module component(s) for each business process/major program/functional area.<br><br>•Acronyms used in user instructions must be identified and must be consistent with windows, screens, reports, and the data element dictionary.<br>•Cover system navigation, online help, and policies and procedures.<br>•The documentation must be available on-line and provide an on-line search capability with context-sensitive help.<br>•Provide the ability to produce a PDF version upon request<br>•Use version control to retain historical versions of documentation and revisions must be clearly identified.<br>•User documentation must be written and organized so that novice users can learn from reading the documentation how to access the on-line windows/screens, read reports, and perform all other user functions.<br>•User manuals must contain a table of contents and an index.<br>•Definitions of codes used in various Sections of a user manual must be consistent.<br>•Descriptions of error messages for all fields incurring edits must be presented and the necessary steps to correct such errors must be provided.<br>•Abbreviations must be consistent throughout the documentation.<br>•Each user manual must contain a Section describing all reports generated within the subsystem, which includes the following:<br>A narrative description of each report.<br>The purpose of the report.<br>Definition of all fields in the report, including detailed explanations of calculations used to create all data | Yes | | | NA | NA | NA | NA | NA | Refer to page 590-592 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC08 | The Contractor shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any Department data is transferred or entered into the solution. The Plan must contain procedures for data backup, restoration, and emergency mode operations in the event of:<br><br>a. Hardware or Software Failures;<br>b. Human Error;<br>c. Natural Disaster; and/or<br>d. Other unforeseeable emergencies.<br><br>The Business Continuity and Disaster Recovery Plan must be approved by the Department. | Yes | | | NA | NA | NA | NA | NA | Refer to page 592-593 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC09 | The Contractor's Business Continuity portion of the plan must include the following:<br>a. Identification of the core business processes involved in the production solution. For each core business process include:<br>1) Identification of potential failures for the process;<br>2) Risk analysis;<br>3) Impact analysis; and<br>4) Definition of minimum acceptable levels of service/output.<br>b. Definition of triggers for activating contingency plans.<br>c. Procedures for activating any special teams for business continuity.<br>d. A plan for recovery of business functions, units, processes, human resources, and technology infrastructure.<br>e. Communication protocols and process for restoring operations in a timely manner. | Yes | | | NA | NA | NA | NA | NA | Refer to page 593 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC10 | The Contractor's Disaster Recovery portion of the plan must address, at a minimum:<br><br>a. Retention and storage of backup files and software;<br>b. Hardware backup for critical solution components;<br>c. Facility backup;<br>d. Backup for any telecommunications links and networks;<br>e. Backup procedures and support to accommodate the loss of any online communications;<br>f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility.<br>g. The off-site storage facility must provide security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations.<br>h. An enumeration of the prioritized order of restoration for Contractor's proposed solution.<br>i. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss. | Yes | | | NA | NA | NA | NA | NA | Refer to page 593-594 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC11 | The Contractor shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project. | Yes | | | NA | NA | NA | NA | NA | Refer to page 594 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Documentation | DOC12 | The Contractor shall provide and maintain an Operations, Maintenance and Configuration Plan for the Department's approval that describes post-implementation processes for areas such as:<br><br>a. Architecture/hosting operations.<br>b. Monitoring daily operations performance.<br>c. Performing routine maintenance.<br>d. Maintaining user documentation.<br>e. Online help approach and documentation, as appropriate.<br>f. Configuration and change management.<br>g. Approach to enhancements and other new requirements.<br>h. Maintaining system documentation.<br>i. Maintaining training documentation.<br>j. Archiving requirements.<br>k. Tasks, timelines, and responsible parties for design and configure/build tasks.<br>l. Reporting status against relevant Service Level Agreements (SLAs)<br>m. Schedule of major and minor releases.<br><br>The Department must review and approve all revisions of the Operations, Maintenance and Configuration Plan. | Yes | | | NA | NA | NA | NA | NA | Refer to page 594-595 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC14 | The State defines System Design Document (SDD) as documentation that describes how the functional and nonfunctional requirements recorded in the Requirements Response Matrix transform into more technical system design specifications from which the system is configured and built. The SDD documents the high-level system design and the low-level detailed design specifications.<br><br>The SDD describes design goals and considerations, provides a high-level overview of the system architecture, and describes the data design associated with the system, as well as the human-machine interface and operational scenarios. The high-level system design is further decomposed into low-level detailed design specifications for each system component, including hardware, internal communications, software, system integrity controls, and external interfaces.<br><br>The SDD documents and tracks the necessary information required to effectively define architecture and system design in order to give the development team guidance on the architecture of the system to be developed. Design documents are incrementally and iteratively updated during the system development life cycle and includes proprietary contractor material (this excludes proprietary information related to COTS products). Its intended audience is the project manager, project team, and development team. The Contractor shall provide and maintain system design documentation that includes at a minimum:<br><br>•A description of each component, their purpose, including basic functions and the business areas supported<br>•User stories/use cases<br>•User interface design<br>•Physical database design<br>•A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage<br>•Configurations<br>•Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.<br>•A network schematic showing all network components and technical security control<br>•Listing of the edits and audits applied to each input item and the corresponding error messages.<br>•Interface Control Documentation<br>•Narrative descriptions of each of the reports and an explanation of their use must be presented.<br>•Definition of all fields in reports, including a detailed explanation of all report item calculations. | Yes | | | NA | NA | NA | NA | NA | Refer to page 595-597 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC15 | The Contractor shall develop and maintain a Communication Plan. The purpose of the Communication Plan is to provide a description of the communication that will occur on the project and how it will be managed. This includes details about various types and means of communication, communication channels, communication flow within the organizational structure, escalation, guidelines for meetings, dissemination of knowledge, and communication effectiveness. The Communication Plan shall ensure that the communication approach addresses communication across multiple vendors. Effective communication is a key element for the success of the project. | Yes | | | NA | NA | NA | NA | NA | Refer to page 597-598 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC16 | The Contractor shall develop and maintain a Quality Management Plan. The Quality Management Plan identifies the quality standards for the project and how quality standards are measured. It includes the process steps and quality tools that will be used (e.g., templates, standards, and checklists). | Yes | | | NA | NA | NA | NA | NA | Refer to page 598-599 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC18 | The Contractor shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements.<br>a. Tools to support change management<br>b. Change management process steps<br>c. Escalation process<br>d. Training<br>e. Roles and Responsibilities | Yes | | | NA | NA | NA | NA | NA | Refer to page 599-600 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC19 | The Contractor shall provide and maintain Technical Documentation including written description of module component(s) design, function and architecture that will provide guidance to system developers. Additionally, the Contractor must include a detailed list of all environments, each environments' IT technologies including software, middleware, hardware, utility applications, development tools, testing tools, and provides detailed information on the programming languages and protocols used. | Yes | | | NA | NA | NA | NA | NA | Refer to page 600 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC21 | The Contractor shall provide a Solution Architecture Document. The Solution Architecture Document includes a technical explanation of all aspects of the solution including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The document will include architectural tradeoffs using the Architecture Tradeoff Analysis Method (ATAM) method or other suitable method for evaluating the proposed platform architecture relative to the enterprise goals to identify risks that would inhibit the achievement of Agency's business goals. | Yes | | | NA | NA | NA | NA | NA | Refer to page 600 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Documentation | DOC22 | The Contractor shall develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following:<br><br>a. Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects.<br>b. Approach to defect severity categorization using an industry standard methodology.<br>c. Approach to reporting and documenting defects.<br>d. Describe how the Contractor will work collaboratively with other State healthcare programs enterprise vendors.<br>e. Describe the defect management processes related to all test types and levels in the RFP (e.g., the relationship between defect resolution and the coordinated test case execution).<br>f. Describe the defect management processes after implementation. | Yes | | | NA | NA | NA | NA | NA | Refer to page 601 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC24 | The Contractor shall submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan must include:<br><br>a. Identify the roles and responsibilities by resource type throughout all phases of the contract, including identifying key and non-key personnel as well as FTE allocation for all personnel.<br>b. Staffing Levels (estimated by resource type by phase for the duration of the project) to be reported in the Resource Allocation Matrix.<br>c. Detail how the staffing levels shall achieve consistent, dependable service regardless of changes that may influence work volume.<br>d. Detail differentiated by Proposer staff, subcontractor staff, if applicable, and State project staff.<br>e. Identify total hours to be expended, per phase or effort, and for the entire project, by Proposer staff and by State project staff.<br>f. Tools and processes used to screen available staff and fill positions.<br>g. Expectations regarding onsite time for contractor resources<br>h. Process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs. | Yes | | | NA | NA | NA | NA | NA | Refer to page 601-602 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC26 | The Contractor shall develop, submit and maintain a Master Test Plan that describes the Contractor's plan for all testing activities, processes, types and levels. Testing must be as automated and self-documenting as possible (e.g., continuous unit testing). At a minimum, the Master Test Plan must address the following:<br><br>a. Overall testing strategy for the following testing types: unit testing, system testing, integration testing, regression testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery and end-to-end integration testing of COTS products if any.<br>b. Approach to planning and preparing the test/staging environment<br>c. Approach to conducting each test level.<br>d. Approach for supporting UAT.<br>e. Approach for testing nonfunctional requirements.<br>f. Approach to test documentation (e.g., test cases, test scripts, test case matrices added as design progresses).<br>g. Approach to quality control/quality assurance.<br>h. Approach to bi-traceability to requirements and design.<br>i. Tools, techniques, and methods.<br>j. Reporting mechanisms, traceability and metrics.<br>k. Defects and defects resolution.<br>l. Entrance and exit criteria for each test level including alignment with industry standards.<br>m. Configuration management for each test level<br>n. Testing roles and responsibilities<br>o. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect | Yes | | | NA | NA | NA | NA | NA | Refer to page 602-603 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC28 | The Contractor shall develop in collaboration with the Department, a System Test Plan that describes the Contractor's System Testing approach and includes at a minimum the following:<br><br>a.Test Coverage<br>b.Walkthroughs and Inspections<br>c.Test Data Considerations<br>d.Entrance Criteria<br>e.Exit Criteria<br>f.Configuration Management<br>g.Testing Documentation<br>h.Process Steps<br>i. Inputs to System Testing<br>j. Outputs for System Testing<br>k.Metrics<br>l. Pass/Fail Criteria<br>m.Suspension Criteria and Resumption requirements<br>n.Testing Deliverables<br>o.Testing activities<br>p.Resources, Roles and responsibilities<br>q.Testing Tools<br>r. Meetings and Communication<br>s. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect. | Yes | | | NA | NA | NA | NA | NA | Refer to page 604-605 in the file MT CPMS MPATH_CNSI Sections MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Documentation | DOC29 | The Contractor shall provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes:<br><br>•A description of each component, their purpose, including basic functions and the business areas supported<br>•User stories/use cases<br>•Screen layouts, report layouts, and other output definitions, including examples and content definitions<br>•Physical database design<br>•A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage<br>•Configurations<br>•Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.<br>•A network schematic showing all network components and technical security control<br>•Listing of the edits and audits applied to each input item and the corresponding error messages.<br>•As applicable, listing and description of all control reports<br>•Interface Control Documents<br>•Narrative descriptions of each of the reports and an explanation of their use must be presented.<br>•Definition of all fields in reports, including a detailed explanation of all report item calculations.<br>•Operations Procedure Manual<br>•Data Dictionary | Yes | | | NA | NA | NA | NA | NA | Refer to page 605-606 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC37 | At least twelve (12) months before the start of the final Contract year (including option years that have been exercised) the Contractor shall provide, a Turnover Plan to the Department. The Plan will include:<br><br>a. Proposed approach to turnover.<br>b. Tasks and subtasks for turnover.<br>c. Schedule for turnover.<br>d. Updated operational tasks and procedures during turnover.<br>e. Description of vendor coordination activities that will occur during the turnover task and implementation of the activities to ensure continued system and services as deemed necessary by the Department.<br>f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.<br>g. A detailed description of the services that would be required by another Contractor to fully take over system, technical, and business functions outlined in the Contract. The description shall also include an estimate of the number and type of personnel required to support the technical platform and supporting services.<br>h. The data and documentation shall be organized in a format required by the State (e.g., by provider unique ID and provider name). | Yes | | | NA | NA | NA | NA | NA | Refer to page 607-608 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC38 | The Risk Management portion of the Project Management Plan must describe at a minimum:<br><br>a. Proactive identification and analysis of risks before they become issues.<br><br>b. Development of risk avoidance, transfer, mitigation or management strategies.<br><br>c. Approach to monitoring, communicating, reporting of risk status including procedures for documenting, resolving, and reporting issues and risks identified by the Contractor, the Department or other project contractors.<br><br>d. Approach to root cause analysis.<br><br>e. The appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks.<br><br>f. Describe how risks will be quantified and qualified. | Yes | | | NA | NA | NA | NA | NA | Refer to page 608-609 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC39 | The Contractor shall develop comprehensive Desk Level Procedures which provide guidelines for the operation and use of the Contractor's solution. At minimum the Desk Level Procedures shall contain policies, processes and workflows for the MPATH module. | No | | | NA | NA | NA | NA | NA | Refer to page 609 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC40 | The Issues Management Plan portion of the Project Management Plan must describe at a minimum:<br><br>a. Approach to issue management.<br>b. Issue management process steps including:<br>-Approach to prioritizing, tracking, escalating, communicating, reporting issues<br>-Approach to documenting, reporting, and resolving issues identified by the Contractor, the Department or other module contractors.<br>-Approach to impact analysis.<br>c. Tools, and techniques for active and ongoing identification and monitoring of project issues.<br>d. Roles and responsibilities.<br>e. Describe how issues will be quantified and qualified. | Yes | | | NA | NA | NA | NA | NA | Refer to page 609 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC41 | The Contractor shall provide a Deliverable Expectations Document (DED) for each deliverable that describes the purpose, content, applicable MECT minimum required content and industry standards (e.g., PMI, IEEE/ISO, CMS XLC) that are satisfied for each Deliverable. Each DED is a deliverable. | Yes | | | NA | NA | NA | NA | NA | Refer to page 610 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC42 | The Contractor shall develop a comprehensive Operations Procedure Manual which shall provide guidelines for the operation and use of the module and/or module component(s). At minimum the Operations Procedure Manual shall contain policies, processes and workflows for the module and/or module component(s). | Yes | | | NA | NA | NA | NA | NA | Refer to page 610-611 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC44 | The Contractor shall maintain Attachment L- Technology Matrix, and deliver annually for the Department for review. | Yes | | | NA | NA | NA | NA | NA | Refer to page 611 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Documentation | DOC46 | The Contractor shall provide a User Interface Style Guide or equivalent document defining the design standards for user interfaces. The User Interface Style Guide must demonstrate how the solution meets the most current MECT user interface requirements including:<br><br>a. User ability to customize or make adjustments (e.g. language support, font size) to portal presentation.<br>b. Users utilizing scripting languages and/or assistive technology have the ability to access the information, field elements, and functionality required for electronic form or page completion and submission including directions and cues.<br>c. User Interface organization so documents are readable without requiring an associated style sheet.<br>d. User Interfaces identifying row and column headers for data tables.<br>e. User Interfaces informing users when a timed response is required and given sufficient time to indicate more time is required.<br>f. User Interfaces providing a method that permits users to skip repetitive navigation links.<br>g. User Interfaces provide text titles for frames to facilitate frame identification and navigation.<br>h. User Interfaces use markup to associate data cells and row/header cells for data tables that have two or more logical levels of row or column headers. | Yes | | | NA | NA | NA | NA | NA | Refer to page 611-612 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC50 | The Contractor shall develop a Module Implementation Plan in conjunction with the State that describes, at a minimum:<br><br>a. The rollout approach, including phased implementation, if necessary.<br>b. Overall integration approach<br>c. Approach to continuous integration of other modules or data from other data providing entities.<br>d. Integration Testing, including coordination procedures with System Integrator, other modules, other stakeholders and vendors.<br>e. Approach to continuous integration of other modules or data from other data providing entities.<br>f. The proposed implementation schedule.<br>g. The rollback strategy.<br>h. Communication and Contractor support procedures.<br>i. Contractor and State roles and responsibilities.<br>j. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Contractor, solution, and State readiness.<br>k. All critical tasks that are required for cutover.<br>l. Post cutover monitoring.<br>m. The onsite and offsite user support provided by the Contractor and State during the initial solution implementation.<br>n. Solution acceptance procedures.<br>o. Tools and processes to ensure overall quality.<br>p. Describe post implementation production deployment process and activities. | No | | | E | S1 | COTS | T | Y | Refer to page 612-613 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Documentation | DOC51 | The Contractor shall develop and submit a Training Plan that, at a minimum, addresses the following:<br><br>a. Summary of the Contractor's training approach that focuses on methodology, objectives, and desired outcomes.<br>b. Training needs analysis, including an assessment of the target audience and their knowledge and skills.<br>c. Recommendations on type and delivery approach based on training needs analysis.<br>d. Summary of proposed training materials and documentation in addition to hands-on training.<br>e. Approach to maintaining training documentation and accompanying materials.<br>f. Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction.<br>g. Approach for incorporating feedback to improve training effectiveness over the life of the Contract.<br>h. Training schedule to be approved by the agency. | No | | | NA | NA | NA | NA | NA | Refer to page 613-614 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| ECM | ECM15 | The Contractor's solution shall accept, record, store, and retrieve freeform or HIPAA attachment documents submitted with or in reference to claim submission activity (e.g. operative reports, occupational, physical, and speech therapy reports, durable medical equipment and warranty data, manufacture's tracking data for implants, waivers and demonstration specific requirements). | Yes | | | E | S1 | COTS | T | Y | Refer to page 309 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM01 | The Contractor will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management, Workflow, OCR/ICR) to meet the business needs of the State's enterprise. | Yes | | | E | S1 | COTS | T | Y | Refer to page 309-310 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM02 | The Contractor's ECM solution must be able to support all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG) and must integrate seamlessly with the most common document viewing and editing tools used by the Department. | Yes | | | D | S1 | COTS | T | Y | Refer to page 311 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM03 | The Contractor's ECM solution must allow users to access documents from any platform with all core features available across platforms (desktop, web, mobile). The ECM must allow users to view all documents and images without the use of plug-ins. | Yes | | | E | S1 | COTS | T | Y | Refer to page 311 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM04 | The Contractor's ECM solution must support role-based control and access of documents, as well as including the following:<br><br>a. Granular authorizations for access, preview, editing and sharing.<br><br>b. Automatic access expirations for documents deemed sensitive by the Department.<br><br>c. Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data. | Yes | | | E | S1 | COTS | T | Y | Refer to page 311-312 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM05 | The Contractor's ECM solution must include a flexible search engine, including document and content search capabilities. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 312-313 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM06 | The Contractor's ECM solution must allow users to associate metadata with documents. | Yes | | | D | S2 | | T | Y | Refer to page 313 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM07 | The Contractor's ECM solution must support simple integration with scanning solutions (support for bulk-scanning). | Yes | | | E | S1 | COTS | T | Y | Refer to page 313 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM08 | The Contractor's ECM solution must support version control. | Yes | | | C | S1 | COTS | T | Y | Refer to page 313-315 in the file MT CPMS MPATH_CNSI Section 3.10.1 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| ECM | ECM09 | The Contractor's ECM solution must be configurable to comply with the Department's document retention policies. | Yes | | | D | S1 | COTS | T | Y | Refer to page 315 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM11 | The Contractor's ECM solution must scan all uploaded documents for viruses prior to storage. | Yes | | | E | S1 | COTS | T | Y | Refer to page 315 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM12 | The Contractor's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 315-316 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM13 | The Contractor's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM. | Yes | | | E | S3 | COTS | T | Y | Refer to page 316 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM17 | The Contractor's solution shall have an integrated electronic document management solution to meet the business needs of the State's healthcare program enterprise. | No | | | D | S1 | COTS | T | Y | Refer to page 316 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| ECM | ECM18 | The Contractor's ECM solution must support event based document workflows with configurable reviews/approvals (e.g., work type, role, priority, dollar amount) with the ability to collect digital signatures. | Yes | | | E | S2 | COTS | T | Y | Refer to page 316 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Edits, Processing, and Adjustments | EPA01 | The Contractor's solution shall receive, store with encryption, maintain, and index all imaged documents. Imaged documents shall be indexed with sufficient metadata to allow users to search and retrieve images and easily differentiate between similar documents. | No | | | D | S1 | SaaS | T | Y | Refer to page 636 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA02 | The Contractor's shall provide the ability to automatically suspend claims based on configurable business rules (e.g., inactive eligibility, one day-specific eligibility, nursing home span, attachment) including the ability to cycle claims for adjudication automatically when criteria is met as defined by the Agency | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 636-638 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA03 | The Contractor's solution shall have the ability to receive service authorizations for services to be performed by specific and non-specific providers. | No | | | A | S1 | SaaS | T | Y | Refer to page 638-639 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA04 | The Contractor shall adhere to data retention requirements cited in 45 CFR 164.316 and State specific policies. The Agency may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate). | No | | | A | S1 | SaaS | T | Y | Refer to page 639 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA05 | The Contractor's solution shall adjudicate all claims transactions and apply edits based on configurable business rules (e.g., Duplicate Checking Edits, History Checking Edits, Bundling Edits, Payment Error Rate Measurements (PERM) Audit Support, Edits based on trend analysis against claims history, NCCI / MUE – Medically Unlikely Edits, NCCI / PTP – Procedure to Procedure Edits, Edits for CPT4 to HCPCS Relationship, Maximum allowable units by Revenue Code/HCPCS relationship, Limit checks for client accumulators such as dollar and units limits reached monthly, annual, and lifetime, diagnosis codes to procedure code relationships, service authorizations, age, gender, eligibility, provider type/specialty, category of service) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 639-641 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA06 | The Contractor's solution shall process all claims transactions using edits and business rules during adjudication to validate transactions against service authorization(s), track utilization (e.g., authorized vs. used) and post edits if there are duplicate service authorizations or one or more service authorizations that conflict with each other as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 641-642 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA07 | The Contractor's solution shall provide the ability to reprocess a claim transaction that has suspended due to a service authorization edit once the service authorization has been modified. | No | | | A | S1 | SaaS | T | Y | Refer to page 643 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA08 | The Contractor's solution shall have the ability to automatically reprocess claims (e.g., paid, denied, suspended) based on Agency configurable business rules (e.g., new/updated eligibility, TPL, benefit plan changes, aid category changes, rate updates, date of death, member liability, new/updated service authorization, edit resolution). | No | | | A | S1 | SaaS | T | Y | Refer to page 643-644 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA09 | The Contractor's solution shall support electronic forms needed for proper claims processing and ensure the form is matched to the submitted claim. | No | | | A | S1 | SaaS | T | Y | Refer to page 644-645 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA10 | The Contractor's solution shall include a validation feature that performs configurable real-time front-end editing prior to claim submission, prevent further processing for claims that fail the front-end edits (e.g., active provider enrollment, valid revenue codes, procedure codes, and diagnosis codes) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 646-647 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA11 | The Contractor's solution shall retain the relationship between the service authorization and any claim adjudicated against the service authorization, as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 647-648 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA12 | The Contractor's solution shall capture, store, maintain, and display the status of each claims transaction (e.g., as suspended, paid, denied, to be paid, to be denied) based on Agency configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 648 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA13 | The Contractor's solution shall enforce timely filing requirements using configurable business rules as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 649 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA14 | The Contractor's solution shall provide the capability for Agency staff to mass adjust claims based on specific criteria and allow for edits to be bypassed as defined by Agency. At the direction of the Agency the Contractor's must perform the requested mass adjustment using the Agency's specific criteria. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 649-650 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA15 | The Contractor's solution shall provide searchable options that are applicable to specific business rules including but not limited to: client, provider, benefits, reference data, claims processing, prior authorization, third party liability (TPL), and financial, as defined by Agency | No | | | A | S1 | SaaS | T | Y | Refer to page 650-651 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA16 | The Contractor's solution shall optimize the processing steps for working suspended claims to maximize user efficiency and meet or exceed claim suspension service level agreements. | No | | | A | S1 | SaaS | T | Y | Refer to page 651 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA17 | The Contractor's solution shall accept attachments through the following mechanisms: fax, mail, electronic upload via the online provider portal. Additionally the Contractor's solution shall accept attachments via standard HIPAA transaction formats or any standard healthcare delivery methods. | No | | | B | S1 | SaaS | T | Y | Refer to page 652-654 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA18 | The Contractor's solution shall provide a base set of effective dated claims edits, audits, and rules for Agency use and maintain a version history of rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 654-655 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA19 | The Contractor's solution shall create, store, and maintain configurable edits and audits (e.g., member groups, benefit plan, age, region, claim type, procedure, provider type and/or specialty, provider taxonomy, tooth number, modifiers, benefit plan or lock-in or lock-out) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 655-656 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA20 | The Contractor's solution shall identify and deny or suspend duplicate or suspected duplicate claims across all claims transactions (e.g., fee for service, encounter) submitted by all enrolled providers, organizations, MCOs based on configurable business rules as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 656-657 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA21 | The Contractor's solution shall process and adjudicate all claims transactions using configurable business rules (e.g., bundle vs. unbundled, suspect or exact duplicates, invalid tooth number, age vs. procedure, category of eligibility vs. procedure, mutually exclusive, incidental, emergent visits) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 657-658 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA22 | The Contractor's solution shall receive, process, and store encounter data from a variety of sources (e.g., Managed Care Health Plans, NEMT vendors) based on configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 658-659 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Edits, Processing, and Adjustments | EPA23 | The Contractor's solution shall, using configurable business rules, automatically review suspended claims based on Agency defined timeframes. The priority for these claims will systematically increase and where appropriate be automatically escalated for additional evaluation. All claims shall be electronically tracked until the claim is finalized. | No | | | F | S3 | SaaS | T | Y | Refer to page 659 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA24 | The Contractor's solution shall automatically identify missing claims attachments (e.g., required forms, trip reporting, medical records) and automatically search the document repository for relevant documentation (e.g., a document associated to the member and service type for the attachment) and associate the document with the claim. | No | | | F | S3 | SaaS | T | Y | Refer to page 659-660 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA25 | The Contractor's solution shall allow for user friendly manual entry of claims and adjustments by Contractor's and Agency staff. | No | | | A | S1 | SaaS | T | Y | Refer to page 660-661 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA26 | The Contractor's solution shall identify, store, and display and report all edits, audits, and exceptions (error codes) applied to the claim during processing and provide viewable audit trail for all edits and exceptions that are applied to a claim as it is processed, as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 661-662 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA27 | The Contractor's solution shall create notification for requesting and performing providers, case managers, authorized users and participants of service authorization activity, as defined by the Agency | No | | | F | S1 | SaaS | T | Y | Refer to page 662-663 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA28 | The Contractor's solution shall adjudicate and finalize claims at a frequency (e.g., real-time, near-real-time processing, and batch processing where appropriate and/or necessary) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 663-664 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA29 | The Contractor's solution shall identify and utilize third-party and/or Medicare coverage/payments at the header or line level to pay (e.g., pay in full, pay reduced amount, pay at zero, or pay coinsurance and deductible) or deny as defined by Agency business rules. | No | | | B | S1 | SaaS | T | Y | Refer to page 664-665 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA30 | The Contractor's solution shall process all claims transactions utilizing specific information contained in a benefit plan (e.g., member's healthcare coverage, provider, procedure/service, cost share, diagnosis) using Agency defined configurable business rules. | No | | | B | S1 | SaaS | T | Y | Refer to page 665-667 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA31 | The Contractor's solution shall identify, rollback/recover, reprocess and report on all claims transactions processed in error (e.g., system malfunction, sending or receiving error, Contractor's error) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 667 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA32 | The Contractor's solution shall provide the ability to process claims with Medicaid-covered, non-covered and non-healthcare services (e.g., DME, transportation, EPSDT, home modifications, waiver services) as defined by Agency configurable business rules. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 668 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA33 | The Contractor's solution shall provide the capability to waive timely filing on claims based on Agency configurable business rules. | No | | | B | S1 | SaaS | T | Y | Refer to page 668 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA34 | The Contractor's solution shall accept, validate, and process all current and future approved HIPAA ASC X12 transactions from covered entities (e.g., health plans, health care clearinghouses, billing companies, trading partners, and health care providers) | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 668-669 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA35 | The Contractor shall have an online solution for providers to complete submission of claim transactions with efficient keying of claims without requiring additional keystrokes such as slashes, dashes or double entry (e.g., allow providers to submit individual and/or batch claims file, allow providers to submit through direct data entry, allow providers to submit adjustments, voids, replacements, and corrections to existing claims as well as resubmissions of denied claims, allow providers to submit service authorization requests, allow providers to submit required participant attachments, forms, and requests for information, including the ability to submit supporting claims documentation, allow providers to review upfront validation of claims data at the point of entry by the billers, and allow for necessary correction) and allow for any additional types of submissions as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 669-670 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA36 | The Contractor's solution shall accept and process all current and future paper claim types (e.g.,, CMS 1500 (Professional Claim form), UB04 (Institutional Claim), ADA (Dental Claim) and paper adjustments as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 670-672 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA37 | The Contractor's solution shall display claims and associated documents which shall be searchable and printable as defined by the Agency | No | | | A | S1 | SaaS | T | Y | Refer to page 672-673 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA38 | The Contractor's solution shall allow manual override of edits that do not suspend for manual intervention based on the Agency's configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 674 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA39 | The Contractor's solution shall have the ability to configure edit dispositions (i.e. deny, pay, pay and report, suspend, and super-suspend), as defined by the Agency's configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 674-675 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA40 | The Contractor's solution shall provide the capability to apply and maintain edits and pricing rules for EPSDT related services or Agency defined name for a EPSDT program. | No | | | A | S1 | SaaS | T | Y | Refer to page 675-676 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA41 | The Contractor's solution shall allow manual (e.g., force, deny, clear edit, super-suspend) and system overrides, and bypass criteria for edits on an individual claim or batch of claims including the source of the override as part of each individual claim record. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 676-677 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA42 | The Contractor's solution shall receive, store, maintain, display, and use current and support all future versions of the Council for Affordable Quality Healthcare (CAQH) Committee on Operating Rules (CORE) standards: Claim Adjustment Group Codes (CAGC), Claim Adjustment Reason Code (CARC), and Remittance Advice Remark Code (RARC). | No | | | B | S1 | SaaS | T | Y | Refer to page 677-679 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA43 | The Contractor's solution shall provide the ability to view summary level claim information for a member. Users shall have the ability to view utilization by service type (e.g., dental, vision, therapy), the ability to view header and line level edits, including the ability to filter the claims (e.g., date of service, date of payment, claim status, provider type, claim type, rendering provider, pay-to provider) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 679-680 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA44 | The Contractor's solution shall have the ability to create, receive, maintain, and issue service authorizations for service(s) to be provided to a member with or without a specified provider using configurable business rules (e.g., service type) as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 680 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA45 | The Contractor's solution shall provide a service/prior authorization process that is flexible (e.g. across numerous programs, benefit plans, external systems interfaces, claim types, and services). | No | | | A | S1 | SaaS | T | Y | Refer to page 680-681 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA46 | The Contractor's solution shall provide the ability to generate claim based event notifications to providers of required action (e.g., provide missing attachments) based on their preferred method of communication. The frequency (e.g., once per adjudication cycle) and content of the notification must be aggregated into a single event and configurable by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 681 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA47 | The Contractor's system shall have the capability to create and maintain and configurable set of work queues to support the routing and assignment of suspended claims based on edits using Agency configurable business rules. | No | | | F | S3 | SaaS | T | Y | Refer to page 682 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Edits, Processing, and Adjustments | EPA48 | The Contractor's solution shall automatically reprocess suspended transactions after any modification(s) or edit resolution(s) based on Agency configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 682-684 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA49 | The Contractor's solution shall adjudicate claims transactions against all identified member third-party payer benefits (e.g., primary, secondary, tertiary). The Contractor shall ensure all third-party payer benefits are exhausted prior to billing Medicaid. | No | | | A | S1 | SaaS | T | Y | Refer to page 684-685 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA50 | The Contractor's solution shall have the ability to create, receive, update, and store member Third Party Liability (TPL) information (e.g., primary, secondary, tertiary) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 685-686 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA51 | The Contractor's solution shall support coordination of benefits pricing and editing when TPL sources such as Medicare, private, commercial, or other insurance is present, based on Agency configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 686-687 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA52 | The Contractor's solution shall capture, track, maintain, store, and report claims processing and payment information based on configurable business rules (e.g. service category, provider type, submission date, entry date, claim input media, adjudication date, payment date) and Federal requirements as defined by the Agency | No | | | A | S1 | SaaS | T | Y | Refer to page 688 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA53 | The Contractor's solution shall capture, track, maintain, store, and report claims processing and payment information based on configurable business rules (e.g. service category, provider type, submission date, entry date, claim input media, adjudication date, payment date) to validate requirements contained in 42 CFR 447.45. | No | | | A | S1 | SaaS | T | Y | Refer to page 688-690 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA54 | The Contactor's solution shall adjudicate claims transactions and edit against provider enrollment status based on Agency defined configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 690 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA55 | The Contactor's solution shall identify all claims in the adjudication cycle by billing provider, group by claim status (e.g., paid, denied, suspended, adjusted) and generate a remittance or downloadable remittance using a current or future HIPAA standard format following CAQH core operating rules. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 691-692 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA56 | The Contractor's solution shall have the ability to automatically and/or manually configure an edit to process claims or adjustments for a specific event (e.g., retroactive rate adjustment) or group of claims (e.g., edit, batch, provider type, member, claim type) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 692-6993 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA57 | The Contractor's web portal real-time direct data entry claims solution shall support the creation and maintenance of provider type specific claim templates for recurring billing (i.e., roster billing to allow institutional or residential service providers to create a template with multiple members for monthly billing, enter patient days, generate and submit claims, recall the template, add or remove members or service authorization numbers, and generate claims for the next month, recall a specific claim from the template for adjustment/void) and provide notification to the provider via secure inbox if a template is not regenerated within a timeframe defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 693-694 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA58 | The Contractor's solution shall assign each claims transaction, adjustment, and void a unique identification number (i.e. ICN or TCN). The unique ID must be assigned to each claim and associated attachment prior to adjudication. | No | | | A | S1 | SaaS | T | Y | Refer to page 694-695 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA59 | The Contractor's solution shall process claims adjustments and voids; maintain the original claim and link all adjustments and voids to allow users to easily view the claim processing history as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 696 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA60 | The Contractor's solution shall have the ability to edit new claims against prior history of adjudicated and in-process claims (e.g., once in a lifetime service limits, cumulative limits, duplicates) using Agency's defined configurable business rules. | No | | | B | S1 | SaaS | T | Y | Refer to page 696-698 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA61 | The Contractor's solution shall, in the absence of required information (i.e. missing attachment) and after multiple adjudication cycles over a timeframe defined by Agency, auto-deny the edit and process the claim. | No | | | A | S1 | SaaS | T | Y | Refer to page 698-699 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA62 | The Contractor's solution shall have the ability for users to manually route suspended claims to work queues based on Agency defined business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 699 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA63 | The Contractor's solution shall have the ability to automatically route suspended claims to work queues based on Agency defined business rules. | No | | | F | S3 | SaaS | T | Y | Refer to page 700 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA64 | The Contractor's solution shall create, maintain, store, and display a configurable crosswalk (e.g., procedure codes, diagnosis codes, benefit plans) to define valid/invalid combinations as defined by Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 700-701 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA65 | The Contractor's solution shall allow for a configurable edit disposition (i.e., retain all, none, or selected prior edit dispositions) on a claim adjustment (e.g., mass adjustment, individual claim adjustment) to finalized claims. | No | | | B | S1 | SaaS | T | Y | Refer to page 701 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA66 | The Contractor's solution shall have the ability to override an auto-deny edit prior to adjudication and the ability to retain the override when a claim is adjusted, and allow for all original edits on an adjustment to be retained and overridden as defined by the Agency | No | | | A | S1 | SaaS | T | Y | Refer to page 703 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA67 | The Contractor's solution shall provide online, real-time claims processing functionality to allow authorized users to override certain edit and audit errors, the application of which must be reflected in the audit trail. | No | | | A | S1 | SaaS | T | Y | Refer to page 703 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA68 | The Contractor's business rules engine shall be configurable for users to define alerts, notifications, and claim processing business rules. | No | | | B | S1 | SaaS | T | Y | Refer to page 703 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA69 | The Contractor's solution shall provide the ability to configure business rules to be date-specific (e.g., date added, date modified, start date, end date, and effective date) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 703-704 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA70 | The Contractor's solution shall provide a complete claims audit trail to track, report, and display all actions made to a claim by the system or a user, including the date of each action and processing step. | No | | | A | S1 | SaaS | T | Y | Refer to page 704-705 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA71 | The Contractor's solution shall maintain all data from the adjudication of each claims transactions, as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 705-706 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA72 | The Contractor's shall suspend claims for manual review or automated reprocessing based on edits that post using configurable business rules. | No | | | F | S3 | SaaS | T | Y | Refer to page 706-707 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA73 | The Contractor's solution shall provide, maintain, store, and display a configurable edit hierarchy for all claims transactions and apply the hierarchy during claims adjudication. | No | | | B | S1 | SaaS | T | Y | Refer to page 708 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA74 | The Contractor's solution shall receive, maintain, store, and display claims transactions data included in a service authorization based on configurable business rules as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 709 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA75 | The Contractor's solution shall identify, maintain, store, display and report the status of all service authorization requests (e.g., approved, denied, in process) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 710 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA76 | The Contractor's solution shall support TPL cost avoidance during the claims adjudication process as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 710-711 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA77 | The Contractor's solution shall have the ability to adjudicate all claims transactions against one or more service authorization limits (e.g., units, dollars, date ranges, procedures, provider) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 711-712 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Edits, Processing, and Adjustments | EPA78 | The Contractor's solution shall create and maintain work queues for adjudicated claims with TPL information identified for members without active TPL for the carrier reported on the claim and automatically produce inquiries to the member and billing provider using their preferred method of communication. | No | | | B | S3 | SaaS | T | Y | Refer to page 712-713 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA79 | The Contractor's solution shall configure, support, and maintain all claims business rules (e.g., add, modify, or remove/retire rules) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 713 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA80 | The Contractor's solution shall have the ability to apply claims edits based on a provider's role (e.g., rendering, attending, treating, ordering, referring, prescribing, billing, and pay to). | No | | | A | S1 | SaaS | T | Y | Refer to page 713-714 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA81 | The Contractor's solution shall provide searchable options that are applicable to specific business rules (e.g., member, provider, benefits, reference data, claims processing, prior authorization, third party liability (TPL), financial) as defined by Agency | No | | | A | S1 | SaaS | T | Y | Refer to page 714 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA82 | The Contractor's solution shall provide an efficient claims resolution process by presenting the information necessary to work the edit in the edit work item and minimizing the number of navigation steps or the need to view multiple screens. | No | | | A | S1 | SaaS | T | Y | Refer to page 715-717 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA83 | The Contractor's solution shall provide spenddown editing and accumulation processing as defined by Agency configurable business rules. Additionally, the solution shall maintain information including the dollar amount accumulated toward the spenddown amount, and information identifying all claims applied to the spenddown amount for each eligibility span period. | No | | | A | S1 | SaaS | T | Y | Refer to page 717-718 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA84 | The Contractor's solution shall provide a cutback processing for services limited (e.g., pre-certification/prior authorization, dollar amount, additional ancillary services) as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 718-719 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA85 | The Contractor's solution shall provide, as part of the adjustment request, the ability to record a detailed description of the reason for performing adjustments (e.g. mass adjustments, individual adjustments, history only adjustments). Additionally this description shall link to all affected claims/encounters and allow Agency staff inquiry. | No | | | A | S1 | SaaS | T | Y | Refer to page 719 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA86 | The Contractor's solution shall provide the ability to generate adjustment notifications (e.g., mass adjustment, gross adjustment, history adjustment, individual adjustment) for user requested adjustments to the Agency user based on Agency defined configurable business rules. | No | | | F | S3 | SaaS | T | Y | Refer to page 720 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA87 | The Contractor's solution shall provide the ability for the adjustment (e.g. mass adjustment, individual adjustment, history only adjustment) process to maintain claim specific recoupments as specified by Agency configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 720-721 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA88 | The Contractor's solution shall provide the ability to update applicable systems after data validation and processing of claims as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 721 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA89 | The Contractor's solution shall perform real-time edits (e.g., member, date of service, service/supply code) against pharmacy DME claims to prevent duplicate claim submission based on Agency defined configurable business rules. | No | | | F | S1 | SaaS | T | Y | Refer to page 721-722 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA90 | The Contractor's solution shall reprocess suspended claims transactions based on configurable business rules by edit type as defined by the Agency (e.g., system cycle frequency, total number of days before the claim is finalized, suspense location/work queue). | No | | | A | S1 | SaaS | T | Y | Refer to page 723 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA91 | The Contractor's solution shall have the ability to view from the claim, the service authorization details used for adjudication, as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 723-724 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA92 | The Contractor's solution shall have the ability to view from the service authorization all (e.g., paid, denied, adjustments, suspended) claims adjudicated against the service authorization, as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 724 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA93 | The Contractor's solution shall edit medical claims against adjudicated pharmacy claims transactions from the pharmacy system to ensure that the service or product (e.g. DME) has not already been paid on a pharmacy claim using configurable business rules as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 725 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA94 | The Contractor's solution shall receive, store, maintain, and display Explanation of Benefit (EOB) codes, adjustment reason codes, and exception codes. Additionally the Contractor will map these codes to their respective CAQH CORE standard codes for processing X12 transactions (e.g., 837, 835.) The Contractor's solution shall support configuration for valid values for both of these code sets and support standard values for X12 837 and X12 835 files. | No | | | A | S1 | SaaS | T | Y | Refer to page 726-727 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA95 | The Contractor's solution shall have the ability to override the approved premium payment amount as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 727-728 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Edits, Processing, and Adjustments | EPA96 | The Contractor's solution shall update cost and unit balances to applicable service authorizations on a claim during the claims adjudication process. | No | | | A | S1 | SaaS | T | Y | Refer to page 728-729 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Federal Reporting | FDRP01 | The Contractor's solution shall maintain, track, and report claims data (e.g., prompt payment of clean claims, claims inventory) to support compliance with 42 CFR 447.45 | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP02 | The Contractor's solution shall track, maintain, and report recoveries for the federal share of overpayments to support compliance with 42 CFR 433.320. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP03 | The Contractor's solution shall create, update, store, and maintain required and supplemental information to identify and group all claims transactions and non-claim transactions for completion of specified federal and state report (e.g. CMS-64 report) per Agency defined criteria. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP04 | The Contractor's solution shall have the ability to gather, store, and report data, as required by CMS specification, for T-MSIS (Medicaid Statistical Information System) data reporting. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 4-5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP05 | The Contractor's solution shall have the ability to meet all Agency and federal reporting guidelines, requirements, and periodicity. Any new CMS reporting requirements must be accommodated at no additional cost to Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP06 | The contractor's solution shall have the ability to provide data to the State to satisfy the federal MARS reporting requirement. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP07 | The Contractor's solution shall have the ability to produce CMS 64 (MAR) report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP08 | The Contractor's solution shall have the ability to produce CMS 21 (MAR) report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP09 | The Contractor's solution shall have the ability to produce CMS 21e and CMS 64ec (MAR) statistical eligibility reports. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP10 | The Contractor's solution shall have the ability to support Health Check edits and reporting on fee for service and encounter claims as required by DCH and CMS (CMS-416 report). The Contractor must provide CMS-416 interface extracts to third party contractors as required by DCH. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP11 | The Contractor's solution shall supplement into T-MSIS data from outside sources if required (e.g. Capitation payment records from enrollment process, Eligibility characteristic data from eligibility intake process, Medicaid services processed by non-MMIS State departments, such as mental health services, Utilization based on Managed Care encounters) as defined by the Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 4-5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |

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| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Federal Reporting | FDRP12 | The Contractor's solution shall have the ability to provide data to the State to satisfy reporting requirement (e.g., SURS, EPSDT, MARS, TMSIS) as defined by the Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP13 | The Contractor's solution shall have the ability to meet federal and state TPL reporting requirements as defined by the Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP14 | The contractor's solution shall have the ability to provide data to comply with CMS TMSIS data reporting guidelines and its timelines (e.g., Eligible, OT(Other), IP(Inpatient), RX(Pharmacy), LTC(Long Term Care), TPL, Provider and Managed Care) and incur no additional costs for future enhancements as defined by the Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 4-5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP15 | The Contractor's solution shall have the ability to produce the CMS 21 Expenditures Processed Through MMIS System report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP16 | The Contractor's solution shall have the ability to produce the CMS 64 Expenditures Processed Through MMIS System report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP17 | The contractor's solution shall have the ability to balance and report MAR counts/amounts to the designated state's data source as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP18 | The Contractor's solution shall have the ability to produce the Medical Assistance Program Status report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP19 | The Contractor's solution shall have the ability to produce the Expenditure Analysis Detail report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP20 | The Contractor's solution shall have the ability to produce the Expenditure Analysis Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP21 | The Contractor's solution shall have the ability to produce the Provider Participation Analysis Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP22 | The Contractor's solution shall have the ability to produce the Operational Performance Detail report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP23 | The Contractor's solution shall have the ability to produce the Operational Performance Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP24 | The Contractor's solution shall have the ability to produce the Claims Processing Performance Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP25 | The Contractor's solution shall have the ability to produce the Claims Processing Thruput Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP26 | The Contractor's solution shall have the ability to produce the Error Distribution Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP27 | The Contractor's solution shall have the ability to produce the Provider Participation Analysis Detail report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP28 | The Contractor's solution shall have the ability to produce the Provider Claim Filing Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP29 | The Contractor's solution shall have the ability to produce the Provider Claim Filing Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP30 | The Contractor's solution shall have the ability to produce the Provider Claim Filing Details report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP31 | The Contractor's solution shall have the ability to produce the Coordination of Benefit Payment Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP32 | The Contractor's solution shall have the ability to produce the Error Frequency Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP33 | The Contractor's solution shall have the ability to produce the Provider Ranking List report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP34 | The Contractor's solution shall have the ability to produce the CMO Member Participation Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP35 | The Contractor's solution shall have the ability to produce the Member Expenditure Analysis County Detail report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP36 | The Contractor's solution shall have the ability to produce the Member Expenditure Analysis Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP37 | The Contractor's solution shall have the ability to produce the Member Cost Sharing Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP41 | The Contractor's solution shall have the ability to produce the Top Twenty-five Providers by COS report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP42 | The Contractor's solution shall have the ability to produce the Top Twenty-five Providers by Assignment Plan report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP43 | The Contractor's solution shall have the ability to produce the MRDD Provider Services Rendered Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP44 | The Contractor's solution shall have the ability to produce the MRDD Self-Directed Services Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP45 | The Contractor's solution shall have the ability to produce the Provider Ranking List by Claims-County report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP46 | The Contractor's solution shall have the ability to produce the CMO Provider Participation Analysis Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP47 | The Contractor's solution shall have the ability to produce the CMO Provider Participation Analysis Detail report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP48 | The Contractor's solution shall have the ability to produce the Self Directed Care Reconciliation Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP49 | The Contractor's solution shall have the ability to produce the Medicaid Expenditure By Member County of Residence report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP50 | The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on ICWP-TBI Waiver report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP51 | The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on MRWP-NOW Waiver report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP52 | The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on CHSS-COMP Waiver report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP53 | The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on GAPP-DC Waiver report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP54 | The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on ED Waiver report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Federal Reporting | FDRP55 | The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on CBAY Waiver report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP56 | The Contractor's solution shall have the ability to produce the CMS Enrollment Numbers report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP57 | The Contractor's solution shall have the ability to produce the CMS 37.7 Medicaid Program Budget Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP58 | The Contractor's solution shall have the ability to produce the CMS21E-SCHIP Enrollment Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP59 | The Contractor's solution shall have the ability to produce the CMS64EC-Non-SCHIP Enrollment Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP60 | The Contractor's solution shall have the ability to produce the CMS64EC-Non-SCHIP Enrollment Report Preliminary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP61 | The Contractor's solution shall have the ability to produce the SCHIP Race Gender and Ethnicity Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP62 | The Contractor's solution shall have the ability to produce the CMS6421E-Non-SCHIP Enrollment Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 3-4 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP63 | The Contractor's solution shall have the ability to produce the Payment Comparison by COS report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP64 | The Contractor's solution shall have the ability to produce the Payment Comparison by Provider Type report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP65 | The Contractor's solution shall have the ability to produce the Error Code Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP66 | The Contractor's solution shall have the ability to produce the Expenditures By COS and Aid Category report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP67 | The Contractor's solution shall have the ability to produce the Long Term Care Payments by Revenue Code report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP68 | The Contractor's solution shall have the ability to produce the Medicare Participation Part A report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP69 | The Contractor's solution shall have the ability to produce the Medicare Participation Part A B report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP70 | The Contractor's solution shall have the ability to produce the Medicare Participation Part B report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP71 | The Contractor's solution shall have the ability to produce the Expenditures by COS report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP72 | The Contractor's solution shall have the ability to produce the Expenditures by Provider Type report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP73 | The Contractor's solution shall have the ability to produce the Operational Performance - Averages and Percents report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP74 | The Contractor's solution shall have the ability to produce the Operational Performance - Dollars report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP75 | The Contractor's solution shall have the ability to produce the Operational Performance - Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP76 | The Contractor's solution shall have the ability to produce the Place of Service Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP77 | The Contractor's solution shall have the ability to produce the Provider Error Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP78 | The Contractor's solution shall have the ability to produce the Provider Filing Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP79 | The Contractor's solution shall have the ability to produce the Provider Participation Average report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP80 | The Contractor's solution shall have the ability to produce the Provider Participation Total report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP81 | The Contractor's solution shall have the ability to produce the Provider Ranking report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP82 | The Contractor's solution shall have the ability to produce the Participation Analysis by Aid Category report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP83 | The Contractor's solution shall have the ability to produce the Participation Analysis by COS report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP84 | The Contractor's solution shall have the ability to produce the Member Participation Summary by County report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP85 | The Contractor's solution shall have the ability to produce the Member Copayment by Aid Category report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP86 | The Contractor's solution shall have the ability to produce the Member Ranking report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP87 | The Contractor's solution shall have the ability to produce the Third Party Payment Ranking report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP88 | The Contractor's solution shall have the ability to produce the Claims Throughput Analysis - DOR to DOA report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP89 | The Contractor's solution shall have the ability to produce the Claims Throughput Analysis - DOR to DOP report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP90 | The Contractor's solution shall have the ability to produce GA Performance Measures report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP91 | The Contractor's solution shall have the ability to produce Missing ETG Report Group Codes report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP92 | The Contractor's solution shall have the ability to produce Performance Measure Summary Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP93 | The Contractor's solution shall have the ability to produce Provider Increase Monthly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP94 | The Contractor's solution shall have the ability to produce Provider Increase Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP95 | The Contractor's solution shall have the ability to produce Random Sample Request report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Federal Reporting | FDRP96 | The Contractor's solution shall have the ability to produce SUR CASE GROUP NOT USED REPORT QUARTERLY report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP97 | The Contractor's solution shall have the ability to produce SUR CASE TYPE NOT USED REPORT QUARTERLY report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP98 | The Contractor's solution shall have the ability to produce SUR Quarterly Aberrant Providers Summary Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 5 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP99 | The Contractor's solution shall have the ability to produce Claim Details by Member report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP100 | The Contractor's solution shall have the ability to produce Claim Details by Member Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP101 | The Contractor's solution shall have the ability to produce Disease Global View report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP102 | The Contractor's solution shall have the ability to produce Disease Quick View report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP103 | The Contractor's solution shall have the ability to produce Distribution Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP104 | The Contractor's solution shall have the ability to produce Inpatient Claim Details By Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP105 | The Contractor's solution shall have the ability to produce Inpatient Claim Details By Provider Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP106 | The Contractor's solution shall have the ability to produce Inpatient Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP107 | The Contractor's solution shall have the ability to produce Member Case Group Ranking Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP108 | The Contractor's solution shall have the ability to produce Member Case Type Comparison by Peer Group report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP109 | The Contractor's solution shall have the ability to produce Member Case Type Comparison by Peer Group Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP110 | The Contractor's solution shall have the ability to produce Member Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP111 | The Contractor's solution shall have the ability to produce Member Frequency Distribution report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP112 | The Contractor's solution shall have the ability to produce Member Frequency Distribution Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP113 | The Contractor's solution shall have the ability to produce Member Peer Group Comparison report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP114 | The Contractor's solution shall have the ability to produce Member Peer Group Comparison Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP115 | The Contractor's solution shall have the ability to produce Member Profile report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP116 | The Contractor's solution shall have the ability to produce Member Profile Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP117 | The Contractor's solution shall have the ability to produce Nursing Facility Claim Details by Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP118 | The Contractor's solution shall have the ability to produce Nursing Facility Claim Details by Provider Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP119 | The Contractor's solution shall have the ability to produce Nursing Facility Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP120 | The Contractor's solution shall have the ability to produce Nursing Facility Provider Profile report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP121 | The Contractor's solution shall have the ability to produce Outpatient Claim Details By Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP122 | The Contractor's solution shall have the ability to produce Outpatient Claim Details By Provider Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP123 | The Contractor's solution shall have the ability to produce Outpatient Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP124 | The Contractor's solution shall have the ability to produce Pharmacy Claim Details by Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP125 | The Contractor's solution shall have the ability to produce Pharmacy Claim Details by Provider Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP126 | The Contractor's solution shall have the ability to produce Pharmacy Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP127 | The Contractor's solution shall have the ability to produce Professional Claim Details By Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP128 | The Contractor's solution shall have the ability to produce Professional Claim Details by Provider Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP129 | The Contractor's solution shall have the ability to produce Professional Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP130 | The Contractor's solution shall have the ability to produce Professional Referrals Claim Details By Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP131 | The Contractor's solution shall have the ability to produce Professional Referrals Claim Details By Provider Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP132 | The Contractor's solution shall have the ability to produce Professional Referrals Exception Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP133 | The Contractor's solution shall have the ability to produce Provider Case Group Ranking Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP134 | The Contractor's solution shall have the ability to produce Provider Case Type Comparison by Peer Group Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP135 | The Contractor's solution shall have the ability to produce Provider Case Type Comparison by Peer Group Yearly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP136 | The Contractor's solution shall have the ability to produce Provider Frequency Distribution report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Federal Reporting | FDRP137 | The Contractor's solution shall have the ability to produce Provider Frequency Distribution Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP138 | The Contractor's solution shall have the ability to produce Provider Peer Group Comparison report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP139 | The Contractor's solution shall have the ability to produce Provider Peer Group Comparison Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP140 | The Contractor's solution shall have the ability to produce Provider Profile report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP141 | The Contractor's solution shall have the ability to produce Provider Profile Quarterly report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP142 | The Contractor's solution shall have the ability to produce Balance Report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP143 | The Contractor's solution shall have the ability to produce Case Group Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP144 | The Contractor's solution shall have the ability to produce Case Type Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP145 | The Contractor's solution shall have the ability to produce Peer Group Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP146 | The Contractor's solution shall have the ability to produce SUR case type reports as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP147 | The Contractor's solution shall have the ability to produce SURProfiler Member Peer Group Not Used report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP148 | The Contractor's solution shall have the ability to produce SURProfiler Member Peer Group Usage report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP149 | The Contractor's solution shall have the ability to produce SURProfiler Provider Peer Group Not Used report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP150 | The Contractor's solution shall have the ability to produce SURProfiler Provider Peer Group Usage report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP151 | The Contractor's solution shall have the ability to produce Chi Square Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP152 | The Contractor's solution shall have the ability to produce CT Scans or MRI With No Specialty report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP153 | The Contractor's solution shall have the ability to produce Diagnosis Codes by Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP154 | The Contractor's solution shall have the ability to produce Trend by Rendering Provider report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP155 | The Contractor's solution shall have the ability to produce CMO Chi Square Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP156 | The Contractor's solution shall have the ability to produce CMO Early Warning Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP157 | The Contractor's solution shall have the ability to produce COS Quarterly Ranking report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP158 | The Contractor's solution shall have the ability to produce Claim Error Status Detail report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP159 | The Contractor's solution shall have the ability to produce Claim Error Status Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP160 | The Contractor's solution shall have the ability to produce Early Warning Report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP161 | The Contractor's solution shall have the ability to produce Excessive Hours Per Day report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP162 | The Contractor's solution shall have the ability to produce Few Procedure Codes Billed report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP163 | The Contractor's solution shall have the ability to produce Home Hospital Conflict report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP164 | The Contractor's solution shall have the ability to produce Member Lock-In Activity report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP165 | The Contractor's solution shall have the ability to produce Member Narcotics Exception Listing report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP166 | The Contractor's solution shall have the ability to produce Lock-In Program Monthly Savings report as specified by Agency. | No | Yes | Option C - Federal Reporting | D | S1 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP167 | The Contractor's solution shall have the ability to produce Member Ethnicity-Race Analysis report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP168 | The Contractor's solution shall have the ability to produce PT OT Daily Overbilling report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP169 | The Contractor's solution shall have the ability to produce Critical Care Services With No Associated Institutional Stay report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP170 | The Contractor's solution shall have the ability to produce Excessive Miscellaneous Codes report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP171 | The Contractor's solution shall have the ability to produce Nebulizer and Supplies report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP172 | The Contractor's solution shall have the ability to produce Delayed Surgery Summary report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP173 | The Contractor's solution shall have the ability to produce Facility Visits Exception report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP174 | The Contractor's solution shall have the ability to produce Office Visits Exception report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP175 | The Contractor's solution shall have the ability to produce Physician Office Visits by Member report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 7 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP176 | The Contractor's solution shall have the ability to produce Physician Office Visits by TANF report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |
| Federal Reporting | FDRP177 | The Contractor's solution shall have the ability to produce Suspended Medical report as specified by Agency. | No | Yes | Option C - Federal Reporting | E | S3 | SaaS | T | N | Refer to page 6 in the file MT CPMS MPATH_CNSI Section 3.10.18 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Financial Reporting | FS01 | The Contractor's solution shall allow for collection of individual accounts receivable to be suspended but still reported and generate notices/invoices based on configurable business rules. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 6-7 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS02 | The Contractor's solution shall produce payment cycle reports, such as the Claims Payment Summary Report, per a schedule that is configurable (e.g., first business day after the payment cycle). | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 7 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS03 | The Contractor's solution shall provide payment reports per Payee and summarized per Payee type (e.g., Provider, Member, Vendor) as defined by the Agency | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 8 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS04 | The Contractor's solution shall display and provide a monthly report showing the amount of federal funds that are owed on accounts receivable as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 8 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS05 | The Contractor's solution shall display, and provide a report, with summary and detail information for accounts receivable balances by category as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 8-9 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS06 | The Contractor's solution shall provide reports of cash receipts as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 9 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS07 | The Contractor's solution shall include summary and detail reports for analyzing and monitoring payments per all funding sources. Detail shall include, but not be limited to, warrant number, electronic funds transfer (EFT) number, type of transaction, Provider ID, Member ID, account coding, transaction status as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 9-10 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS08 | The Contractor's solution shall display, and provide a report, of receivables and any financial transactions applied to each receivable. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 10 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS09 | The Contractor's solution shall provide a report of Payers (e.g., Provider, Member, Vendor) receiving collection notices/letters as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 11 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS10 | The Contractor's solution shall provide a report of Payers (e.g., Provider, Member, Vendor) referred to the Agency or other collection agent for collection as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 11 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS11 | The Contractor's solution shall provide a report of accounts receivable related to bankrupt or deceased Payees and closed businesses | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 11-12 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS12 | The Contractor's solution shall provide a report for failed electronic funds transfers for various reasons (e.g. Invalid account number, ABA number) as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 12 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS13 | The Contractor's solution shall allow for automatic updates of Payee information based on a comparison of IRS data (e.g., from the annual IRS "no match" Provider file). The system shall use configurable business rules to identify which updates can be made automatically and log all mismatches, providing a report for exceptions requiring manual review. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 12 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS14 | The Contractor's solution shall provide for manual and automatic adjustments and history only changes to account coding (e.g., federal report coding) to single or multiple transactions to be done without requiring claims or financial transactions to be reprocessed, based on configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 12-13 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS15 | The Contractor's solution shall include an online portal that will allow Payees to have online access to configurable views, parameter driven reports, and the ability to export financial data (e.g., payments, ARs). | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 13 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS16 | The Contractor's solution shall perform payment cycle balancing and the ability to verify the balancing through the portal and via reports as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 13 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS17 | The Contractor's solution shall create financial reports which are required for monitoring Agency programs. The reports will present summary level information and allow the user to drill down to the supporting detailed financial transactions, claims, or lines of the claim as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 14 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS18 | The Contractor's solution shall have the ability to report financial information side-by-side comparisons (e.g., expenditures by program, receipts) on a defined time period (e.g., state fiscal year, calendar year, federal fiscal year, rolling year, quarter, month) as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 14 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS19 | The Contractor's solution shall display, and provide a report, for collection activity of all accounts receivable that are federally funded as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 14 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS20 | The Contractor's solution shall have the ability to track and report on payment types, per Agency defined criteria | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 15 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS21 | The Contractor's solution shall provide and maintain a variety of processes and tools to identify, monitor, report on and resolve exceptions to routine fiscal processing (e.g., stale dating and canceling warrants, missing information, errors) as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 15 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS22 | The Contractor's solution shall include an ad hoc reporting tool that allows users to create reports that include all types of financial transactions (e.g. Claims, Accounts Receivable, Cash Receipts, Levies, Holds, Withholds, Voids, Payments) at varying frequencies as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 15-16 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS23 | The Contractor's solution shall have the ability to process, view and report 1099 adjustments (e.g., address change, dollar amount) as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 16 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS24 | The Contractor's solution shall have the ability to identify, process, pay, and report the federal share only claims as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 16 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS25 | The Contractor's solution shall maintain federal tax Information for all Entities (e.g. providers, payees) and allow for exclusion of those Entities not subject to 1099 reporting as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 16 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS26 | The Contractor's solution shall produce payment reports for individual programs (e.g. HIPP, CHIPRA) as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 17 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS27 | The Contractor's solution shall have the ability to identify transactions that are subject to 1099 reporting. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 17 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS28 | The Contractor shall produce a report detailing all checks that have met a certain aging threshold (e.g. 180 days) at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 18 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS29 | The Contractor's solution shall produce a report which summarizes and details provider/payee claims and financial transactions that have been placed on hold as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 18 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS30 | The Contractor's solution shall produce a report detailing cash receipt dispositions at frequencies defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 19 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS31 | The Contractor's solution shall produce a report summarizing and detailing other Entity (e.g. Department of Corrections, Department of Human Services) claim and financial transaction activity as define by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 19 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS32 | The Contractor's solution shall generate a Payment Balancing and Reconciliation Report comparing data from various sources (e.g. Payments, Receipts, and other accounting information) as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 20 in file MT CPMS MPATH_CNSI Section 3.10.16 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Financial Reporting | FS33 | The Contractor's solution shall produce 1099 reports (e.g. reconciliation, detail, summary, threshold, dropouts, corrections) at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 20 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS34 | The Contractor's solution shall produce an electronic 1099 report per federal guidelines as defined by the Agency. This report must be printable in a format approved by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 20 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS35 | The Contractor's solution shall produce a report of Backup Withholding at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 21 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS36 | The Contractor's solution shall produce a report detailing the expenditures that were paid for the Medicaid Electronic Health Record Incentive Program as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 21 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS37 | The Contractor's solution shall produce a report detailing Money Follows the Person (MFP) transactions at a frequency defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 22 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS38 | The Contractor's solution shall produce a forecasting report detailing all payments that will be paid during the payment cycle as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 22 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS39 | The Contractor's solution shall produce a report detailing voided checks where the claim reimbursement is still owed as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 22-23 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS40 | The Contractor shall produce a report of all voided checks in the system at a frequency defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 23 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS41 | The Contractor's solution shall produce a report detailing providers under a payment review status as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 23 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS42 | The Contractor's solution shall produce a report detailing all checks that have not cleared at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 24 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Financial Reporting | FS43 | The Contractor's solution shall have the ability for non-emergency transportation transactions to be pre-paid based on configurable business rules. | No | Yes | Option A - Financial | D | S1 | CS | T | Y | Refer to page 24 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM08 | The Contractor's solution shall have the ability to calculate incentive payments based on different criteria (e.g., patient volume, re-admission rate) for different state healthcare programs based on configurable business rules. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 25 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM09 | The Contractor's solution shall allow for one or more accounts receivable balances to be adjusted based on collections/recoupment as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 26 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM10 | The Contractor's solution shall have the ability to automatically generate payment transactions from financial transactions, financial processes, and interfaces as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 27 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM11 | The Contractor's solution shall assign or receive, store, maintain, and display separate accounting codes for accounts receivable and for the corresponding interest owed, based on configurable business rules. | No | Yes | Option A - Financial | E | S2 | COTS | T | Y | Refer to page 28 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM12 | The Contractor's solution shall support automatic and manual processes to remove balances on prepaid debit cards, based on configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 28-29 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM13 | The Contractor's solution shall allow for adjustments to automatically update an account receivable using configurable business rules. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 29 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM14 | The Contractor's solution shall automatically create accounts receivable based on other financial transactions (e.g., claim adjustments, cost settlements, unsolicited refunds, advances, gross adjustment payouts) using configurable business rules. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 30 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM15 | The Contractor's solution shall allow for authorized users to manually create accounts receivable and the associated details based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 31 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM16 | The Contractor's solution shall include the ability to exempt a receivable, or interest, from being used in the offset process, based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 32 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM17 | The Contractor's solution shall automatically update the accounts receivable status and details (e.g., date of update comments, financial coding) for payments received and link any supporting documentation, based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 33 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM18 | The Contractor's solution shall have the ability to have different authorization and approval processes (e.g., single person approval or multiple person approval) for different financial transactions (e.g., update Payee information, journals, Health Insurance Premium Program (HIPP) payments) based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 34 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM19 | The Contractor's solution shall provide financial audit controls meeting generally accepted accounting principles (GAAP) for governmental proprietary funds. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 35 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM20 | The Contractor's solution shall allow for limiting payment amount based on single or multiple factors (e.g., total dollar amount, timeframe, date) per configurable business rules. These rules can be overridden, or the payments released without changing the factors, by authorized user. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 36 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM21 | The Contractor's solution shall have the ability for authorized users to adjust processing windows for specific transactions (e.g., journals, vouchers, deposits) and different year end processing (e.g. state fiscal year, federal fiscal year, calendar year) based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 36-37 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM22 | The Contractor's solution shall have the ability to hold specific transactions during processing for State Fiscal Year End, Federal Fiscal Year End, and Calendar Year End using configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 37-38 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM23 | The Contractor's solution shall automatically setup recoupments based on payment transaction type (e.g., advance payments, manual check) per configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 38-39 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM24 | The Contractor's solution shall have the ability to manually create and schedule adjustment requests to financial transactions, based on configurable business rules. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 39-40 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM25 | The Contractor's solution shall receive, store, maintain, and display Federal Match Rate data. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 40-41 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM26 | The Contractor's solution shall automatically generate journal entries from interfaces based on configurable business rules. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 41 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM27 | The Contractor's solution shall support a process for importing (with second-party review and approval) journal information from a standardized Microsoft Excel spreadsheet to create journal entries based on configurable business rules. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 42 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM28 | The Contractor's solution shall allow for processing of "one time payments" based on configurable business rules. Payees receiving one time payments may not be required to have Tax ID and a unique Payee ID will be created for them. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 42 in file MT CPMS MPATH_CNSI Section 3.10.16 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Fiscal Management | FSCM29 | The Contractor's solution shall have the ability to combine payments under one tax ID per Department or have separate payments based on configurable business rules. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 43 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM30 | The Contractor's solution shall have a method for alerting appropriate State staff when significant change occurs in daily, weekly, or other time period payments, based on configurable business rules. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 43-44 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM31 | The Contractor's solution shall process and reconcile payments (e.g., original payment, replacements, voids) by account coding (e.g., fund code, division, speed chart, payee ID, warrants) at periodic intervals based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 44-45 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM32 | The Contractor's solution shall receive, store, maintain, and display returned payment information at the Individual Payee and/or group Payee level based on configurable business rules. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 45-46 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM33 | The Contractor's solution shall have the ability to use multiple Agency lockboxes for receiving checks and follow a financially acceptable process for batching, balancing, and dispositioning the checks as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 46-47 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM34 | The Contractor's solution shall have the ability to automatically validate that all Payees receiving incentive payments have met all the requirements for the incentive, based on configurable business rules. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 47 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM35 | The Contractor's solution shall provide the ability to perform both automated and manual audits of designated payment types (e.g., lump sum, incentive) and take appropriate action (e.g., reverse, no change, route) per Agency defined criteria. Manual review and disposition will occur online. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 48 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM36 | The Contractor's solution shall calculate and charge simple or complex interest on unpaid or partially paid accounts receivable based on configurable business rules and allow for exceptions (e.g., waive interest, change the start date, pause interest) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 48 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM37 | The Contractor's solution shall support multiple accounts receivable for a Payer and have a process for prioritizing and applying receipts to outstanding balances as defined by the Agency. If the system has accounts receivable for multiple Entities, then the prioritization will be separate for each Entity. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 49 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM38 | The Contractor's solution shall allow authorized users to override the prioritization order of accounts receivable as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 50 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM39 | The Contractor's solution shall have the ability to automatically set or change the collection status of an accounts receivable based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 50-51 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM40 | The Contractor's solution shall provide the ability to apply received payments from a different payee (e.g. NPI, Provider ID) than is associated to the accounts receivable, based on configurable business rules.. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 51-52 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM41 | The Contractor's solution shall have the ability to create work queues for different aging levels (e.g., 30, 60, 90 day) for Accounts Receivable based on configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 52 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM42 | The Contractor's solution shall have the ability to provide Payees flexible payment capabilities (e.g., one time, scheduled, recurring) via the online portal as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 52-53 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM43 | The Contractor's solution shall automatically initiate or generate statements reflecting all transactions applied to an accounts receivable on a regular timeframe (e.g., weekly, monthly) as defined by the Agency. The Contractor will display the statement via the portal and submit the notice via the Payees' preferred notification method. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 54 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM44 | The Contractor's solution shall automatically generate alerts to specified Entities (e.g., Payees, providers) for financial activities (e.g., delinquent accounts receivable, contract utilization thresholds, accounts receivables with no activity), based on configurable business rules. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 54 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM45 | The Contractor's solution shall automatically initiate or generate any notices to support financial processes (e.g., Accounts Receivable establishment notices, delinquency notices, increasing demand letters when accounts receivable are not satisfied, informational insert, hospitals for disproportionate share payment notices), based on configurable business rules. The Contractor will display the notice via the portal and submit the notice via the Payees' preferred notification method. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 55 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM46 | The Contractor's solution shall provide comprehensive search capabilities that allow authorized users to search within and across transaction types on a combination of fields (e.g., date range, account code, organization, subclass, employer/plan name, identification number, policy number, etc.) as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 55-56 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM47 | The Contractor's solution shall allow for one payment to be applied to multiple accounts receivable for one or more Payees, based on configurable business rules (e.g. recouping federal funds first and/or applying funds by dollar amount or percentage). | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 56-57 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM48 | The Contractor's solution shall assign or receive, store, maintain, and display account coding information (e.g., FMAP, program code, division, speed chart, voucher type) at the header and line level for every claim and financial transaction, regardless of how the transaction was created (e.g., automatically, manually, upload from spreadsheet, interface) based on configurable business rules. The Contractor solution shall provide this information to the Agency Data Warehouse to support budget tracking and allocations, such that details can be pulled when requested. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 57-59 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM49 | The Contractor's solution shall translate incoming transaction information into consistent state defined account coding based on configurable business rules. Information needed to trace back to the source system must be maintained. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 60 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM50 | The Contractor's solution shall indicate the date, time, reason and coding of any validation failure from an external Entity as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 60 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM51 | The Contractor's solution shall allow authorized users to resubmit corrections to transactions with validation errors from an external Entity as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 60 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM52 | The Contractor's solution shall include comprehensive edits to identify duplicate Payees and have an automatic and manual consolidation process, based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 60 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM53 | The Contractor's solution shall allow authorized users to maintain, modify and view financial transaction types and account codes. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 61 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM54 | The Contractor's solution shall provide an accounting structure (e.g., chart of accounts, program) that is compatible with the accounting structure used by an external entity. Additionally the solution shall translate and code outgoing transactions into standardized accounting codes using configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 61-62 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM55 | The Contractor's solution shall display financial side-by-side comparisons (e.g., expenditures by program, receipts) on a year to year basis for state fiscal year, calendar year, federal fiscal year, and rolling year as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 62-63 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM56 | The Contractor's solution shall include comprehensive edits (e.g. duplicate checking logic, duplicate check numbers) of financial transactions based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 63 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM57 | The Contractor's solution shall allow authorized users drill down capability to see all details linked to a specific financial transaction (e.g., claims/claim lines, per Member per month, accounts receivable) as defined by the Agency | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 63-64 in file MT CPMS MPATH_CNSI Section 3.10.16 |

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| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Fiscal Management | FSCM58 | The Contractor's solution shall automate a balancing process at different levels (e.g., payment level, department level, financial cycle level) to ensure the total amount paid is equal to the payment for claims plus or minus any financial transactions that were applied to the payment on a scheduled basis (e.g., daily, weekly) as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 64 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM59 | The Contractor's solution shall generate a financial transaction to refund the federal share of overpayments within federal guidelines or as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 64 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM60 | The Contractor's solution shall include sufficient detail to display any offsets to the payment (e.g., each discrete accounts receivable, discrete cash receipts) on the remittance advice as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 65 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM61 | The Contractor's solution shall have the ability to automate the posting of recoupments from other systems, based on configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 65-66 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM62 | The Contractor's solution shall allow for more than one accounting code to be assigned to each header or detail level of a claim, managed care or financial transaction as defined by the Agency. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 66 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM63 | The Contractor's solution shall provide an online mechanism which displays real time Aging of the accounts receivable providing both detailed (e.g., Name) and summary information as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 66-67 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM64 | The Contractor's solution shall provide an online mechanism which displays real time Accounts Receivable Collection Activity providing both detailed (e.g., Payee Type) and summary information of collection activity as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 67 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM65 | The Contractor's solution shall have processes to suspend, terminate, withhold, or continue processing payments to Providers under investigation as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 67-68 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM66 | The Contractor's solution shall provide the ability to drill down to any financial transaction that has been linked to a specific program integrity transaction as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 68 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM67 | The Contractor's solution shall allow for the collection and maintenance of recoveries that link to the SURS recovery solution as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 68 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM68 | The Contractor's solution shall group payments as defined by the Agency (e.g., by Payee, Department) to reduce the number of transactions issued. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 68-69 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM69 | The Contractor's solution shall provide the ability to enter financial transactions in real-time as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 69-70 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM70 | The Contractor's solution shall provide the ability to copy a financial transaction (e.g., adjustment) so that users can edit selected information without having to re-enter all the information as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 70 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM71 | The Contractor's solution shall have the ability to transfer payment information to an Entity for producing payments (e.g., warrant, check, EFT, journal, prepaid debit card, EBT card) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 70 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM72 | The Contractor's solution shall allow multiple adjustments for each financial transaction as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 70-71 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM73 | The Contractor's solution shall allow for the transfer of an accounts receivable when Payees go through change of ownership or other legal restructuring as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 71 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM74 | The Contractor's solution shall have the ability to manually or automatically identify, generate, and process refunds on a flexible schedule (e.g.,, specific day, date of the month, once a specific dollar amount has been reached) as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 71-72 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM75 | The Contractor's solution shall allow a single or group of financial transactions and related documents (e.g. statements, remittance advice, payments) to be held based on configurable business rules(e.g., member on review, provider on review, span dates). | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 72 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM76 | The Contractor's solution shall have the ability to deny, or cutback, the financial transaction (e.g. fund availability, contracted amounts) and reason will be noted on the invoice or remittance advice as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 72 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM77 | The Contractor's solution shall provide the ability to receive, record, and process all payments received for drug rebate in accordance with State and Federal requirements as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 73-74 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM78 | The Contractor's solution shall ensure interfaces are initiated or accepted by a specific time of day based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 74-75 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM79 | The Contractor's solution shall capture journal details (e.g., journal ID, journal status, date) from the return file from another Entity as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 75 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM80 | The Contractor's solution shall allow authorized users to manually initiate or generate any financial correspondence (e.g., statements, delinquency notices). Contractor will display the notice on-screen and submit the notice via the Payees preferred notification method as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 75 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM81 | The Contractor's solution shall have the capability to upload attachments and associate the attachments to the payee or line level on the appropriate financial transaction as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 76 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM82 | The Contractor's solution shall allow authorized users to manually create and modify journal entries as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 76-77 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM83 | The Contractor's solution shall allow users to manually apply recoupment rules across individual claims within a group of claims as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 77-78 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM84 | The Contractor's solution shall perform real-time audit/balance of interfaces (e.g. journals) within same business unit where the lines should balance to zero by fund and provide notification if they do not balance as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 78-79 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM85 | The Contractor's solution shall provide the ability to view detailed and consolidated history of all transactions (e.g., claims, invoices, payments, receipts, debt assessment, correspondence) applied to an account (e.g., Provider, Member, Payee). Allow the user to sort, filter, and group by transaction details (e.g., Payer, transaction type, date, status) as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 79 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM86 | The Contractor's solution shall have the ability to assign unique Payee ID to each Payee who is uniquely identified by Tax ID as defined by the Agency. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 79-80 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM87 | The Contractor's solution shall receive, store, maintain, and display detailed information on bank accounts as defined by the Agency. | No | Yes | Option A - Financial | E | S2 | COTS | T | Y | Refer to page 80 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM88 | The Contractor's solution shall have the capability to modify a Payee's bank account information (e.g. manually, automatically) within the system based on Agency policy using configurable business rules. | No | Yes | Option A - Financial | E | S2 | COTS | T | Y | Refer to page 81 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM89 | The Contractor's solution shall maintain effective dated payee information and link each payment to the payee information that was used at the time of payment as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 81 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM90 | The Contractor's solution shall have the ability for authorized users to produce or initiate payments in different formats (e.g., check, ACH, journal, prepaid debit card, EBT) retain detailed data related to the payment (e.g., Payee identification, reason for issuance) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 82 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM91 | The Contractor's solution shall have a process for all payments to be recorded and deposited daily, including payments from Payees who are not yet in the system, and link to an account receivable as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 82 in file MT CPMS MPATH_CNSI Section 3.10.16 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Fiscal Management | FSCM92 | The Contractor's solution shall calculate, receive, store, maintain, and display medical expenditure transactions processed outside of the Contractor's solution (e.g. spend-down, Member premium) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 83 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM93 | The Contractor's solution shall automatically apply claims or financial transactions to a contract total based on configurable business rules and display a running total of the contract balance as defined by the Agency. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 83 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM94 | The Contractor's solution shall be scalable to receive additional financial transactions as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 83 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM95 | The Contractor's solution shall receive, store, maintain, and display payment request information with a unique identifier to trace the payment back to the source as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 83-84 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM96 | The Contractor's solution shall receive, store, maintain, and display payment suspension, rejection, or cancellation reasons (e.g., incomplete tax information, payment below minimum threshold from the payment processing system) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 85 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM97 | The Contractor's solution shall allow authorized users to work and resolve suspended payments and release them for submission as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 85 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM98 | The Contractor's solution shall automatically reprocess system suspended transactions based on configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 85 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM99 | The Contractor's solution shall allow for a unique identifier for each transaction allowing users the ability to research and follow a transaction through the entire life cycle as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 86 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM100 | The Contractor's solution shall receive, store, maintain, and display summary and detail payment information (e.g., payment type, warrant number, voucher number, warrant status, date issued, date reconciled, date cashed, date cancelled, EBT status, EFT paid date, journal issued date) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 87 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM101 | The Contractor's solution shall support the prenote request process to another Entity, including determining when the process is required or overridden, using configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 87 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM102 | The Contractor's solution shall allow for authorized system users to enter and modify prenote information as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 88 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM103 | The Contractor's solution shall allow for authorized system users to enter and modify direct deposit information, including a comment field as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 88 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM104 | The Contractor's solution shall have the ability to display financial transactions that have not been paid and the reason for non-payment as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 88-90 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM105 | The Contractor's solution shall use configurable business rules to allow for Agency payments to be offset against outstanding accounts receivable or credit balances within the same department in determining the payment amount as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 90-91 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM106 | The Contractor's solution shall allow for withholding partial or full payments (e.g., reduce payment by percentage or by set amount, hold payments for a specific Provider type or specialty) based on configurable business rules. The Contractor's solution shall have the ability to send withheld amounts to a designated lien holder as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 91-92 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM107 | The Contractor's solution shall allow for the creation of multiple categories of accounts receivable (e.g., audit, overpayments, fraud) at the claim header and detail level, per Agency defined criteria. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 92 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM108 | The Contractor's solution shall have a flexible payment plan solution with automatic and manual options, per Agency defined criteria (e.g., start date of payment plans, exempt or include specific ARs, base payment amount on percentage of original AR or percentage of payment) with configurable business rules. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 93 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM109 | The Contractors solution shall ensure that payments received are deposited and accurately applied within a timeframe determine by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 94 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM110 | The Contractor's solution shall automate a balancing process to ensure the amounts of a transaction that is split between different account codes balances to the total amount of the transaction as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 94-95 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM111 | The Contractor's solution shall allow users to sort (e.g., date, amount, program) and filter (e.g., payee, suspension reason, date range, program, amount range) suspended payments as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 95 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM112 | The Contractor's solution shall have the ability to configure (e.g., add, update, remove) fields/metadata to be collected or stored for financial transactions. Any change to the fields/metadata will have effective date and end dates as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 95 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM113 | The Contractor's solution shall allow authorized users to manually suspend, correct, and release financial transactions based on configurable business rules as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 95-96 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM114 | The Contractor's solution shall ensure that Payees are eligible for payment before payment is generated, based on configurable business rules which can be specific for Payee type (e.g., Provider, Member, Vendor) or benefit (e.g., non-emergency transportation) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 96 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM115 | The Contractor's solution shall provide the ability for authorized users to search all financial transactions at any stage of processing (e.g., suspended, paid) based on one or more attributes (e.g., status, date range, Payee, type, amount range) as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 96-97 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM116 | The Contractor's solution shall allow for multiple lines on a financial transaction and distinct account coding on each line as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 97-98 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM117 | The Contractor's solution shall have the ability to process recoupments using predefined methodologies (e.g., percentage hierarchy, oldest claim first, payee, provider) based on configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 99 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM118 | The Contractor's solution shall have the ability to allow for Electronic Funds Transfer (EFT) for payments received for drug rebate and provide the detail (e.g., claim detail, dispute detail, invoice detail) as needed to apply to the correct program (e.g., Medicaid, Federal, Supplemental, State Drug Program) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 99 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM119 | The Contractor's solution shall allow for multiple payments from multiple systems to be applied to one accounts receivable using an established hierarchy as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 99-100 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM120 | The Contractor's solution shall have the ability to input data that controls the amount an Entity( e.g. payee, provider) is paid, by uploading a file (e.g., Excel, comma or pipe delimited file) or manual entry as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 100 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM121 | The Contractor's solution shall have the ability to manually transfer all or selected Accounts Receivable balances from one payee to another based on Agency configurable business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 100-102 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM122 | The Contractor's solution shall have the ability to manually and systematically change (e.g., retroactive, prospective, current) FFP for financial programs (e.g., Medicaid, CHIP, MCHIP, Family Planning, Refugee, Breast and Cervical Cancer, Money Follows the Person) as well as other elements (e.g., State Chart of Accounts) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 102 in file MT CPMS MPATH_CNSI Section 3.10.16 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Fiscal Management | FSCM123 | The Contractor's solution shall provide an online view of all non-claim based financial transactions that are scheduled for payment but have not been processed for payment as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 103 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM124 | The Contractor's solution shall systematically reverse all related transactions when a provider payment is cancelled, stale-dated or replaced as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 103 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM125 | The Contractor's solution shall process cash receipts (e.g., solicited and unsolicited) from providers and update records as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 103-104 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM126 | The Contractor's solution shall allow the Agency to determine which users are authorized to determine if an accounts receivable is applied in full or in part as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 104 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM127 | The Contractor's solution shall have the ability to send recoupment notifications to the appropriate payee, department/division and system(s) in electronic or paper format based on the recipients communication preferences and as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 104-105 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM128 | The Contractor's solution shall provide an online history view of all transactions (e.g., payments, transfers, charges, credits) made during a user-specified time period for each payee as defined by the Agency and in accordance with generally accepted accounting procedures. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 105 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM129 | The Contractor's solution shall create, store, and maintain amortization schedules for repayment of recoupments (i.e. payee overpayment) as defined by the Agency. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 106 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM130 | The Contractor's solution shall have the capability to establish an annual expenditure allowance by category (i.e. funding type, program category) for claims according to the timeframe designated for the program or waiver as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 107 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM131 | The Contractor's solution shall have the capability to establish an annual threshold allowance for claims according to the timeframe designated for the program or waiver as defined by the Agency. | No | Yes | Option A - Financial | F | S3 | SaaS | T | Y | Refer to page 107-108 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM132 | The Contractor's solution shall have the ability to make payments for the Electronic Health Records Incentive Programs payments as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 108 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM133 | Contractor's solution shall have the ability to track specific AR's by case number for the Office of the Inspector General as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 108-109 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM134 | The Contractor's solution shall recoup or apply a receipt to any Accounts Receivable balance and the receipt and recoupment should be updated with the details from one or more account receivable(s) attributes of the AR (e.g. COS, FFP, Dept ID, Program) for which the recoupment and receipt have been applied based on Agency defined business rules. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 109-110 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM135 | The Contractor's solution shall receive, capture, store, maintain, display, and track various types of fees (e.g., Hospital Fees, Nursing Home Provider Fees, etc.) for providers and non-providers based on manually entered or uploaded files of fees assessed or collected, and assign a unique identifier for each fee as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 110 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM136 | The Contractor's solution shall have the ability to allow Nursing home to enter patient days, generate an invoice (e.g. based on the days submitted, provider tax), track payments not received and auto generate a reminder or a notification based on the provider's chosen notification method to those who have not submitted their patient days as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 111 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM137 | The Contractor's solution shall allow the state to manually add interest to any outstanding fees as well as manually add, change, and delete amounts owed as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 111 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM138 | The Contractor's solution shall have the ability to identify and track payees with AR balances and the payee status (e.g., uncollectable, Demand Letter, Program Integrity review) as defined the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 111-112 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM139 | The Contractor's solution shall have the ability to apply a provider refund check to applicable claim(s) and systematically reduce the corresponding Accounts Receivables as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 112 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM140 | The Contractor's solution shall identify and prevent claims that have had a cash receipt previously applied from being subsequently adjusted as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 112 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM141 | The Contractor's solution shall have the ability to identify and apply configurable financial reason codes to specific financial transactions as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 112 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM142 | The Contractor's solution shall be able to refund withholding without affecting the 1099 balances using specific refund reason codes as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 113 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM143 | The Contractor's solution shall allow for holding partial or full payments (e.g., reduce payment by percentage or by set amount, hold payments for a specific Provider type or specialty, provider, payee, program, or aid category) based on configurable business rules. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 113 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM144 | The Contractor's solution shall calculate 1099s based on Federal Employee Identification Number (FEIN) or Social Security Number (Tax ID) and accumulate all payments to the same Tax ID on a single 1099 as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 113-115 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM145 | The Contractor's solution shall provide the capability to void stale dated checks manually and automatically at a time period defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 115 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM146 | The Contractor's solution shall have the ability to issue an amended 1099 and retain the original 1099 as defined by the Agency. | No | Yes | Option A - Financial | F | S1 | SaaS | T | Y | Refer to page 115-116 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM147 | The Contractor's solution shall allow for Accounts Receivable balances to be partially adjusted as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 116 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM148 | The Contractor's solution shall maintain, process, store, and track capitation payments on a frequency defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 116-118 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM149 | The Contractor's solution shall update each recoupment (e.g., payment amount, interest accrued this period , interest accrued to date, and receivable balance) after a payment is applied to the receivable, as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 118 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM150 | The Contractor's solution shall maintain a historical record of recoupments (e.g., original amount due, interest by period, total accrued interest, payments received, and current balance) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 119 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM151 | The Contractor's solution shall create and maintain positive or negative balance of a receivable; in the event of overpayment of a recoupment, use the recoupment data (e.g., payer, recoupment number, etc.) to create a payout as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 119 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM152 | The Contractor's solution shall have the capability to bypass the automatic update of a receivable and route to a business unit for manual review based on configurable business rules as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 119-120 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM153 | The Contractor's solution shall provide, maintain, and apply a configurable workflow to systematically route financial transactions for review and approval as defined by the Agency. | No | Yes | Option A - Financial | E | S1 | COTS | T | Y | Refer to page 120-121 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM154 | The Contractor's solution shall allow recoupments to be applied at the claim line item detail level as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 121-122 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM155 | The Contractor's solution shall support the monitoring, verification, and validation of the timeliness and accuracy of all payouts for services (e.g., regular audits by state and federal auditors, an independent auditor) as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 123 in file MT CPMS MPATH_CNSI Section 3.10.16 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Fiscal Management | FSCM156 | The Contractor's solution shall withhold the federal share of payouts to Medicaid providers to recover Medicare overpayments as defined by the Agency. | No | Yes | Option A - Financial | E | S3 | COTS | T | Y | Refer to page 123 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM157 | The Contractor's solution shall process replacements for lost or stolen warrants and update records with new warrant information as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 123 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM158 | The Contractor's solution shall create accounting extract files in a format that is suitable for upload to a third-party accounting system as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 124 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM159 | The Contractor's solution shall store sufficient accounting transaction detail to ensure that accounting transactions for each drug rebate program administered under the contract can be uniquely identified and maintained separately as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 124 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM160 | The Contractor's solution shall automatically post monies recouped to the principal and interest lines of a receivable as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 124 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM161 | The Contractor's solution shall accept, store, and maintain text notes associated with each recoupment as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 124-125 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM162 | The Contractor's solution shall have the ability to produce accurate annual 1099 forms in accordance with IRS specifications for all providers, vendors, and payees that reflect all payments and adjustments made (e.g. claims, adjustments, voids, and any other financial transactions) as defined by the Agency. | No | Yes | Option A - Financial | F | S2 | Saas | T | Y | Refer to page 125-126 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM163 | The Contractor's solution shall create an account receivable, or account payable for differences in percent of billed charges paid and maximum allowable amounts resulting from a cost settlement reconciliation on a timeframe as defined by the Agency. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 126 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM164 | The Contractor's solution shall receive, update, and store provider tax assessment amounts (e.g., Facility Reimbursement Allowance, Nursing Facility Reimbursement Allowance) as determined by the agency, by criteria (e.g., provider number, processing date, calendar year, and/or fiscal year) as defined by the Agency. | No | Yes | Option A - Financial | A | S1 | SaaS | T | Y | Refer to page 126-127 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM165 | The Contractor's solution shall allow updates to provider assessment amounts and/or allocation of the amounts to the Accounts Receivable using an automated and manual process as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 127 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM166 | The Contractor's solution shall have the capability to maintain a history of refunds displayed that is searchable and filterable as defined by the Agency. | No | Yes | Option A - Financial | D | S1 | COTS | T | Y | Refer to page 127 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Fiscal Management | FSCM167 | The Contractor's solution shall provide the capability to receive and process payments or have the ability to receive payments in different formats (e.g., check, ACH, cash, credit/debit card, e-check) as defined by the Agency. | No | Yes | Option A - Financial | C | S1 | COTS | T | Y | Refer to page 127-128 in file MT CPMS MPATH_CNSI Section 3.10.16 |
| Hosting and Environments | ENV03 | The Contractor's hosting solution shall provide the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with burst capacity. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 155-156 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Hosting and Environments | ENV06 | The Contractor shall provide the ability to run multiple sessions /environments/applications/areas/views simultaneously. This includes providing sufficient environments and configurations (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, disaster recovery). | Yes | | | A | S1 | PaaS | T | Y | Refer to page 156-160 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Hosting and Environments | ENV09 | The Contractor's environments (e.g., development, testing, training and production) shall be available and accessible twenty-four (24) hours a day, seven (7) days a week, with the exception of planned downtime due to system upgrades or routine maintenance. All planned downtime and maintenance outages shall be coordinated and approved by the Department at least five (5) business days in advance. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 160-165 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Hosting and Environments | ENV10 | The Contractor shall provide hosting services that shall meet all functional and non-functional requirements defined in the RFP. | No | | | A | S1 | PaaS | T | Y | Refer to page 165-167 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Hosting and Environments | ENV11 | The Contractor shall identify the physical location(s) where the Contractor's solution is installed and operating. In the event the Contractor is utilizing a SaaS or PaaS-based service the Contractor shall provide the State with sufficient identifying characteristics of the physical location(s) and allow the State to independently verify the security of said location(s). To the extent possible, the State must have transparent access to this location(s). | No | | | A | S1 | PaaS | T | Y | Refer to page 167-168 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Implementation and Acceptance | IA01 | The Contractor shall follow the following process for deploying each proposed solution(s) to production:<br><br>a. Submit an implementation letter to the State confirming that the solution is ready for implementation.<br>b. Receive the State's approval of the implementation letter, accepting the Contractor's confirmation.<br>c. Deploy the solution according to the approved Implementation Plan.<br>d. Provide confirmation that the solution has been deployed to production and the Contractor has completed three (3) calendar days of operations without significant operational issues defined as no critical or high defects.<br>e. Receive the State's acceptance of the system implementation. | Yes | | | NA | NA | NA | NA | NA | Refer to page 469 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Implementation and Acceptance | IA02 | The Contractor shall monitor the initial operation of the solution to ensure that there are no immediate or ongoing adverse effects on the Department's programs according to the performance expectations identified in the Contractor's scope of work. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 469-470 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Implementation and Acceptance | IA03 | The Contractor shall demonstrate that the System infrastructure (hardware, software, and interfaces) is operational and meets federal and State architectural, technical, security and privacy requirements as well as the business and functional requirements. | Yes | | | NA | NA | NA | NA | NA | Refer to page 470-473 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Implementation and Acceptance | IA04 | The Contractor shall provide Operational Readiness test results demonstrating that the solution meets all Service Level Agreements for system performance as defined in the scope of work. | Yes | | | NA | NA | NA | NA | NA | Refer to page 473-475 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Implementation and Acceptance | IA05 | The Contractor shall conduct an Operational Readiness Walkthrough with the Department to validate the operational readiness of the Contractor, the solution, and the Department. The Department must formally sign off on the Operational Readiness Checklist prior to proceeding to implementation. | Yes | | | NA | NA | NA | NA | NA | Refer to page 475-476 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Implementation and Acceptance | IA06 | The Contractor shall develop Operational Readiness Review Checklists (ORR) that will examine the actual solution characteristics and the procedures of the product's operation to ensure that all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system. | Yes | | | NA | NA | NA | NA | NA | Refer to page 476-477 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Integration | INT01 | The Contractor's solution shall have the ability to identify errors in member information and member eligibility transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data. | Yes | | | B | S1 | COTS | T | Y | Refer to page 177 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT02 | The Contractor's solution shall support retrieval and presentation of data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by the Agency. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 177 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT10 | The Contractor shall develop operational procedures in coordination with other enterprise module vendors to restore system availability. | Yes | | | NA | NA | NA | NA | NA | Refer to page 177-178 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT35 | The Contractor shall provide an architecture that has clearly defined service endpoints. | Yes | | | B | S1 | PaaS | T | Y | Refer to page 178 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Integration | INT40 | The Contractor shall provide technical, functional and performance documentation required by the IV&V Contractor for the solution in order to support IV&V reporting needs identified in the most current version of MECT. | Yes | | | NA | NA | NA | NA | NA | Refer to page 178 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT52 | The Contractor shall collaborate with all State enterprise contractors and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 178 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT54 | The Contractor's solution shall require (when appropriate), capture, and maintain the 10-digit NPI. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 179 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT55 | The Contractor's solution, shall accept the NPI in all applicable standard electronic transactions mandated under HIPAA | Yes | | | A | S1 | SaaS | T | Y | Refer to page 179 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT59 | The Contractor shall ensure all hardware, software, and communication components installed for use by State staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 179 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT61 | The Contractor's solution shall allow internal and external stakeholders to upload and view electronically submitted documents. | Yes | | | E | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 179-180 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT63 | The Contractor's solution shall have business process orchestration in an event-driven environment that maximizes process automation. | Yes | | | F | S3 | SaaS | T | Y | Refer to page 181 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT62 | The Contractor's solution shall ensure information and event notifications include aggregated and integrated information. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 180 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT65 | The system shall provide the ability to share and federate data with other data sharing partners. | Yes | | | F | S1 | COTS | T | Y | Refer to page 181-182 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT66 | The Contractor's solution shall provide the ability to create/edit, send, receive and process X12, NIEM standardized transactions and NCPDP D.0 transactions relative to the Contractor's scope of work. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 183--186 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT68 | The Contractor shall collaborate with the Systems Integrator to automatically report system availability to the SI availability solution. The frequency of each module component verification will be defined by the Department. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 186--190 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT70 | The Contractor shall identify and describe the licenses necessary for the scope of work to support the infrastructure that will provide sufficient bandwidth and redundancy to ensure accessibility, reliability/fault tolerance and acceptable performance. | Yes | | | B | S1 | PaaS | T | Y | Refer to page 190-191 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT73 | The Contractor shall be responsible for understanding the business processes to automate and orchestrate appropriate workflows, business rules, data flow and metadata within the solution and work collaboratively with the SI. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 191 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT77 | The Contractor's solution shall provide a highly automated systematic processing of healthcare claims and eligibility transactions. | No | | | F | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 192 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT78 | The Contractor shall provide an environment where components can be added or replaced quickly. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 193-194 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT79 | The Contractor's solution shall allow internal and external users to enter data using electronic forms and receive documents electronically from other systems. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 194 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT81 | The Contractor's solution shall have the capability to receive and display data , messages, and alerts from other systems in real-time. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 194-195 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT87 | The Contractor's solution shall provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g., provider enrollment and maintenance activities). | Yes | | | F | S1 | SaaS | T | Y | Refer to page 195-196 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT88 | The Contractor shall implement a solution where module components are loosely coupled and can be added or replaced quickly. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 196-197 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT93 | The Contractor shall provide electronic notification including detailed release notes for Major and Minor version, patches, updates and fixes deployed to the production environment. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 197 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT94 | The Contractor shall work collaboratively with module vendors to reconcile ODS data elements with the data elements for each module component. | Yes | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 197 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT107 | The Contractor's solution shall provide an architecture designed to support vertical and/or horizontal infrastructure and application scaling to meet increases in demand. | Yes | | | F | S1 | PaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 197-198 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT108 | The Contractor's solution shall use standard messaging formats (e.g. XML, JSON, EDI, etc.) to ensure interoperability. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 198 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT109 | All service endpoints/APIs shall be exposed to the State's Integration Platform and are able to receive and submit messages through the State's Integration Platform. | Yes | | | E | S1 | COTS | T | Y | Refer to page 198 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT110 | The Contractor's solution shall have the ability to identify errors in transactions and immediately notify the State's Integration Platform and the source system of the specific errors including whether the errors have precluded loading and/or using the data. | Yes | | | A | S1 | COTS | T | Y | Refer to page 200 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT111 | The Contractor's solution shall be integrated in loosely coupled design patterns with the rest of the enterprise by encapsulating its core functions and interacting with the rest of the enterprise via interfaces to and from the State's Integration Platform which leverage interoperability data standards. | No | | | A | S1 | SaaS | T | Y | Refer to page 200-201 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT112 | The Contractor's solution shall support standard web services and specifications (e.g., REST, WSDL, WS-*, SOAP, JSON, XML, EDI). | Yes | | | A | S1 | SaaS | T | Y | Refer to page 201 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT113 | The Contractor's solution must be capable of receiving, translating, and processing data to and from the variety of secure protocols (e.g., HTTPS, FTPs, SFTP, AS2, AS3). The Contractor shall include in their response a list of protocols supported. | Yes | | | F | S1 | SaaS | T | Y | Refer to page 201-202 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT114 | The Contractor shall participate in the Data Governance process, as defined and administered by the Agency. The Data Governance process will define processes and adjudicate concerns for items including but not limited to:<br>• Enterprise data lifecycle management processes (including master data management)<br>• Data synchronization processes<br>• Data formats for data exchanged by/between systems in Agency's Enterprise<br>• Management of reference data (i.e. code list versions)<br>• Dispute resolution for data management issues | No | | | F | S1 | SaaS | T | Y | Refer to page 202 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT115 | The Contractor's solution shall support full and incremental data synchronization between the solution and the State's Integration Platform for data entities as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 202 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Integration | INT116 | The Contractor's solution shall ensure that module operational data is available and is supplied to the State's Integration Platform in a format and frequency as defined by the Agency. The State's Integration Platform may require periodic data refreshes at agreed upon intervals. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 203 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT117 | The Contractor shall work with the Agency and the Systems Integrator if data quality issues arise and shall assist in remediating those issues. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours Refer to page 203 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT118 | The Contractor shall participate in the API Governance process, as defined and administered by the Agency. The API Governance process will define processes and adjudicate concerns for items including but not limited to:<br>• Design and definition of solution endpoint API specifications<br>• Revisions to solution endpoint APIs (minor & major)<br>• Deprecation of solution APIs<br>• Definition of data formats and code lists utilized by an API<br>• Dispute resolution for API designs and behavior<br>• Publication of solution API specifications to the Agency's API Registry | No | | | F | S1 | SaaS | T | Y | Refer to page 203 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT119 | The Contractor shall implement interfaces with the State's Integration Platform in accordance with technical specifications approved by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 204 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT120 | The Contractor's solution shall support query-based service calls (e.g. request & response) for data entities and associated query parameters as required by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 204 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT121 | The Contractor's solution shall support real-time notifications as required by the Agency including but not limited to: changes to solution's data, transaction events, etc. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 204 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT122 | The Contractor's solution shall transmit all dates in a format specified by the Agency (ISO8601). | No | | | F | S1 | SaaS | T | Y | Refer to page 205 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT123 | The Agency reserves the right to make use of and share with stakeholders at the Agency's discretion, the technical specifications supplied by the Contractor for the solution endpoints exposed to the State's Integration Platform. | No | | | A | S1 | SaaS | T | Y | Refer to page 205 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT124 | The Contractor shall ensure that all data, transactions and service calls between the Contractor's solution and other modules (including legacy systems) are routed through the State's Integration Platform as required by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 205 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT125 | The Contractor shall route data, transactions and service calls between the Contractor's solution and third-party systems and federal systems (e.g., CMS, IRS, SSA) through the State's Integration Platform as required by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 205-206 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT126 | The Contractor's solution shall utilize supporting services, data sources, or data feeds (master indices, reference data, etc.) provided by the State's Integration Platform as required by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 206 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT127 | The Contractor shall generate and supply solution test data (including synthetic or de-identified data). Test data shall approximate production data with sufficient fidelity to ensure reliability and accuracy of test results. | No | | | F | S1 | SaaS | T | Y | Refer to page 206 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT128 | The Contractor shall coordinate security configurations and data sensitivity for multiple environments (e.g. integration testing, pre-production) with the State's Integration Platform as required by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 206-207 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT129 | The Contractor's solution shall capture, log, maintain and supply upon request to the Agency metadata for transactions and service calls between the solution and the State's Integration Platform. Metadata shall include but is not limited to, enterprise-supplied transaction IDs, transaction success/failure status, and other information as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 207-208 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Integration | INT130 | The Contractor must maintain any and all hardware and software products required to support the Contractor's solution at their most current major version (patches, fixes, upgrades, and releases for all software, firmware and operating systems) or no more than one version back from the most current major version. | No | | | F | S1 | SaaS | T | Y | Refer to page 209 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR01 | The Contractor's solution must ensure that all data exchanges including inbound and outbound interfaces shall comply with industry standards (e.g., National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST), HIPAA-compliance standards, Health level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR)). | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 277 inthe file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR02 | The Contractor shall support the exchange of data between the System and the systems with which it interfaces (including external entities) to facilitate business functions that meet the requirements of Department policy, and federal and State rules and regulations. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 277-278 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR04 | The system shall send and receive real-time discrete transactions between modules and the State's integration platform to reduce the need for bulk data transfers. | Yes | | | E | S1 | COTS | T | Y | Refer to page 278-279 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR05 | The Contractor's solution shall provide the ability to view raw daily interface files for up to sixty (60) calendar days. Archive raw daily interface files after sixty (60) calendar days and maintain for up to six (6) months. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 279 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR06 | The Contractor's solution shall provide the ability to view raw monthly and quarterly interface files for up to one year (365) calendar days. Archive raw monthly and quarterly interface files for two years (730) calendar days and maintain for up to two (2) years. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 279 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR08 | The Contractor's solution shall include a process and toolset to maintain interfaces, code, and data models. | Yes | | | D | S1 | COTS | T | Y | Refer to page 280 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR11 | The Contractor shall design, develop and maintain interfaces. Each Application Program Interface (API) and components that will interface with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon ICD template. This effort is performed in collaboration with other stakeholders in the State's healthcare programs enterprise. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 280-281 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR12 | The Contractor shall ensure proprietary interfaces and protocols between modules are not used. | Yes | | | D | S1 | COTS | T | Y | Refer to page 281 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR33 | The Contractor shall document all interfaces in the Agency's Interface Control Document (ICD) format which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. The Agency will approve finalized interface designs detailed in the ICDs. | Yes | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 281 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Interfaces | INR34 | The Contractor's solution shall include all integrations/interfaces listed in Attachment F - Requirements Response Matrix in their overall fixed price. | No | | | NA | NA | NA | NA | NA | Refer to page 281 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Key Personnel and Resources | KR01 | The Contractor can use off-shore and near-shore resources. However, offshore or near shore resources cannot develop security controls. The Contractor shall advise the Department when work is being completed by offshore or near shore resources. The Contractor shall ensure that all Contractor practices and procedures, including but not limited to secure coding practices are used by all resources. | Yes | | | NA | NA | NA | NA | NA | Refer to page 544 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR02 | The Contractor, and any of its subcontractors, shall work cooperatively with module Contractors and Department staff to ensure the success of the program. | Yes | | | NA | NA | NA | NA | NA | Refer to page 544 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Key Personnel and Resources | KR03 | The Contractor shall help prevent project delays and address them if they occur. This includes assurances that sufficient resources and knowledgeable, experienced staff are available to meet the required project schedule. | Yes | | | NA | NA | NA | NA | NA | Refer to page 545 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR04 | The Contractor shall provide sufficient personnel to administer and execute required project activities, including approvals, during development, implementation, and operations. | Yes | | | NA | NA | NA | NA | NA | Refer to page 545-546 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR07 | Key personnel described in the proposal shall become named resources on the project and are subject to the following requirements:<br><br>a. Key personnel shall not be transferred or removed without prior approval of the Department.<br>b. The Department will approve key personnel assigned to the Contract.<br>c. The Department reserves the right to request removal of any Contractor staff or subcontractor staff, if applicable, assigned to the project, and the Contractor shall comply with any such request immediately.<br>d. If a vacancy occurs in a key role, the Contractor shall fill the position in compliance with identified SLAs. | Yes | | | NA | NA | NA | NA | NA | Refer to page 546 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR08 | The Contractor must designate a Project Manager to represent and oversee the day-to-day activities of the project. This individual shall serve as the Department's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other contractors, and stakeholders. | Yes | | | NA | NA | NA | NA | NA | Refer to page 547 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR09 | The Contractor's Project Manager must meet the following qualifications including:<br><br>a. A minimum of seven (7) years' project management experience managing projects of similar size and scope, preferably in Medicaid or the healthcare industry. This experience must include relevant experience within the last three (3) years from the release date of the RFP.<br>b. Project Management experience should include each phase of the system development life cycle.<br>c. Project management certification through the Project Management Institute (PMI) is preferred. | Yes | | | NA | NA | NA | NA | NA | Refer to page 547-548 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR11 | The Contractor's Integration Lead must meet the following qualifications including:<br>a. Minimum of five (5) years leading system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project.<br>b. Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software).<br>c. A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred. | Yes | | | NA | NA | NA | NA | NA | Refer to page 548-549 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR12 | The Contractor must designate a Testing Lead to coordinate all testing activities. | Yes | | | NA | NA | NA | NA | NA | Refer to page 549 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR13 | The Contractor's Testing Lead must meet the following qualifications including:<br>a. Minimum of three (3) years experience leading testing activities for a project similar in size and scope to this project.<br>b. In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system. | Yes | | | NA | NA | NA | NA | NA | Refer to page 549 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR14 | The Contractor must designate a Contract Manager to be the single point of contact for matters concerning the Contractor's performance under the Contract. This person shall have the authority to make decisions that are binding to the Contract, shall be responsible for timely completion of the project, and shall be responsible for meeting all contractual obligations. | Yes | | | NA | NA | NA | NA | NA | Refer to page 54-550 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR15 | The Contractor's Contract Manager must have a minimum of five (5) years' contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in size and scope to this project. | Yes | | | NA | NA | NA | NA | NA | Refer to page 550 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR16 | The Contractor shall submit two (2) references for each of the key personnel being proposed for the project. Each reference should depict relevant and current experience for work completed no more than seven (7) years prior to the date of this RFP. | Yes | | | NA | NA | NA | NA | NA | Refer to page 550-552 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR17 | The Contractor must demonstrate that it can commit an adequate level of technical and human resources sufficient to complete the project within the required time frame and to meet the quality requirements outlined in this RFP. Furthermore, the level of technical and human resources which the Contractor agrees to commit to the project at the time of proposal must be maintained throughout the life of the project at a necessary level to complete the scope of work. | Yes | | | NA | NA | NA | NA | NA | Refer to page 552-553 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR18 | The Contractor's staff shall have sufficient experience appropriate for their role. | Yes | | | NA | NA | NA | NA | NA | Refer to page 553 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR19 | The Contractor must supply a Personnel Background Check Attestation (written documentation) of a favorable background check for Contractor personnel who might reasonably be expected to access sensitive and confidential member data contained in any system accessed during the course of the Contract. The Department may request the removal of staff for disqualifying offenses. Contractor must describe their process for performing background checks for non-US citizens or Green Card holders. | Yes | | | NA | NA | NA | NA | NA | Refer to page 553 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR20 | The Contractor's Project Manager shall be required to perform work at the State's primary project location (e.g., city, state), unless approved by the Department to work remotely. | Yes | | | NA | NA | NA | NA | NA | Refer to page 554 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR21 | The Contractor's staff shall be available Monday through Friday as early as 7:00 AM and as late as 6:00 PM in the time zone of the participating State. | Yes | | | NA | NA | NA | NA | NA | Refer to page 554 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR22 | For any work performed at a location other than the primary Project site, the Contractor must identify the specific location (city, state, country), describe the type of work to be performed, and the percent of the total hours for that type of work at that location. | Yes | | | NA | NA | NA | NA | NA | Refer to page 554-555 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR23 | The Contractor's staff working remotely, must be available to work in the State's primary project location at the Department's' request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment). | Yes | | | NA | NA | NA | NA | NA | Refer to page 556 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR25 | The Contractor's key personnel and/or management replacement must meet the minimum qualifications for the position . The Contractor shall provide a detailed resume for a proposed key personnel and/or management replacement. Replacements are subject to Department approval prior to any assignment. | Yes | | | NA | NA | NA | NA | NA | Refer to page 556 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR26 | The Contractor shall provide the appropriate level of knowledge transfer/training to Contractor staff. | Yes | | | NA | NA | NA | NA | NA | Refer to page 556-557 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR28 | The Contractor must designate a Certification Lead to coordinate all certification activities. | Yes | | | NA | NA | NA | NA | NA | Refer to page 557 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Key Personnel and Resources | KR29 | The Contractor's Certification Lead must meet the following qualifications including:<br><br>a. Minimum of three (3) years experience certifying systems against industry standards for projects similar in size and scope to this project.<br>b. In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system. | Yes | | | NA | NA | NA | NA | NA | Refer to page 557-558 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR34 | The Contractor's key personnel positions may not be vacant for more than 10 Business Days without a qualified substitute (temporary replacement). A qualified substitute must be in place no more than 10 Business Days after the separation date of the vacating resource. The definition of a qualified substitute is someone meeting the requirements of the RFP and Contract Section 4. The Contractor may not fill vacant key personnel positions with other existing key personnel without approval by the Department. The Department will also have the authority to approve proposed replacements of key personnel by the Contractor. | Yes | | | NA | NA | NA | NA | NA | Refer to page 558 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR35 | The Contractor must designate an Integration Lead to coordinate with the Systems Integrator, other module vendors, and other stakeholders, manage the design, configuration/build, integration, defect management, and implementation of the Contractor's scope of work. | Yes | | | NA | NA | NA | NA | NA | Refer to page 558 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR36 | The Contractor shall provide key personnel that at a minimum include the Project Manager, Technical Manager, Contract Manager, Claims Manager, Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. For the Operations Phase of the Program, the Contractor shall provide key personnel that at a minimum include the Project Manager, Operations Manager, Claims Manager, Technical Manager, and Contract Manager. Key personnel shall not hold more than one key role unless otherwise approved by the Agency. The Agency will review and approve all key personnel. | No | | | NA | NA | NA | NA | NA | Refer to page 558-560 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR37 | For Option A - Financial, the Contractor shall provide defined key personnel of Financial Manager for the Operations, Maintenance and Configuration phase of the project. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel. | No | Yes | Option A - Financial | NA | NA | NA | NA | NA | Refer to page 560 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR38 | For Option B - Call Center, the Contractor shall provide defined key personnel of Provider Relations Manager and Enrollment Broker Manager for the Operations, Maintenance and Configuration phase of the project. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel. | No | Yes | Option B - Call Center | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 561 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR39 | For Option C - Federal Reporting, the Contractor shall provide defined key personnel of Federal Reporting Manager for the Operations, Maintenance and Configuration phase of the project. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel. | No | Yes | Option C - Federal Reporting | NA | NA | NA | NA | NA | Refer to page 561-562 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR40 | For Option D - State Specific Requirements, the Contractor shall provide key personnel for the Operations, Maintenance and Configuration phase of the project as defined in the Participating State's Participating Addendum. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel. | No | Yes | Option D - State Specific Requirements | NA | NA | NA | NA | NA | Refer to page 562 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR41 | For Option A - Financial, The Contractor shall provide key personnel at a minimum that include a Financial Services Project Manager, Financial Services Lead Analyst, during the DDI and Certification Phases of the Program. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Department will review and approve all key personnel. | No | Yes | Option A - Financial | NA | NA | NA | NA | NA | Refer to page 562 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR42 | For Option B - Call Center, The Contractor shall provide key personnel at a minimum that include a Call Center Implementation Project Manager, Call Center Lead Analyst, during the DDI and Certification Phases of the Program. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Department will review and approve all key personnel. | No | Yes | Option B - Call Center | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 563 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Key Personnel and Resources | KR43 | For Option C - Federal Reporting, The Contractor shall provide key personnel at a minimum that include a Federal Reporting Implementation Project Manager, and three Federal Reporting Lead Analysts for the following areas: 1) Transformed Medicaid Statistical Information System ( TMSIS), 2) CMS-64, CMS-21, CMS-37, 3) All other state and Federal reporting during the DDI and Certification Phases of the Program. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Department will review and approve all key personnel. | No | Yes | Option C - Federal Reporting | NA | NA | NA | NA | NA | Refer to page 563 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Member and Provider Call Center | MPCC01 | The Contractor shall staff, operate, and maintain a call center for members and providers with staff that are experienced, knowledgeable, and certified (if necessary) on the Agency's policies and claims solution as defined by the Agency | No | Yes | Option B - Call Center | NA | S4 | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 5 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC02 | The Contractor shall provide an Automated Call Distribution (ACD) solution that intelligently prioritizes, sequences, and routes calls, via configurable workflow processes, in an order (e.g., agent availability, skill level, call type) as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 5-6 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC03 | The Contractor's solution shall provide the software and services to enable and support interactive communications via SMS, chat, and email between the call center staff, Agency staff, the Agency's designee , and member and provider stakeholders as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 6-7 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC04 | The Contractor's solution shall provide HIPAA-compliant interactive communication methods (e.g., email, text chat) as defined by the Agency. | No | Yes | Option B - Call Center | NA | S4 | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 7 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC05 | The Contractor's solution shall provide automatic screen presentation of member/provider data (e.g., name, provider or member ID, phone number, email address, preferred language, associated documents, historical call records) when the call is answered as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 7-8 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC06 | The Contractor's solution shall provide multiple language options (e.g., English, Spanish) and services for the hearing impaired (TTY/TTD) as defined by the agency | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 8 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC07 | The Contractor's solution shall provide and maintain industry standard quality monitoring capability (e.g., silent monitoring, assignment of unique tracking numbers, voice and screen/multi-media capturing) to analyze the entire call experience as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 9 in file MT CPMS MPATH_CNSI Section 3.10.17 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Member and Provider Call Center | MPCC08 | The Contractor's solution shall track, store, monitor, maintain, report and display on a dashboard call center statistics at intervals as defined by the Agency (e.g., real time, weekly, monthly, quarterly, and annually) to include, but not limited to:<br>a) Abandon rate<br>b) Availability and agent utilization<br>c) Average speed of answer (ASA)<br>d) Call duration (e.g., minutes, seconds)<br>e) Call volume<br>f) Customer satisfaction<br>g) Contact time (e.g., minutes, seconds)<br>h) One call resolution rate<br>i) Peak hour statistics<br>j) Identification of historical trends<br>k) Busy signal<br>l) Disconnected calls<br>m) Other areas as defined by the Agency | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 9-11 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC09 | The Contractor's solution shall provide searchable and viewable communication management system that tracks all call center activities and communications, including all correspondence that is generated to and received from providers and members. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 12 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC10 | The Contractor's solution shall provide, maintain and operate a secure interactive voice response system (IVRS) with a Contractor-supplied telephone number(s) (e.g., local, toll-free), as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 13 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC11 | The Contractor shall provide an Interactive Voice Response System (IVRS) that allows a caller to select an option to reach a live call center representative during hours of operation with the ability to support call center integration with a configurable menu-driven design, as defined by the Agency, that allows for efficient navigation to the appropriate resource(s). In addition the IVRS shall support configurable scripts for announcements and messages (e.g., regarding hours of operation, emergencies, and system availability) as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 13 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC12 | The Contractor's solution shall provide configurable role-based menus to authorized users that restricts the user's access to information appropriate for the user type as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 14 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC13 | The Contractor shall create, configure, and maintain Agency approved IVRS voice messages, messages, responses, prompts by the required implementation date. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 14 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC14 | The Contractor's solution shall provide the appropriate and scalable number of in-bound and out-bound access lines to meet caller demand based on monthly statistics as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 14-15 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC15 | The Contractor's solution shall provide the ability to log and track incoming calls with call reason and queue codes (e.g., eligibility, claims, EDI, helpdesk) as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 15 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC16 | The Contractor's solution shall provide the ability to log and track outgoing calls with call reason and queue codes (e.g., eligibility, claims, EDI, helpdesk) as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 16 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC17 | The Contractor's solution shall provide the capability to store, track, prioritize, and maintain a configurable log (e.g.,, date/time reported, issue, description, follow up completed, resolution, escalation contact and workflow) of member and provider complaints received by the call center through the resolution and closure of the complaint. The Agency will have real-time access to detailed information about all complaints. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 16 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC18 | The Contractor's solution shall capture, store, maintain, and report detailed information, including a unique transaction number, for all inquiries made to the ACD, IVRS and FAXBACK including information requested and conveyed, as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 16 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC19 | The Contractor's solution shall capture, record, store, and maintain call information (e.g., time and date of call, duration, name and contact information, reason for calling, agent response, status of resolution, resolution description) for operations staff to utilize for research and/or auditing purposes as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 17 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC20 | The Contractor's solution shall capture, store, monitor, maintain, report and display all unique transactions (e.g., ACD, IVRS, Faxback) on a dashboard by transaction type with the ability to search and filter (e.g., call type, provider or member ID, name, representative's ID or name, or a combination of these data elements) and view the audit trail of each transaction as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 17 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC21 | The Contractor's solution shall have the ability to automatically or manually route calls (e.g., internal, external, IVRS/FaxBack, voicemail) between the IVRS and the ACD as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 17 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC22 | The Contractor's solution shall have the ability to update callers within the queue regarding how long the anticipated wait time is until their call is answered, with a routing option to leave a voicemail as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 18 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC23 | The Contractor shall conduct quality call monitoring on a randomly selected sample of daily calls (a minimum of one half of one percent (0.005%) and no less than one call per agent, per day). The Contractor shall document and retain results of the quality call monitoring and submit the reports to the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 18-21 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC24 | The Contractor shall provide certified language interpretation (for verbal communication) and translation (for written communication) services for all callers and correspondence. | No | Yes | Option B - Call Center | NA | S4 | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 21 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC25 | The Contractor's solution shall utilize the same call center solution for both provider and member help line. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 21 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC26 | The Contractor's solution shall provide users the ability to attach or link one or more associated documents (e.g., MS Word, Excel, PDF, image) to one or more unique call records and allow for viewing , printing, emailing, or faxing of documents from within the call or linked call record, as defined by the Agency. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 22 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC27 | The Contractor's solution shall provide the ability to survey callers to rate performance measures (e.g., quality, timeliness, and other service delivery elements carried out by the Call Center) as defined by the Agency. The Contractor's solution shall capture caller satisfaction scores to determine the average satisfaction percentage score. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 22 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Member and Provider Call Center | MPCC28 | The Contractor shall capture, store, and maintain a multimedia recording of each distinct call center agent interaction with supporting index information (e.g., agent, topic, authorized user id, member id, provider id, date/time) as defined by the Agency. Upon request, provide the Agency with electronic copies of multimedia recordings which shall be archived according to Agency defined retention requirements. | No | Yes | Option B - Call Center | A | S4 | SaaS | T | Y | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 23 in file MT CPMS MPATH_CNSI Section 3.10.17 |
| Operations, Maintenance, and Configuration | OMC01 | The Contractor shall cooperate and assist the Department in responding to all law enforcement, federal and State audit and review requests. The Contractor shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information. | Yes | | | NA | NA | NA | NA | NA | Refer to page 506 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Operations, Maintenance, and Configuration | OMC02 | The Contractor shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 506-509 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC03 | The Contractor shall conduct an annual test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recover/Business Continuity Test Report that includes the outcome, corrective action plan, and revisions, if any, to the Department. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 509-510 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC04 | The Contractor shall provide Operations support, Maintenance, and ongoing Configuration of the provided Solution(s) throughout the life of the Contract. This includes providing Operations support as described in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). The Contractor will follow project management and system development processes throughout the life of the Contract.<br><br>The Department defines maintenance for each module as follows:<br><br>1. Making configuration updates as requested by the State. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic.<br>2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications.<br>3. Correcting deficiencies (defects) found in the solution(s) based on a failure to meet the detailed requirements in completed enhancement, configuration or maintenance requests.<br>4. Conducting research requested by the State or required to support the Department. For example:<br>a. System behavior and results<br>b. New healthcare initiatives<br>c. Best practices research across states and industry<br>d. Impacts of new State and federal legislation<br>5. Performing mass adjustments or mass changes as requested by the State or required to support the State's healthcare programs (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes).<br>6. Performing regular maintenance as needed by the State required to support the State's healthcare programs. Examples of maintenance include but are not limited to:<br>a. Performance optimization.<br>b. Database management.<br>c. Software, hardware, and tools (e.g., patches, upgrades, and replacement).<br>d. Interface, report, and correspondence changes.<br>e. Making corrections or changes to maintain the integrity of the system or the data within it (e.g., backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures, adding redundancy).<br>7. Using appropriate testing, configuration, and change control procedures. | Yes | | | NA | NA | NA | NA | NA | Refer to page 510-526 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC05 | The Contractor shall provide a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 526-527 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC06 | The Contractor shall have processes in place to restrict access when inappropriate system access or misuse is detected. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 527 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC07 | The Contractor shall test and implement all production ready patches, upgrades, and releases for all software, firmware and operating systems in a timely manner, in coordination with other modules. | Yes | | | NA | NA | NA | NA | NA | Refer to page 527-528 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC12 | The Contractor shall notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system outages). | Yes | | | NA | NA | NA | NA | NA | Refer to page 528-529 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC15 | The module Contractor shall provide help desk services to provide level 0 (customer self-service) level 1(basic support), level 2 (moderate support) that includes as appropriate, escalation to the State and level 3 (technical/integration) support related to the functionality of the module's scope of work. Level 1 help desk is the first point of contact and is responsible for logging the issue and, if possible, assisting the user. | Yes | | | D | S1 | SaaS | V | Y | Refer to page 530-531 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC16 | The Contractor shall provide online help for external and internal users. | Yes | | | B | S1 | SaaS | T | Y | Refer to page 531-532 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC18 | The Contractor shall notify the Department when updated reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials) are available for review. | Yes | | | NA | NA | NA | NA | NA | Refer to page 532 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC19 | The Contractor shall provide 24x7 access to the Department for all reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials). | Yes | | | NA | NA | NA | NA | NA | Refer to page 532-533 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC30 | The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | | | NA | NA | NA | NA | NA | Refer to page 533-534 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Operations, Maintenance, and Configuration | OMC31 | The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | | | NA | NA | NA | NA | NA | Refer to page 534 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC32 | The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option A - Financial | NA | NA | NA | NA | NA | Refer to page 534-535 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC33 | The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option A - Financial | NA | NA | NA | NA | NA | Refer to page 535 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC34 | The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option B - Call Center | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 535-536 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC35 | The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option B - Call Center | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 536 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC36 | The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option C - Federal Reporting | NA | NA | NA | NA | NA | Refer to page 537 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC37 | The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option C - Federal Reporting | NA | NA | NA | NA | NA | Refer to page 537 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Operations, Maintenance, and Configuration | OMC38 | The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option D - State Specific Requirements | NA | NA | NA | NA | NA | Refer to page 538 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Operations, Maintenance, and Configuration | OMC39 | The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. | No | Yes | Option D - State Specific Requirements | NA | NA | NA | NA | NA | Refer to page 538 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Performance | PRFM01 | The Contractor shall develop a method for maintaining performance compliance with Service Level Agreements (SLA). | Yes | | | B | S1 | SaaS | T | Y | Refer to page 627 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Performance | PRFM04 | The Contractor shall meet Service Level Agreements and integrate tools for monitoring system and component performance and create the necessary reports or supply a dashboard to support SLAs. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 627-628 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Performance | PRFM05 | The system shall track performance measures for each SLA requirement using predefined and ad hoc reporting methods | Yes | | | A | S1 | SaaS | T | Y | Refer to page 628 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Pricing and Payment | PP01 | The Contractor's solution shall store, on the header and/or each claim line, the claims payment methodology used to adjudicate the respective header and/or claim line. | No | | | F | S3 | SaaS | T | Y | Refer to page 732-733 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP02 | The Contractor's solution shall provide a configurable hierarchy of pricing and reimbursement methodologies determined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 733-734 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP03 | The Contractor's solution shall accept and process Medicare crossover claims using Medicare coinsurance and deductible amounts on the coordination of benefits segment/s using Agency configurable rules (e.g., claim type, provider type, benefit package, age, Medicare coinsurance, Medicare Deductible, Medicaid allowed, etc. with Medicaid as the payer of last resort). | No | | | F | S1 | SaaS | T | Y | Refer to page 734-735 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP04 | The Contractor's solution shall ensure all applicable third-party payment information is captured, stored, applied, and reported based on Agency configurable business rules. | No | | | F | S1 | SaaS | T | Y | Refer to page 735 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP05 | The Contractor's solution shall identify claims applicable for drug rebate processing and post appropriate claim edits in accordance with 42 USC 1396r-8 PAYMENT FOR COVERED OUTPATIENT DRUGS (e.g., Medicare crossover, physician administered drugs), store a drug rebate indicator, and transmit the required data to the appropriate system. | No | | | F | S1 | SaaS | T | Y | Refer to page 735-737 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP06 | The Contractor's solution shall reimburse providers based on Medicare's Outpatient Prospective Payment System (OPPS), based on Agency configurable business rules (e.g., Ambulatory Surgery Center, Hospital Outpatient, Comprehensive Outpatient Rehabilitation Facility (CORF)). | No | | | F | S1 | SaaS | T | Y | Refer to page 737 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP07 | The Contractor's solution shall provide a clinical claims editor (grouper) with the capability to price inpatient hospital services according to DRG methodologies defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 737-738 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP08 | The Contractor's solution shall obtain transportation documentation via interface from the Agency's Ambulance Trip Reporting System and store the documentation associated with the claim in order to fully adjudicate ambulance transportation claims. | No | | | F | S3 | SaaS | T | Y | Refer to page 738 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP09 | The Contractor's solution shall allow for configurable claim copays and/or cost-share assessments (e.g., benefit plan, age, claim type, service, provider, race, IHS utilization, nursing home residents, household limits by time period, and cost-share coordination) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 738-739 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP10 | The Contractor's solution pricing process shall establish the allowed amount of the claim prior to member copay and/or cost-share amount. | No | | | F | S2 | SaaS | T | Y | Refer to page 739 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP11 | The Contractor's solution shall capture, store, maintain, and report deductibles, copay, and coinsurance paid by member and benefit plan and/or program type. | No | | | F | S2 | SaaS | T | Y | Refer to page 739-740 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP12 | The Contractor's solution shall have the ability to capture, store, report, and apply multiple third party payments (e.g., primary, secondary, tertiary) to a single claim in the order indicated on the TPL data source. | No | | | F | S1 | SaaS | T | Y | Refer to page 740-741 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP13 | The Contractor's solution shall accept member liability (e.g., Spenddown, nursing home, maximum out-of-pocket, cost-share coordination). information from relevant source(s) (e.g., eligibility, financial) and apply configurable business rules to deduct the liability from the appropriate claims. | No | | | F | S1 | SaaS | T | Y | Refer to page 741-742 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP14 | The Contractor's solution shall track copays applied and/or credited for each assessment period. | No | | | F | S1 | SaaS | T | Y | Refer to page 742-743 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP15 | The Contractor's solution shall notify the provider of cost sharing deducted from each claim (e.g. EOB, CARCs, RARCs, remittance advice (RAs)). | No | | | F | S3 | SaaS | T | Y | Refer to page 743-744 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP16 | The Contractor's solution shall provide the capability to view and maintain cost share information (e.g., maximum out of pocket, cost share) and generate notification as specified by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 745-746 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP17 | The contractor's solution shall track cost sharing applied and/or adjusted/voided/credited for each assessment period and create a new assessment period as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 746-747 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP18 | The Contractor's solution shall calculate each claim's cost share (e.g., copayments, LTC patient liability) as specified by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 747-748 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP19 | The Contractor's solution shall price claims according to pricing data and reimbursement methodologies applicable on the date(s) of service on the claim. | No | | | F | S1 | SaaS | T | Y | Refer to page 749 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP20 | The Contractor's solution shall include configurable alerts to notify the appropriate work unit of any payment changes requiring further review or investigation (e.g. statistical variances or rapid payment changes). The Agency shall define the work unit and notification process. | No | | | F | S2 | SaaS | T | Y | Refer to page 750 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP21 | The Contractor's solution shall reimburse providers' inpatient claims identified as client transfers based on the Agency's pricing methodology. | No | | | F | S2 | SaaS | T | Y | Refer to page 750-751 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP22 | The Contractor's solution shall reimburse providers short stay inpatient claims based on the Agency's pricing methodology. | No | | | F | S2 | SaaS | T | Y | Refer to page 751-752 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Pricing and Payment | PP23 | The Contractor's solution shall reimburse providers pro-rated eligibility inpatient claims (e.g., overlapping benefit plans, changes in benefit plan) based on the Agency's pricing methodology. | No | | | F | S2 | SaaS | T | Y | Refer to page 752 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP24 | The Contractor's Solution shall have the ability to support outlier and interim billing as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 752-753 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP25 | The Contractor's solution shall provide the capability for the Agency to utilize multiple criteria to price services at different rates (e.g., geographic region, benefit plan). | No | | | F | S2 | SaaS | T | Y | Refer to page 753 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP26 | The Contractor's solution provide the capability to exempt select services or members from cost share based on Federal or State law (e.g., emergency services, preventive services, family planning services, pregnancy related services, generic drugs, immunizations, EPSDT) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 754-755 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP27 | The Contractor's solution shall provide the ability to create and modify rate types (e.g., rate increases/decreases, payment methodologies, beginning and end dates, date of service) based Agency defined business rules. All changes shall be effective dated and provide the user the capability to perform the changes in real time. | No | | | F | S2 | SaaS | T | Y | Refer to page 755 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP28 | The Contractor's solution shall provide capability to price medical claims that include physician administered drugs, including compound drugs, as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 756 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP29 | The Contractor's solution shall have the ability to apply a rate cap to claim line items based on the prior authorized rate, as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 756-757 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP30 | The Contractor's solution shall have the ability to calculate and apply member liability at the header or line level (e.g., FPL, aid category, benefit plan, monthly out of pocket maximum allowance, or other factors) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 757-758 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP31 | The Contractor's solution shall set a manual pricing indicator flag on a claim that is manually priced by a user. The solution shall capture and store the reason for the manual pricing and identify the user. | No | | | F | S1 | SaaS | T | Y | Refer to page 758-759 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP32 | The Contractor's solution shall provide a grouping functionality that supports header and line level grouping methodologies (e.g., APR-DRG, APC ) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 759 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP33 | The Contractor's solution shall utilize configurable data elements and business rules that support the requirements of 42 CFR 447. | No | | | F | S2 | SaaS | T | Y | Refer to page 760 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP34 | The Contractor's solution shall retain pricing and reimbursement methodologies and their details (e.g., effective and end date, parameters, indicators, gender, age, units, benefit plan) and the audit history of all changes for the determined retention period as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 760 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP35 | The Contractor's solution shall price all claims according to benefit plans, provider contracts, and methodologies as directed by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 760-761 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP36 | The Contractor's solution shall apply automatic payment adjustments (e.g., incentives and penalties, fixed rates, percentage of approved payments) and apply appropriate incentive pricing as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 761 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP37 | The Contractor's solution shall provide the ability to configure payment adjustments (e.g., incentives and penalties, fixed rates, percentage, benefit plan) and schedule or automatically execute in real time the adjustment of claims as defined by the Agency. | No | | | B | S2 | SaaS | T | Y | Refer to page 762 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP38 | The Contractor's solution shall have the ability to price global services (e.g., bariatric surgery, surgical services, surgery, pre- and post-op, prenatal) based on a primary procedure code. Additionally, the solution should allow for pricing incremental services related to the primary procedure code (e.g., lab services, pre- or post-op to the primary service) or services and procedures deemed related and concurrent to the primary procedure code. | No | | | A | S1 | SaaS | T | Y | Refer to page 762-763 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP39 | The Contractor's solution shall apply prior authorization constraints when computing payment amounts using Agency defined criteria. | No | | | A | S1 | SaaS | T | Y | Refer to page 763-764 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP41 | The Contractor's solution shall provide the ability to configure, record, and maintain the proportion of the payment (e.g., percentage, fixed amount, claim type, provider type, service) to be reimbursed to each payee as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 764 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP42 | The Contractor's solution shall perform claims processing for encounter claims, including editing, pricing, reporting, in a manner consistent with the standard fee for service claims (i.e., shadow pricing). The results shall be stored and no reimbursement to the provider will be generated. | No | | | A | S1 | SaaS | T | Y | Refer to page 765 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP43 | The Contractor's solution shall, upon receipt of TPL information, automatically adjust claims with dates of service within the TPL effective dates. | No | | | B | S1 | SaaS | T | Y | Refer to page 765 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP44 | The Contractor's solution shall create and maintain an annual maximum payout limit for providers and other Agency-designated entities providing specific services, and have the ability to cease payments once the established annual limit has been reached as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 766 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP45 | The Contractor's solution shall store the adjudicated encounter claim results (including the managed care plan's paid amount and the shadow-priced fee for service rates) applied to each encounter claim. | No | | | A | S1 | SaaS | T | Y | Refer to page 766 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP46 | The Contractor's solution shall provide a remittance advice file to the source that includes the adjudication results of each encounter claim, and exclude shadow pricing information. | No | | | A | S1 | SaaS | T | Y | Refer to page 766-767 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP47 | The Contractor's solution shall receive, store, and update multiple provider per diem rates based on member level of care and/or the provider's qualifications based on configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 767-768 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP48 | The Contractor's solution shall place claims in suspended status for program or waiver funding limitations, and allow authorized users the ability to release claims for payment upon review. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 768 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP49 | The Contractor's solution shall, upon reaching the threshold amount for program or waiver claims, reimburse on a pro-rated basis until the expenditure allowance is reached. Once the maximum expenditure threshold is met, then pay no further claims. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 768-769 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP50 | The Contractor's solution shall receive, maintain, and store all Medicare Part A, B, and D claims payment information as specified by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 769-770 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP51 | The Contractor's solution shall capture, store, maintain, update, display, and report all claim processing activity (e.g., adjudication status, suspended claims by status and location, claims origin, adjustments, pre-adjudication validation, payment status ) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 770-771 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP52 | The Contractor's solution shall adjudicate crossover claims at the detailed line item or header level based on Agency configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 771-773 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP53 | The Contractor's solution shall accurately calculate based on Agency configurable business rules, allowable reimbursement criteria for each service according to date specific rules and limitations applicable to each claim and encounter type, including service, pricing modifiers (multiple), benefit plan, category of service, and provider type/specialty in accordance with program policy established by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 772-773 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Pricing and Payment | PP54 | The Contractor's solution shall provide automated processing logic to price out-of-state claims (e.g., local rate, percent of charges, or suspend for manual pricing) based on configurable business rules defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 773 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP55 | The Contractor's solution shall allow payment to fee-for-service providers for services rendered to members in pre-enrollment periods or other periods of transition (e.g., presumptive eligibility) based on configurable business rules defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 774 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP56 | The Contractor's solution shall produce and maintain state-specific companion and user guides, payer sheets, and/or fee schedule as directed by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 774 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP57 | The Contractor's solution shall provide pricing methodologies as defined by the Agency and compliant with 42 CFR 447 to include, but not limited to:<br>a) provider contracted rates<br>b) CPT/HCPS/CDT and modifier codes<br>c) fee schedule for the corresponding date<br>d) RBRVS claims<br>e) Manual pricing<br>f) Place of service<br>g) Specialty type<br>h) Pay by report<br>i) Age range<br>j) Category of service<br>k) CDT procedure code fee schedule<br>l) Revenue codes<br>m) APR-DRG (Diagnosis-Related Group)<br>n) APG<br>o) Per Diem at provider specific rates<br>p) Add-on pricing amounts to any pricing structures based on other claim attributes (e.g. service facility, provider type/specialty, place of service etc.)<br>q) Provider specific encounter rate<br>r) Variable percentage of billed charge<br>s) Variable percentage based on provider type (FQHC, RHC, IHSp)<br>t) PMPM with line level detail<br>u) Medicare's Outpatient Prospective Payment System<br>v) Bundled/unbundled pricing<br>w) Global service pricing<br>x) Calculation required for resource-based relative value system fee schedule for radiology, anesthesia, and general medical services<br>y) Tiered pricing into which a variety of services are grouped depending on the treatment type and intensity of care required<br>z) Invoicing pricing (e.g., plus/minus percentage, procedure code)<br>aa) Geographic designation | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 775-780 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP58 | The contractor solution shall identify, accept, adjudicate, and store claims (e. g. medical inpatient, outpatient, crossover) submitted with procedure codes for physician administered drugs and require and capture the corresponding NDC. | No | | | A | S1 | SaaS | T | Y | Refer to page 781 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP59 | The Contractor's solution shall capture, store, maintain, and send the data required to invoice manufacturers for the drug rebate including any adjustments or credits to the claim as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 781-782 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP60 | The Contractor's solution shall have automated pricing logic to convert time measurement units into the correct dollar value for payment (e.g., anesthesia) | No | | | A | S1 | SaaS | T | Y | Refer to page 782-783 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP61 | The Contractor's solution shall allow for Payees to receive one payment and remittance advice (or ANSI X12 835) for services provided under one or more benefit plans based on configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 783-784 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP62 | The Contractor's solution shall provide bidirectional navigation (drill up/drill down) between the remittance advice and the corresponding financial transaction details. | No | | | A | S1 | SaaS | T | Y | Refer to page 784-785 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP63 | The Contractor's solution shall automate the claw back process and Medicare accounts payable process based on configurable business rules. | No | | | F | S3 | SaaS | T | Y | Refer to page 785 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP64 | The Contractor's solution shall allow authorized users to manually create accounts payable for HIPP cases, based on configurable business rules. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 785-786 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP65 | The Contractor's solution shall associate all Health Insurance Premium Payment Program (HIPP) accounts payables to the Member even if the Payee is not the Member. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 786 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP66 | The Contractor's solution shall have the ability to generate separate remittance advices for transactions based on which Entity is responsible for payment as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 787 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP67 | The Contractor's solution shall have the ability to pay prior-authorized non-emergency transportation payments in part or in total, based on configurable business rules. | No | | | A | S1 | SaaS | T | Y | Refer to page 787 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP68 | The Contractor's solution shall manage the payment processes for Medicare programs (e.g., buy-in, claw back, Part D) related to Agency Healthcare Programs as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 788 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP69 | The Contractor's solution shall generate a detailed remittance advice in electronic and/or printed report format (e.g., paid claims, denied claims, reason and remark codes, error codes, payments, voids, suspensions and payment adjustments) for each Payee and/or Provider that reflects all financial activity in a payment cycle. The remittance advice will be formatted according to Agency's defined standards and language and include CMS required information (e.g., the NPI of the physician or other professional who ordered or referred the service). | No | | | A | S1 | SaaS | T | Y | Refer to page 788 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP70 | The Contractor's solution shall update financial transactions with payment identification details (e.g., check number, warrant number, paid date, amount paid) when the information is returned from external Entity. | No | | | A | S1 | SaaS | T | Y | Refer to page 789 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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| Pricing and Payment | PP71 | The Contractor's solution shall allow for Health Insurance Premium Payment Program (HIPP) payments to be created for Members or non-Members (e.g., insurance carrier, employer, policy holders), based on configurable business rules. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 789 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP72 | The Contractor's solution shall capture and allow entry of additional detail in a Health Insurance Premium Payment Program (HIPP) case (e.g., policy holder name, date of birth, gender) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 790 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP73 | The Contractor's solution shall receive, and allow for entry or end date of the details (e.g., diagnosis, age, gender, cost, percentage) needed to do a cost effectiveness evaluation for the Health Insurance Premium Payment Program (HIPP) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 790 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP74 | The Contractor's solution shall automatically perform the cost-effectiveness calculation using information(e.g. claims history) for a redetermination and update information (e.g., premium amount) on the case for the Health Insurance Premium Payment Program (HIPP) as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Refer to page 790-791 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP75 | The Contractor's solution shall have the ability to automatically create a new HIPP case and allow for users to manually enter one as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 791 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP76 | The Contractor's solution shall automatically assign unique case numbers on new Health Insurance Premium Payment Program (HIPP) cases as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 791 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP77 | The Contractor's solution shall receive, store, maintain, display, and update detail information related to the member's third-party insurance policy (e.g. number, type, status) as defined by the Agency | No | | | B | S2 | SaaS | T | Y | Refer to page 792 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP78 | The Contractor's solution shall have the capability to associate a Group Policy Provider with a current Health Insurance Premium Payment Program (HIPP) case automatically and by user as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 792 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP79 | The Contractor's solution shall allow users to trigger a recalculation of the cost-effectiveness for the Health Insurance Premium Payment Program (HIPP) Program as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 793 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP80 | The Contractor's solution shall have the ability to automatically recalculate the cost-effectiveness for a HIPP case when a field used in the calculation is changed as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 793 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP82 | The Contractor's solution shall have the ability to automatically check non-emergency transportation transactions against medical claims before reimbursing, based on configurable business rules. | No | | | B | S3 | SaaS | T | Y | Refer to page 793 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP83 | The Contractor's solution shall allow for HIPP cases to have household members who are not enrolled in the HIPP program as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 794 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP84 | The Contractor's solution shall perform a reconciliation of the federal invoices for Medicare State Phase-Down contributions (also referred to as Claw back) and Medicare Buy-in payments against our member data. Invoices are corrected based on the reconciliation and submitted to Medicare as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 794 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP85 | The Contractor's solution shall receive, store, maintain, and display Payee (e.g. HIPP) information (e.g., tax, banking, address, contact, preferred payment method) for each Payee as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 794-795 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP86 | The Contractor's solution shall have the ability to pay a non-Member for expenses incurred for a Member (e.g., in state or out of state transportation, HIPP) and associate the payment with the Member's record as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 795 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP87 | The Contractor's solution shall provide notes capability for all financial types (e.g., Health Insurance Premium Program (HIPP), Eligibility). The notes capability must include standard fields (e.g., date, category) and text fields as defined by the Agency. | No | | | F | S2 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 799-796 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP88 | The Contractor's solution shall process, track and report financial transactions related to Lump Sum payments (e.g., DSH, GME) and alert Agency staff and Payee via their preferred notification method as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 796-797 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP89 | The Contractor's solution shall capture, store, and maintain current and historical participant criteria (e.g., effective dates, income, family size, etc.) to calculate and apply participant cost-sharing, including premiums and co-pays, for particular benefits based on federal and/or Agency specific criteria. | No | | | B | S1 | SaaS | T | Y | Refer to page 796-798 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Pricing and Payment | PP90 | The Contractor's solution will generate payments and remittance advice daily (or at an interval defined by the agency). | No | | | B | S1 | SaaS | T | Y | Refer to page 798-799 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Project Closeout and Turnover | PTO01 | The Contractor shall provide a turnover approach and the services required for the transition of operations, services and module components. | Yes | | | NA | NA | NA | NA | NA | Refer to page 570 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Project Closeout and Turnover | PTO02 | At least six (6) months prior to the final Contract year (including option years that have been exercised) and at least six (6) months prior to the end of any contract extension(s), the Contractor shall provide the following:<br><br>a. An updated Turnover Plan.<br><br>b. Complete and update system and user documentation.<br><br>c. Statement of the resources that would be required by the Department or another contractor to fully take over solution, technical, and business functions outlined in the Contract(s). This includes quantity and types of resources and volume of tasks to support the scope of work.<br><br>d. Operational tasks and procedures as necessary to support ongoing operations of the solution.<br><br>e. Lessons learned report.<br><br>f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.<br><br>g. A detailed description of the services that would be required by another Contractor to fully take over system, technical, and business functions outlined in the Contract.<br><br>The Department reserves the right to request this information at any time throughout the Contract. | Yes | | | NA | NA | NA | NA | NA | Refer to page 570-571 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Closeout and Turnover | PTO03 | The Contractor shall provide a Monthly Turnover Report reflecting transition activities during the turnover period. | Yes | | | NA | NA | NA | NA | NA | Refer to page 571-572 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Closeout and Turnover | PTO04 | The Contractor shall provide operational procedures that describe how maintenance is performed for the solution. | Yes | | | NA | NA | NA | NA | NA | Refer to page 572 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Closeout and Turnover | PTO05 | The Contractor shall cooperate with the successor contractor while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable for both the Department and the successor contractor. | Yes | | | NA | NA | NA | NA | NA | Refer to page 572 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Closeout and Turnover | PTO06 | The Contractor must transfer solution and services documentation and all data requested by the State to the State. | Yes | | | NA | NA | NA | NA | NA | Refer to page 572 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Closeout and Turnover | PTO07 | The Contractor shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan. | Yes | | | NA | NA | NA | NA | NA | Refer to page 573 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT01 | The Contractor shall provide licenses as required by the Agency to allow users access to perform all necessary business functions. | Yes | | | NA | NA | NA | NA | NA | Refer to page 344 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT02 | The Contractor shall support the Department in all program governance activities as necessary. | Yes | | | NA | NA | NA | NA | NA | Refer to page 345 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT03 | The Contractor shall be responsible for the capture and dissemination to the Department of agendas, meeting minutes and documentation necessary for successful execution of the project. | Yes | | | NA | NA | NA | NA | NA | Refer to page 345-346 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT04 | The Contractor shall participate in necessary meetings with the stakeholders and/or other Contractors. | Yes | | | NA | NA | NA | NA | NA | Refer to page 346 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT05 | The Contractor shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the Department. | Yes | | | NA | NA | NA | NA | NA | Refer to page 346-347 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT08 | The Contractor shall support the State and its Contractor(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s). | Yes | | | NA | NA | NA | NA | NA | Refer to page 348 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT09 | The Contractor shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs). | Yes | | | NA | NA | NA | NA | NA | Refer to page 348 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT10 | The Contractor shall conduct weekly meetings to discuss issues, risks, progress of current projects, solution changes, resource changes, and other areas specific to the scope of work. | Yes | | | NA | NA | NA | NA | NA | Refer to page 349 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT11 | The Contractor must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Contractor shall adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the enterprise platform. | Yes | | | NA | NA | NA | NA | NA | Refer to page 349 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT12 | The Contractor shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team. | Yes | | | NA | NA | NA | NA | NA | Refer to page 351 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT13 | The Contractor shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects. | Yes | | | C | S1 | COTS | T | Y | Refer to page 351-353 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT14 | The Contractor shall provide an electronic document repository for project documents and deliverables. The Contractor, Department staff and other contractors with the appropriate security level must have the ability to upload/attach new or revised versions of documents. The repository must perform version control and allow users to view all prior versions. | Yes | | | NA | NA | NA | NA | NA | Refer to page 353-346 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT16 | The Contractor shall provide deliverables that at a minimum meet the following quality standards:<br>a. Provide accurate and comprehensive content, reflecting the specific requirements for the deliverable.<br>b. Ensure appropriate technical level for the audience.<br>c. Utilize correct grammar, spelling, and versioning.<br>d. Ensure diagrams are clear, concise, and value added.<br>e. Follow industry-related standards.<br>f. Appropriately define and reference information. | Yes | | | A | NA | NA | NA | NA | Refer to page 357 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Project Management | PMT17 | The Contractor shall submit a monthly status report. The monthly status report must contain, at a minimum:<br><br>a. A complete set of updated and current output from the Project Work Plan along with a copy of the corresponding Project schedule files in electronic version.<br>b. A description of the overall completion status of the Project including schedule variations that report the earned value of the work completed, the planned value of the work completed, and the variance.<br>c. Planned tasks and activities for the next month.<br>d. The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks.<br>e. Identification of any staffing issues or changes in the Resource Allocation Matrix.<br>f. An updated status on all issues being monitored.<br>g. An updated status on all risks being monitored.<br>h. Provide metrics necessary to support the State CIO's Legislative Finance Committee (LFC) reporting requirements.<br>i. Provide testing status and metrics.<br>j. Provide System enhancement hourly pool total hours used and total hours remaining.<br>k. An updated status on all SLA being monitored. | Yes | | | A | NA | NA | NA | NA | Refer to page 358-359 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT18 | The Contractor shall develop and maintain a Project Management Plan (PMP): The purpose of the Project Management Plan is to provide a comprehensive baseline of what needs to be achieved by the project, how it is to be achieved, who will be involved, how it will be reported and measured and how information will be communicated with the project. It will serve as a reference for decision and clarifications. All relevant project plans including but not limited to the Communication Plan, Change Management Plan, Staffing Management Plan, Quality Management Plan, Risk Management Plan, Issue Management Plan and the Work Breakdown Structure are incorporated into the Project Management Plan. It is a living document that evolves as the project progresses and is updated with the latest relevant information as required. The Project Management Plan may be broken into separate documents, but all documents will be considered sections of the Project Management Plan. | Yes | | | A | NA | NA | NA | NA | Refer to page 359-361 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT21 | The Contractor shall coordinate with the Department and with the module vendors as required by the Department, to support the program-level change management process consistent with the Enterprise Change Management Plan. | Yes | | | NA | NA | NA | NA | NA | Refer to page 361 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT25 | The Contractor shall be required to work collaboratively with the Department and the System Integrator to provide schedule information to be included in the Integrated Master Schedule (IMS). Elements necessary for the IMS include; start and end dates of major phases, key project milestones, integration points, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting requirements. | Yes | | | NA | NA | NA | NA | NA | Refer to page 361-362 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT27 | The Contractor shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department. | Yes | | | NA | NA | NA | NA | NA | Refer to page 362 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT29 | The Contractor shall submit a monthly System Enhancement Pool report that details tickets invoiced to the hourly pool and must include hours used and hours remaining for the Department's approval. | Yes | | | NA | NA | NA | NA | NA | Refer to page 362-363 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT31 | The Contractor shall cooperate with the State's PMO and the IV&V contractor to give an accurate, honest reporting of the project status. | Yes | | | NA | NA | NA | NA | NA | Refer to page 363 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT32 | The Contractor shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Contractor's module or module components including requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation at the State's direction. | Yes | | | A | NA | NA | NA | NA | Refer to page 363 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT36 | The Contractor shall develop and maintain a detailed Project Work Plan (PWP) and a Gantt Chart that is aligned with the scope of the work outlined in this RFP, and the resulting contract. The PWP must identify detailed project tasks, realistic person hours for each task, the sequence of tasks and activities including duration necessary to meet deliverable and milestone dates for each phase, estimated baseline start and completion dates, actual start and completion dates, the critical path(s), resources (by name or by resource type if not known), dependencies, permanent tracking number for each task, completion percentages, and phase-level milestones. The dates and hours in the approved PWP form the project baseline. Once established, the baseline will only be modified with approval from the State. Additionally, the PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative reporting.<br><br>From the approved work plan, the Contractor must calculate the required information necessary to meet the Department's reporting requirements to the Legislative Finance Committee (LFC) which include: the work percent complete, SPI, CPI, earned value, planned value, schedule variance, planned amount paid, actual amount paid, and cost variance. | Yes | | | A | NA | NA | NA | NA | Refer to page 363-364 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT37 | The Contractor shall provide toll-free or call-back telephone and WebEx web-based conferencing capabilities (or an alternative solution approved by the Agency) to support contract activities. | Yes | | | A | NA | NA | NA | NA | Refer to page 364-365 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Project Management | PMT38 | The Contractor shall establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the following:<br><br>a. Review cycles, which will be conducted and scaled to the size and complexity of the deliverables. Security-related deliverables will have a 20-day review by the State after first submission, 10-day review cycle by the State after second submission; 5-day review cycle by the State after the third submission. All other deliverables will have a 10-day review by the State after first submission, 5-day review cycle by the State after second submission; 5-day review cycle by the State after the third submission)<br>b. Deliverables will need to reflect coordination with the overall modular program and will follow agreed upon change control processes.<br>c. Informal reviews and walkthroughs of draft and final deliverables are encouraged.<br>d. Queuing up excessive deliverables for simultaneous review is unacceptable to the Department. | No | | | A | NA | NA | NA | NA | Refer to page 365-366 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Requirements Management | RQM01 | During the requirements validation sessions, the Contractor must demonstrate a fully functioning solution that has been initially configured based on the Contractor's understanding of the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules. | Yes | | | NA | NA | NA | NA | NA | Refer to page 380 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Requirements Management | RQM02 | The Contractor shall work with the Department to confirm the Contractor's understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes. | Yes | | | D | S1 | COTS | T | Y | Refer to page 381 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Requirements Management | RQM03 | The Contractor shall document any gaps between the initially configured solution and the business requirements in the requirements management tool. Gaps must show bi-directional traceability with applicable business requirement(s), design, test cases, test results, MECT criteria and certification artifacts. | Yes | | | NA | NA | NA | NA | NA | Refer to page 381 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Requirements Management | RQM04 | The Contractor shall, during requirement validation, provide designated Department staff access to a fully functioning environment to become familiar with the solution. | Yes | | | D | S1 | COTS | T | Y | Refer to page 382 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Requirements Management | RQM05 | The Contractor shall utilize project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. The Contractor's requirements management tool shall ensure approved changes to requirements are linked back the approved change request. | Yes | | | NA | NA | NA | NA | NA | Refer to page 382 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Requirements Management | RQM06 | The Contractor shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to show bi-directional traceability with applicable business requirements and their realization throughout all project phases (e.g., requirements, design, testing and certification (MECT) checklist items). This should include how the requirement is realized (e.g., configuration, custom development, base functionality). All revisions must be reviewed and approved by the State. | Yes | | | D | S1 | COTS | T | Y | Refer to page 383 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Requirements Management | RQM07 | The Contractor's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and MECT checklists. | Yes | | | B | S1 | COTS | T | Y | Refer to page 383 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Security | SEC01 | The System shall provide a physical and electronic environment that uses public key infrastructure to verify all transactions and the identity of all users and denies access to unauthorized users. For example:<br><br>a. Require unique sign-on (ID and password)<br>b. Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 81-82 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC02 | The Contractor shall ensure that any data being transmitted or transported either physically or electronically will be encrypted. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 83-84 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC03 | The Contractor shall ensure that any unneeded hardware, software, and licenses have been decommissioned. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 84-86 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC04 | The Contractor shall protect all government data from loss or unauthorized disclosure. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 86-88 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC05 | The Contractor's solution shall streamline electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 88-89 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC06 | The Contractor's solution shall provide tools (e.g., alerts or reports), which identifies usage anomalies or users who may have misused the system. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 89-92 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC07 | The Contractor's solution shall automatically maintain an audit trail of users , including database administrators, who pass through or view a record, regardless of whether data is changed. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 93-94 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC08 | The Contractor's solution shall have security audit trail reporting capabilities (e.g. security, level, locale, IP address, user ID, before and after changes). | Yes | | | A | S1 | PaaS | T | Y | Refer to page 94-95 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC09 | The Contractor's solution shall ensure the audit trail that cannot be modified. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 96 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC10 | The Contractor's solution shall contain information determined by the Department and must meet Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 96-98 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC11 | Risk assessments and security audit reports shall be completed on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 98-99 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC12 | The Contractor's solution shall manage role-based permissions and provide a National Institute of Standards and Technology (NIST) compliant identification, authentication and accounting solution. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 100 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC13 | The Contractor's solution shall have multiple layers of external and internal security that provide administrative, physical, and technical mechanisms to protect sensitive or confidential information used in performing the responsibilities and duties defined for the module scope of work. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 100-101 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC14 | The Contractor's solution shall not include any code of unknown origin. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 101-102 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC15 | The Contractor shall provide an independent third party to perform penetration testing within six (6) months prior to implementation. Penetration testing must also be performed by an independent third party on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists. Penetration Test Report results shall be supplied to the Department and any major or critical vulnerabilities mitigated. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 102-103 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC16 | The Contractor shall provide the primary and disaster recovery facility(s) which will ensure security, performance and disaster recovery requirements outlined in the module scope of work. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 103-104 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC17 | The Contractor shall maintain policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within the Contractor's solution. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 104-106 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC18 | The Contractor shall maintain adequate technical support/staffing to provide 24x7x365 coverage. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 106-107 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC19 | The Contractor's data encryption solution shall meet Federal Information Processing Standard (FIPS) 140-2 and at a minimum use AES 128 encryption. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 107-108 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC20 | The Contractor shall ensure that all data, regardless of its location, is encrypted at rest. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 109 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC22 | The Contractor will provide a completed Security Audit Report with results to the Department by the 30th (thirtieth) of September each year. The Security Audit Report must include either an electronic data processing (EDP) systems audit using SSAE - 18 at a minimum level service organization control (SOC) 2 Type II or a NIST 800-53 rev 4 assessment at a "moderate" system risk control level.<br><br>The Contractor shall provide a mitigation plan for all reported deficiencies. Major and critical deficiencies must be corrected within forty (40) calendar days of the report submission to the Department. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 109-110 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC23 | The Contractor's solution shall provide security features that support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 110-111 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC24 | All Contractor's module components shall adhere to any applicable Department system security practices, configurations & procedures. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 111 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC25 | The Contractor's solution shall provide the ability to grant authorization through role-based security (create, delete, modify and view) access to user interfaces, reports, data elements/field level, and menu items. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 111 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC26 | The Contractor's solution shall allow access and role changes to be made in real-time with appropriate authorizations. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 111 -112 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC27 | The Contractor's solution, in order to protect the database from SQL injection attacks, shall access the database from the application through a standard database abstraction layer. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 112-113 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Security | SEC28 | The Contractor's solution shall be easy-to-use and provide a user interface that allows authorized users to edit, create, and implement role-based and group-based security at the data element/field level for authorized users based upon individual characteristics or functional security groups. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 113-114 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC30 | The Contractor must limit access to its off-site facilities; including storage facilities. The Department has the right to perform physical security audits of the Contractor's off-site and on-site facilities at the Department's discretion. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 114 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC31 | The Contractor shall establish security and privacy standards and standard operating procedures. These standards include HIPAA, Federal Information Security Management Act (FISMA), Privacy Act, Federal Tax Information (FTI), and other Federal and State laws, regulations, and policies. The Contractor shall also establish business and technical protocols to ensure that the transmission and storage of information remains secure. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 114-116 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC38 | The Contractor's solution shall employ malicious code protection mechanisms at IT systems entry and exit points, at workstations, servers, and mobile computing devices on the network to detect and eradicate malicious code. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 117-118 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC39 | The Contractor's solution shall use foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS). | Yes | | | A | S1 | PaaS | T | Y | Refer to page 118 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC41 | The Contractor shall collaborate with the Systems Integration Services Contractor to integrate the Contractor's solution into the State's integration platform for single sign-on and federated identity management. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 119 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC42 | The Contractor shall have an overall data security process that supports data security auditing. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 119-122 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC43 | The Contractor shall provide, configure, support, maintain and manage a federated identity and access management solution that will perform user authentication and authorization through single sign-on for all module components. | No | | | F | S1 | SaaS | T | Y | Refer to page 122 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC44 | The Contractor must be compliant with the security processes outlined in the "Security and Privacy Controls Requirements" document that has been included in the Procurement Library. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 122-123 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC45 | The Contractor shall monitor system activity and prevent and detect intrusion, hacking, unusual activity, or system compromise. The Contractor shall immediately report any incidents of such, regardless of the outcome to the state, activate a Department approved communication strategy, perform mitigation activities, and provide continuous status updates to the Department until the issues are resolved to the Department's satisfaction. Only authorized contractor personnel may override system security alerts and edits. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 123-126 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC46 | The Contractor shall provide and operate solutions that terminate access immediately and/or generate alerts for conditions that violate security rules, unauthorized attempts to access data and system functions, and system activity based on security parameters. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 126-127 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC47 | The Contractor's solution shall ensure that only authorized users have access to systems and data, by requiring the following:<br><br>- Unique authentication credentials identifiable to each user of the system, not allowing for the re-use of credentials;<br>- Authenticates the receiving entity prior to a system initiated session, such as transmitting responses to case inquiries;<br>- Maintenance of key user information as part of a user profile including user ID, name, employer/state agency,<br>- Identity verification information, and an indicator of employee versus contractor;<br>- Multi-factor user authentication and the ability to restrict or permit a user's access to system functions, features, and processes based on the user's assigned roles based on business need and user security profile and a unique user ID and password and including a read-only access level;<br>- Column and row-level security access, data classification schemes, and/or the designation of data at multiple levels (e.g., case, individual) as restricted or sensitive (e.g., substance abuse treatment data) with the ability to define and implement exclusion controls on a per-user or user-group basis within a multi-level organizational structure, (e.g., external agencies and Appeals units).<br>- A method for authentication of all internal and external users and systems and the ability to deny access to all invalid users and systems;<br>- Encrypted passwords in storage and in transmission;<br>- The capability to automatically suspend users who have not accessed the systems within a time period specified by the Department;<br>- The termination of authorized sessions after a time period of no activity specified by the Department, with a warning message displayed prior to the session timeout;<br>- Enforce a sufficient level of authentication and identification against fraudulent transmission, imitative communications, and deceptive communications by validating the transmission, message, station or individual; and<br>- A method for designated security administrators to set and modify user security access profiles. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 127-129 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC48 | The Contractor shall provide to the Department, upon request, a listing of all users having access to the Contractor's module components and/or data with details regarding the access granted to each user. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 129-131 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC49 | The Contractor shall provide and operate solutions for security incident reporting and mitigation mechanisms. The Contractor shall preserve and report specified audit data when security violations are detected and mitigated. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 131 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC50 | The Contractor shall comply with NIST Special Publication 800-111: Guide to Storage Encryption Technologies for End User Devices where required by CMS to protect confidential information stored on end user devices. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 132 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC51 | The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 180-4: Secure Hash Standards as required by CMS for use of secure hash algorithms. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 132-133 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC52 | The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 186-4: Digital Signature Standard as required by CMS for use of secure algorithms in digital signatures. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 133 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC53 | The Contractor shall comply with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 133-134 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC54 | The Contractor shall comply with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Specifications to build secure web services to implement message content integrity and confidentiality. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 134 in file MT CPMS MPATH_CNSI Section 3.10.1 |

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| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| Security | SEC55 | The Contractor shall respond to all risks identified through the periodic security risk assessments with a CMS Information Security Program Plan of Action and Milestones (POA&M) containing clarifying information, a proposed mitigation strategy if necessary, a timeline for implementation, and shall work with the Department to successfully execute the POA&Ms. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 135-136 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC56 | The Contractor shall ensure all contractor and subcontractor personnel providing services under this contract are familiar with and comply with the Business Associate Agreement and the privacy and security policies included in the RFP. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 136 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC57 | The Contractor shall provide logical segregation of the Contractor's solution, components, and network connections with other entities and prevent any unauthorized disclosure of the States' data. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 136-137 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC58 | The Contractor's solution code shall never run from a system level account with unlimited privileges such as "root" or "administrator". | Yes | | | A | S1 | PaaS | T | Y | Refer to page 137 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC59 | The Contractor shall ensure the confidentiality, privacy, and security of all state data passing through the Contractor and subcontractor networks. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 137-138 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC60 | The Contractor shall establish and implement emergency access procedures for the Department to obtain secure access to module data during an emergency. Emergency access procedures shall be subject to the Department's approval. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 138-140 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC61 | The Contractor's solution must protect data from improper alteration or destruction including authentication mechanisms and to corroborate that the data has not been altered or destroyed in an unauthorized manner. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 140 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC62 | The Contractor's solution shall display a security warning banner prior to allowing entry into the system. The solution shall have security warning banners and headers and footers that adhere to Federal, state, and other applicable standards that are prominently displayed introductory screens. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 141-142 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC63 | The Contractor shall utilize cloud-based technology wherever advantageous to maximize the efficient and effective utilization of technology. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 142-143 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC64 | The Contractor shall ensure user account access is reviewed on a quarterly basis at a minimum. User accounts should be appropriately disabled as roles and responsibilities change. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 143-144 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC66 | The Contractor's solution shall meet the minimum password requirements below:<br><br>1. Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters<br>2. Minimum password length: 8 characters<br>3. Contain characters from 3 of the following 4 categories<br>a. English uppercase characters (A through Z)<br>b. English lowercase characters (a through z)<br>c. Base 10 digits (0 through 9)<br>d. Non-alphabetic characters (for example, !, $, #, %) (these will not work when logging into ReRite from Toshiba printers ... not on the key pad)<br>4. History: Cannot reuse a password for 24 password changes, user cannot reset password again for 24 hours<br>5. Expiration time frame: 60 day<br>6. Lockouts for failed attempts – account locks after 3 failed attempts, will unlock after 15 minutes | Yes | | | A | S1 | PaaS | T | Y | Refer to page 144-145 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC67 | The Contractor's solution shall track disclosures of ePHI; provide authorized users access to and reports on the disclosures. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 145-149 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC68 | The Contractor shall support the State in developing a Privacy Impact Analysis for each module or module component that includes the following information:<br><br>Use of personally identifiable information (PII) or personal health information (PHI) and a description of the types of data that will be collected<br>Sources of PII/PHI, populations, and transfer and disclosure mechanisms<br>Legal environment (legal authorities and state privacy laws)<br>Details about the entities with which the collected information will be shared<br>Privacy and security standards for its business partners and other third parties and the agreements that bind these entities<br>Incident handling procedures<br>Privacy and/or security awareness programs and materials for its workforce | Yes | | | A | S1 | PaaS | T | Y | Refer to page 149 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC70 | The Contractor shall provide the ability to de-identify and/or redact data for entities not authorized to receive PII or PHI and utilize de-identification algorithms to allow for re-identification of data if required. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 150 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC71 | The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PII/PHI) when extracting data from the production environment for use in non-production environments. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 150-151 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC72 | The Contractor shall review and identify monthly, any unneeded hardware, software, and licenses, present recommendations to the State for review and ensure that any unneeded hardware, software, and licenses have been decommissioned upon approval from the State. | Yes | | | A | S1 | PaaS | T | Y | Refer to page 152-153 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC82 | The Contractor's transmission security shall use, at a minimum, TLS 1.2, SHA 2 with a minimum of a 2048 bit key, or a more advanced industry standard transmission security protocol. | No | | | A | S1 | PaaS | T | Y | Refer to page 154 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Security | SEC83 | The Contractor will provide the completed reports with the results of the service organization control (SOC) 1 Type II audit annually on date identified by the State. The Contractor shall provide a mitigation plan for all areas of non-compliance. Issues found to be non-compliant shall be corrected within ninety (90) calendar days of the report submission to the Department. | No | | | A | S1 | PaaS | T | Y | Refer to page 154 in file MT CPMS MPATH_CNSI Section 3.10.1 |
| Subcontractor | SUB02 | If the Contractor transfers resources required to fulfill the contract to a third party, the third party is considered a sub-contractor and the transfer will be subject to the 40% subcontractor limitation. | Yes | | | NA | NA | NA | NA | NA | Refer to page 629 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Subcontractor | SUB03 | The Contractor shall list all subcontractors, if any, in the proposal. | Yes | | | NA | NA | NA | NA | NA | Refer to page 630 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Subcontractor | SUB04 | The Contractor shall provide a detailed description of all work to be subcontracted to third parties. | Yes | | | NA | NA | NA | NA | NA | Refer to page 630-631 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Subcontractor | SUB05 | The Contractor must submit to the Department annually, a Subcontractor Usage Report on the use of subcontractors and certify that all subcontractors are in compliance with the employment practices mandated by federal and State statutes and regulations. The Subcontractor Usage Report must at a minimum contain the total subcontract dollar value, total subcontractor FTE's, total subcontractor hours. | Yes | | | NA | NA | NA | NA | NA | Refer to page 631 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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| Subcontractor | SUB06 | The subcontractor will be required to enter into a signed Business Associate Agreement (BAA) as a part of the contract, that is in compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prior to start of work. The BAA is included in the contract template found in the Procurement Library | Yes | | | NA | NA | NA | NA | NA | Refer to page 631 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Subcontractor | SUB07 | The Contractor shall allow Department personnel direct access to all subcontractor or third-party personnel serving in critical roles on the project and shall not act as an intermediary between the Department and such parties for questions about the proposed solution or operation of the proposed solution. The Department reserves the right to discuss design, configuration, implementation, operation, routine maintenance, and enhancement of the proposed solution(s) directly with any subcontractors or third parties involved in performing work for the Department. | Yes | | | NA | NA | NA | NA | NA | Refer to page 631-632 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Subcontractor | SUB08 | The Department shall have the right to review and approve any subcontracts through the Contractor. | Yes | | | NA | NA | NA | NA | NA | Refer to page 632 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Subcontractor | SUB09 | The Contractor may use subcontractors for no more than forty percent (40%) of the scope of work included in the contract. The subcontractor 40% will be determined using the highest proportional value among the following factors: subcontract dollar value relative to the overall contract value, subcontractor FTE's relative to the total contract FTE's, subcontractor hours relative to the total contract hours. If the proposed solution to meet the core functional requirements (e.g., core product) is a commercially licensed COTS or SaaS product (e.g., the State will receive a commercially available license for the product), the specific product that satisfies this condition can be excluded from the 40% subcontractor calculation. In Attachment L - Technology Matrix, the vendor must include "Commercially Licensed" in the column titled "Other" for the specific line item. This exclusion also applies to infrastructure, infrastructure software, or software that supports the core product. | Yes | | | NA | NA | NA | NA | NA | Refer to page 632+L1334 in the file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| System Administration & Operations | SAO01 | The Contractor shall establish and maintain an automated reconciliation of all electronic claims received and provide a dashboard with daily aggregate summary and the ability to drill down by specific trading partner, billing provider, transaction type (e.g., 837I, 837P, 837D, encounter) and search capabilities using all available data elements to validate all transactions received are processed according to Agency defined business rules. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 885-886 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO02 | The Contractor shall provide staff to develop, organize, lead, and conduct training and education activities (e.g., provider and Agency staff training) as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 886 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO03 | The Contractor's solution shall provide flexible publishing capabilities (e.g., formatting and stylistic consistency, allow control of format, font, graphics, layout, and page design, allow creation of master pages and style sheets to automate and structure documents, utilize industry standard tools to assure proper spelling, punctuation, grammar, capitalization, and checks for technical compliance with printing industry standards before publication) as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 887 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO04 | The Contractor shall provide flexible publishing capabilities for multi-chapter publications and large technical documents (e.g., generate and insert footnotes and endnotes, generate table of contents, generate indices, include appendices, manage chapter files, manage centralized style sheets, manage tabular material, import tables from various data sources into controlled table structures) as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 887 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO05 | The Contractor shall provide flexible publishing capabilities to allow for control over all typographical characteristics (e.g., leading and kerning) and support for full color output as defined by the Agency | No | | | NA | NA | NA | NA | NA | Refer to page 887 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO06 | The Contractor's solution shall provide a ticket (e.g., customer service request, state task request) dashboard to include, but not limited to: request, design, analysis of change (e.g., level of effort, schedule, resources), ticket type (e.g., Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments), test, implement, and approval and provide a detailed and viewable status of all ticket requests (including linking related tickets) from receipt through approval as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 888 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO07 | The Contractor shall create and maintain a communication inventory (e.g., letter, email templates) with necessary information (e.g., content, stakeholders) to communicate specific events (e.g., system or staff change) and develop appropriate communication and notifications for stakeholders as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 888 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO08 | The Contractor's solution shall provide for the creation and processing of online surveys, store indexed survey results (e.g., survey number, date, topic, response date) and provide the results and supporting data of online surveys to authorized users as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 888-889 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO09 | The Contractor shall supply staff to meet all service level agreements and perform all claims processing functions (e.g., claims supervisor, claims processing staff, quality assurance staff, publication staff, training staff) as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 889 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO10 | The Contractor shall supply staff to analyze, develop, configure, and maintain all claims pricing and payment methodologies (e.g., claims processing updates, payment methodology updates, Federal and State policy guideline changes, ad hoc impact analysis, changes with third party tools) as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 890 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO11 | The Contractor must receive approval from the Agency to make any changes to the system (e.g., applications, programs, procedures, specifications, parameters, disposition codes, definitions or objectives.) In the event that an emergency system change is required to continue normal system operations and the Contractor is unable to obtain Agency approval for the change, the Contractor must notify the Agency as soon as the change is made and the system returns to normal operations using the communication process as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 890-891 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO13 | The Contractor must support the Agency during all audits and reviews conducted by CMS, authorized agencies and contractors, and/or by the State over the life of the contract, to include but not limited to: assisting the Agency and the auditing entity in sample selections, documentation and data gathering, and responding to questions as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 891-892 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO14 | The Contractor shall provide and maintain a telecommunications link and associated hardware (e.g., VPN, site to site connection) between the claims solution and all associated systems and subsystems. | No | | | NA | NA | NA | NA | NA | Refer to page 892 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO15 | The Contractor's solution shall proactively monitor claims processing statistics (e.g., denial rates, denial reasons, claim suspense reasons and resolution) and identify and provide necessary training to mitigate continued claim denials as defined the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 892-893 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO16 | The Contractor's solution shall maintain claims history available for adjustments and inquiry for a duration as defined by the Agency; and all "once in a lifetime" claims. | No | | | A | S1 | SaaS | T | Y | Refer to page 893-894 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO17 | The Contractor's solution shall create, store, and return a unique identification number (e.g., internal control number) for all claims transactions as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 894-895 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO18 | The Contractor's solution shall have the ability to create, maintain, and produce regularly-scheduled and ad-hoc publications (both print and electronic) of multilingual documents as defined by the Agency. | No | | | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 896 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| System Administration & Operations | SAO19 | The Contractor shall provide translator and integrated mapping software (e.g., flexible mapping functionality supporting all required formats and transactions, allowing for structure and information to be extracted directly from database tables, providing the ability to receive, assemble, validate, encrypt, respond, and transport batches of data to and from covered entities and other trading partners; accept, code, decode, balance, and transmit all current and future HIPAA healthcare transactions (e.g., 837, 835, 270, 271, 276, 277 (including unsolicited), 278, 820, 834, 997,999, 991, 824, TA-1) and providing support for automatically re-submitting the transaction when a transmission error occurs) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Refer to page 896-897 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO20 | The Contractor's solution shall provide predictive modeling capability for the management of quality and cost-effectiveness of healthcare services, as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 898 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO21 | The Contractor shall develop and maintain a configurable summary dashboard for ticket requests with the ability to drill-down to detailed information to include, but not limited to: ticket type, identifier, prioritization, description, related notes or comments, request date, requester, start date, assigned resource(s), estimated completion date, estimated hours, hours worked to date, documentation impact and status, testing reports and status, agency approval, implementation date, post implementation updates as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 898-899 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO22 | The Contractor's solution shall serve as the EDI broker/gateway to create, edit, receive, and respond (e.g., real-time, SFTP, batch file upload), translate, and process X12, standardized transactions and current and future HIPAA standard transactions as defined the Agency. | No | | | E | S1 | COTS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 899-900 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO23 | The Contractor shall provide a secure web portal with the ability for members to receive REOMB and respond, as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 900 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO24 | The Contractor shall receive, track, monitor, and respond (e.g., using Agency approved template, free-form) to inquiries through a secure portal inbox, as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 900 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO25 | The Contractor's secure web portal shall allow external users inquiry of member information (e.g., eligibility, demographic, detailed description of covered benefits and utilization information, service authorization requirements, copayment and out-of-pocket accumulation) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 901-902 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO26 | The Contractor shall provide a secure web portal with the ability to view, retrieve, download and print remittance advice (e.g., x12 835, PDF) as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 902 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO27 | The Contractor provide a web portal with the capability to receive, store, maintain (e.g., version history) and upload documents, as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 903 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO28 | The Contractor's solution shall provide a web portal with the ability for a secondary navigation scheme (e.g., breadcrumb trail) for navigation on the web portal as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 903-904 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO29 | The Contractor's solution shall provide operational support and maintenance of the web portal to include a dashboard detailing usage statistics (e.g., user count, transactions, uploads, downloads, secure messages) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 904 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO30 | The Contractor's solution shall provide a web portal with comprehensive functionality (e.g., contacting the Agency or a payee, view summary and detail information, remittance advices, warrant summaries, complete and submit an EDI trading partner application, frequently asked questions) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 905-906 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO31 | The Contractor's solution shall manage and maintain EDI transaction sets and permissions (e.g., eligibility inquiry and response only, 837 Dental submission and response only) for covered entities and/or trading partners as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 906 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO32 | The Contractor shall create, maintain (e.g., current and historical versions) Agency-specific EDI companion guides in a format and timeframe defined by the Agency. All EDI companion guides must have the required Agency and/or federal approval. | No | | | F | S1 | SaaS | T | Y | Refer to page 907 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO33 | The Contractor shall provide a web portal with the ability to post and archive user specific or non-specific announcements or alerts (e.g., member, provider, specific benefit plan, and user role) that are displayed at user sign-on or at a frequency defined by the Agency. Users should be required to acknowledge the announcement so that it is not repeatedly displayed at subsequent sign-on, as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 908 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO34 | The Contractor shall provide an interactive web portal with smart links to Agency, Federal, provider, and member resources and information (e.g., provider manuals, instructions, bulletins, program descriptions and updates, fee schedules, eligibility criteria, forms, member guides, certifying agencies, SSA, public health care and nutritional programs) for viewing, downloading, and printing as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 908-905 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO35 | The Contractor shall establish and maintain a reconciliation process for all paper claims and attachments received and provide a dashboard with daily aggregate summary and the ability to drill down by specific billing provider, claim type (e.g., professional, institutional, dental, nursing home) and search capabilities using all available data elements to validate all claims and attachments received are processed according to Agency defined business rules. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 909-910 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO36 | The Contractor shall identify, procure, and maintain licenses for all reference data (e.g., payment methodologies, claims editing, translator(s)) and electronic copies (e.g., implementation guides, reimbursement methodologies, National Correct Coding Initiative policy manual) necessary to support the acceptance, editing, pricing, adjudication, and payment of healthcare and non-healthcare claims for use by all modules as defined by the Agency. These licenses must allow the reference data to be shared with other modules (e.g., care management, EDW, provider services, TPL, customer care, fraud waste and abuse) to support the administration of the Agency healthcare programs. | No | | | NA | NA | NA | NA | NA | Refer to page 910-912 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO37 | The Contractor's Electronic Data Interchange solution shall provide the ability to support the exchange of EDI transactions with multiple distinct segregated testing environments with the full functionality of the production environment (including transaction processing, editing, validation, and reporting). The EDI solution will have the capability to create, update, and maintain X12 transactions (i.e. 834, 837, 270/271) as part of targeted testing scenario groups to support comprehensive system wide regression testing across all claim types, eligibility groups, and provider types as defined by the Agency. Following the execution of each EDI regression test group, Contractor will perform automated reconciliation between the test outcomes and the expected outcomes. Whenever possible, EDI regression tests should utilize real production transactions and outcomes for EDI regression tests. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 912-913 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| System Administration & Operations | SAO38 | The Contractor shall establish and operate a mailroom for the intake of physical correspondence (e.g., scanning, batching claims, claims and attachments, faxes, adjustments and/or voids, medical records, appeals and grievances, letters, documents, surveys, returned mail) and processing and mailing of outbound physical correspondence (e.g., claims that fail prescreening, letters, documents, surveys, handbooks, mass mailings) including producing mailing labels. | No | | | NA | S4 | NA | NA | NA | CNSI has identified MAXIMUS to support this work<br>Refer to page 913 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO39 | The Contractor shall provide a courier to pick up and drop off mail at the Agency designated USPS facility including delivering provider correspondence, administrative mail, and other non-claims mail to the appropriate functional areas (e.g., Agency staff). | No | | | NA | S4 | NA | NA | NA | CNSI has identified MAXIMUS to support this work<br>Refer to page 914 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO40 | The Contractor's solution shall test all current and future HIPAA transaction processing according to guidelines developed by the Strategic National Implementation Process as defined by the Agency (e.g., compliance testing; application, operations, and interface testing; business to business testing). | No | | | NA | NA | NA | NA | NA | Refer to page 914-915 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO41 | The Contractor's shall create materials at a reading level and for a culturally diverse population in a language or format (e.g., Braille, large-fonts, recordings) preferred by the intended recipient (e.g., member, provider) as defined by the Agency., | No | | | NA | NA | NA | NA | NA | CNSI has engaged MAXIMUS to support this requirement<br>Refer to page 915-916 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO42 | The Contractor shall not require travel by Agency staff outside of the primary project location to support contract activities, as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 916 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO43 | The Contractor's solution shall provide a configurable dashboard to display transaction activity (e.g., average processing time and transaction volume) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 916 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO44 | The Contractor shall create and maintain the comprehensive conceptual, physical, and logical data model for all data throughout the life of the contract as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 917 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO45 | The Contractor shall allow the state to purchase software licenses and software maintenance directly, if determined to be in the best interest of the Agency, for use within the solution as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 917 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO46 | The Contractor's solution shall only utilize production data for testing with approval as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 917-918 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO47 | The Contactor's solution shall have the capability for use of the Web Portal to report fraud, waste, and abuse as defined by the Agency. | No | | | F | S3 | SaaS | T | Y | Refer to page 918 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO48 | The contractor's solution shall have the ability for members to manage their account using a Web Portal (e.g., verify eligibility (request a replacement Medicaid ID card), view claims information, and file complaints) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 918-920 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO49 | The Contractor shall supply staff to analyze, develop, and configure payment methodologies and coordinate with Agency staff during rule and policy changes as defined by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 920-921 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO50 | The Contractor's solution shall provide a web portal with the ability to upload forms and supplemental claim documents (e.g., primary payer EOB, medical records, contractor published documents, requests for information) and automatically associate the file to the claim or member record, as defined by the Agency. | No | | | A | S1 | SaaS | T | Y | Refer to page 921 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO51 | The Contractor's solution shall process the following transactions: 837I Healthcare Claim: Institutional 837P Healthcare Claim: Professional 837D Healthcare Claim: Dental 835 Healthcare Claim Payment/Remittance Advice 270 Eligibility, Coverage, or Benefit Inquiry 271 Eligibility, Coverage, or Benefit Information 276 Healthcare Claim Status Request 277 Healthcare Claim Status Response 278 Healthcare Services Review – Request and Response 820 Premium Payment 834 Benefit Enrollment and Maintenance 997 Acknowledgement 824 Application Advice. | No | | | F | S1 | SaaS | T | Y | Refer to page 922-924 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO52 | The Contractor's solution shall accept, screen, date-stamp, assign unique control numbers, and store hard copy all claim forms and attachments. | No | | | F | S1 | SaaS | T | Y | Refer to page 924 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO54 | The Contractor's hosting environment for all module components shall be compliant with Statement on Standards for Attestation Engagements (SSAE-18) SOC 2 Type 2 and has Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. If the Contractor proposes either a multi-tenant solution or a public cloud, hybrid cloud (Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS)), or community cloud enviornment, the vendor must ensure that the environment is either FedRAMP certified or that the shared resources are only accessible by HIPAA-covered entities as defined in 45 CFR 160.103. | No | | | NA | NA | NA | NA | NA | Refer to page 924 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO55 | In the event the Contractor is unable to continue meeting the requirements for the approved hosting model or if the Contractor desires to transition to different hosting model that is compliant with the requirements of the contract, the Contractor must: 1) provide the state with the opportunity to verify compliance of the new hosting environment with the contract requirements in advance of transition, 2) ensure that there is no additional cost to the state for the new hosting model, and 3) ensure that there is no disruption of service to end users as a result of the transition. | No | | | NA | NA | NA | NA | NA | Refer to page 925 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO56 | The Contractor's solution shall receive, store, create, and maintain an indicator and effective dates of an enrolled provider's participation in state specific programs (e.g., health home, primary care enhanced rate) as defined by the Agency. | No | | | F | S1 | SaaS | T | Y | Requirement is configurable in our solution but estimated configuration time is greater than 20 hours<br>Refer to page 925 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO58 | The Contractor's solution must evaluate criteria defined by the agency (e.g. provider participation flags for specified programs) to adjudicate claims and established pricing. | No | | | B | S1 | SaaS | T | Y | Refer to page 926 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO59 | The Contractor's solution shall validate that the member is assigned to the provider and has active eligibility for the period prior to payment. | No | | | B | S1 | SaaS | T | Y | Refer to page 926-927 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO64 | The Contractor's claims processing environment will be sized to process up to 200 concurrent transactions per second. | No | | | NA | NA | NA | NA | NA | Refer to page 927 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO65 | The Contractor shall provide tools for comprehensive performance monitoring and reporting via a dashboard, for SLAs related to the claims processing and management services scope of work and performance of the claims solution. | No | | | A | S1 | SaaS | T | Y | Refer to page 927-928 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO66 | The Contractor must provide a secure communication mechanism that can be accessed by multiple vendors based on user role as defined by the Agency. | No | | | B | S1 | SaaS | T | Y | Refer to page 928-929 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO67 | To support exchange of data with the MMIS requested by other entities, the contractor shall establish network connections with other MMIS vendors or State trading partners as determined necessary by the State and shall host related hardware and software components to support secure network connectivity at a reasonable cost that is paid by the other MMIS vendors or trading partners and shall establish Interconnection Security Agreements that document interface characteristics, security requirements, and the nature of the information communicated over the connection | No | | | NA | NA | NA | NA | NA | Refer to page 929-930 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |

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| Matrix of Requirements | | | | | | | | | | | |
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| **Requirement Section** | **Requirement ID** | **Requirement Language** | **Base Requirement Applicable to Core Claims Solution and All Proposed Options** | **Requirement Option Indicator** | **Requirement Option Assignment** | **General Status** | **Production Status** | **Product Type** | **Hosting** | **Security Tested** | **Additional Information** |
| System Administration & Operations | SAO69 | Contractor shall ensure that individuals occupying Key Personnel positions shall, at a minumum, provide services between 8:00 a.m. and 5:00 p.m. local time Monday through Friday unless a resource-specific alternative schedule is approved by the Agency. | No | | | NA | NA | NA | NA | NA | Refer to page 930 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO70 | The Contractor's solution shall allow authorized users to search and view Claims Based Medical History. | No | | | A | S1 | SaaS | T | Y | Refer to page 930-931 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO71 | The Contractor's solution shall include a self-service tool for providers to directly and efficiently enter claims. | No | | | A | S1 | SaaS | T | Y | Refer to page 931-934 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO72 | The Contractor's online self-service claims entry tool shall accommodate and accept all claim types including Professional, Institutional, Dental, Encounter claims, Adjustments, Roster billing, claim corrections, and the ability to void and replace claims. | No | | | F | S1 | SaaS | T | Y | Refer to page 934-935 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO73 | The Contractor's online self-service claims entry tool shall include a validation feature that performs real-time front end editing prior to claim submission, not allowing submission of claims that fail the front end edits. Edits will include, but are not limited to, active provider enrollment, member eligibility, valid revenue codes, procedure codes, and diagnosis codes. Front end edit(s) shall be displayed to the user for review and correction. The validation feature will not display pricing information. | No | | | A | S1 | SaaS | T | Y | Refer to page 935-936 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO74 | The Contractor's online self-service claims entry tool shall allow an authenticated user to upload an attachment to associate with a specific claim or multiple claims. | No | | | A | S1 | SaaS | T | Y | Refer to page 937 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO75 | The Contractor's online self-service claims entry tool shall instruct users to include a claim confirmation number on any paper attachment when users indicate that an attachment is being mailed or faxed in order to allow for efficient association between a claim and an attachment. | No | | | A | S1 | SaaS | T | Y | Refer to page 938 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO76 | The Contractor's online self-service claims entry tool shall allow users to indicate paper attachments will be mailed and/or faxed. | No | | | A | S1 | SaaS | T | Y | Refer to page 939 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO77 | The Contractor's online self-service claims entry tool shall provide an tracking or control number to the user upon successful completion of the transaction. | No | | | A | S1 | SaaS | T | Y | Refer to page 939 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO78 | The Contractor's online self-service claims entry tool shall provide a configurable auto populate feature for appropriate fields for each claim type (e.g., provider information, submission date, member associated information). | No | | | B | S1 | SaaS | T | Y | Refer to page 940 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO79 | The Contractor's online self-service claims entry tool shall include a claim template feature that allows users to create a templates to be stored and used in the online claims entry tool. | No | | | A | S1 | SaaS | T | Y | Refer to page 940-941 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO80 | The Contractor's solution shall provide search capabilities for users entering data in the online claims entry tool. The search tool will include provider information and provider associated service authorization information. | No | | | A | S1 | SaaS | T | Y | Refer to page 941-942 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| System Administration & Operations | SAO81 | The Contractor's online self-service claims entry tool shall convert all entered claims into an X12 837 format. | No | | | F | S3 | SaaS | T | Y | Refer to page 942 in the file MT CPMS MPATH_CNSI Sections 3.10.10 to 3.10.15 |
| Testing | TEST19 | The Contractor shall develop test criteria and algorithms for expected outcomes prior to production of reports. | Yes | No | No | A | S1 | NA | NA | NA | Refer to page 430 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST02 | At a minimum, the Contractor shall provide sufficient segregated environments to support testing processes that are equivalent to the following:<br><br>a. Integration Testing: End-to-end testing performed to expose defects in the interfaces and in the interactions between integrated module components or other systems and validate the system's readiness to meet non-functional requirements.<br><br>b. System testing: The process of demonstrating that a program, function, or integrated system components meets its requirements and objectives as stated in the requirements specification.<br><br>c. Regression Testing: Testing of a previously tested function following modification to ensure that defects have not been introduced or uncovered, as a result of the changes made. It is performed each time the software or its environment is changed, and typically involves automated testing scripts.<br><br>d. Parallel Testing: Validates that the system achieves the same results as compared to another system (e.g., a legacy system) or previous software version.<br><br>e. Performance and Load Testing: Verifies the performance of a system will meet service level agreements and also measures the behavior of the system with increasing load (e.g. number of parallel users and/or numbers of transactions to determine what load can be handled by the system).<br><br>f. User Acceptance Test: Testing conducted by the user or customer to determine whether or not a system satisfies the defined user acceptance criteria in an isolated environment. | Yes | | | A | S1 | NA | NA | Y | Refer to page 430-438 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST03 | The Contractor must identify and resolve interdependencies that restrict or impede required testing of the Contractor's solution, other enterprise modules, or module components from performing required testing. Unless otherwise identified by the State strategies to resolve interdependencies must be reviewed and approved by the State prior to implementing the resolution strategy. | Yes | | | A | S1 | SaaS | Other | Y | Refer to page 438 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST04 | The Contractor shall perform testing and present the results for each of the following test levels: Performance Test results, System Test results, Parallel Test results, Regression Test results, Integration Test results. Test results shall be traced to the use case/user story and design documentation being tested. | Yes | | | A | S1 | NA | NA | NA | Refer to page 439-441 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |

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**All requirements must have responses in each of the following columns: General Status, Production Status, Product Type, and Hosting.**

| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Testing | TEST05 | The Contractor shall provide sufficient environments and resources for the following:<br><br>a. Synchronize the software and the data from the production environment and testing and impact analysis environment at a minimum on a quarterly basis or at the discretion of the Department.<br>b. Synchronize the software and the data from the production environment and training environment following software deployments.<br>c. Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems.<br>d. Provide technical and functional support to create and analyze "what-if" scenarios and compare results between scenarios in the impact analysis environment. Provide an analysis of outcomes in impact analysis environment and another environment, such as production or test.<br>e. Provide State, Contractor, and IV&V staff a minimum of read-only access to all environments and tools.<br>f. Provide sufficient resources to support the execution of automated regression testing.<br>h. Provide comparative analysis support of regression testing results.<br>i. Conduct testing of approved system configuration changes, corrections or enhancements or before implementation.<br>j. Allow Department resources and contractors designated by the Department to create and edit appropriate data to support testing efforts, including provider, member, and reference data. | Yes | | | A | S1 | NA | Other | Y | Refer to page 441-442 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST06 | The Contractor shall ensure, in order to release code to UAT or production, it must meet the minimum acceptable defect levels:<br>• Critical: 100% have been resolved.<br>• High: 100% have been resolved. | Yes | | | A | S1 | NA | NA | NA | Refer to page 442-444 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST08 | The Department plans to perform UAT on all software releases as part of the contract. The Contractor's approach to establishing testing environments should not impact the Department's ability to conduct continuous UAT in a separate, dedicated environment. | Yes | | | A | S1 | NA | NA | NA | Refer to page 444 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST09 | The Contractor shall facilitate UAT as follows:<br><br>a. Provide test cases and scripts from previous test levels.<br>b. Assist the Department in developing UAT test cases.<br>c. Provide a dedicated UAT environment to the Department and maintain the environment as needed to support continuous UAT throughout design, configure/build and testing.<br>d. Refresh data, execute processes, and migrate releases or code fixes as requested or on an agreed-upon schedule.<br>e. Provide test data.<br>f. Provide a mechanism for the Department to enter defects into the online defect-tracking tool. | Yes | | | A | S1 | NA | NA | NA | Refer to page 445 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST10 | The Contractor shall provide Department resources or their designee access to test cases, test results and defect tracking via online tools. The Department reserves the right to inspect artifacts and results at any time. | Yes | | | C | S1 | COTS | T | Y | Refer to page 446 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST11 | The Department reserves the right to conduct independent testing of the solution at any time. The Contractor must cooperate with the Department or its designee, and provide environments, data, and technical support for independent testing. | Yes | | | NA | NA | NA | NA | NA | Refer to page 446 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST12 | The Contractor's Performance and UAT test environments shall be sized to be capable of mirroring the production System in its infrastructure, files, databases, processing, and reporting. | Yes | | | NA | NA | NA | NA | NA | Refer to page 446 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST13 | The Contractor shall work proactively with the State's designated testing resources to review all test results and provide the necessary system and functional information to create verification procedures and user acceptance test cases. | Yes | | | NA | NA | NA | NA | NA | Refer to page 447in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST20 | The Contractor shall ensure that the Project Work Plan allocates sufficient time to the State's user acceptance testing activities relative to the detailed scope of work, requirements and gaps, the number of manually executed test cases, and the complexity of module integration. The Contractor will be responsible for extended user acceptance testing if the proposed testing duration is not sufficient for the State to validate the module. | Yes | | | A | A | A | A | A | Refer to page 447 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST22 | The Contractor shall plan and execute testing for all inbound and outbound interfaces, ensure accurate and secure data transmission between the contractor's solution and the State's Integration Platform and coordinate with external entities as appropriate. | Yes | | | A | A | A | A | A | Refer to page 448-449 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Testing | TEST23 | The Contractor shall coordinate with the Department, Systems Integrator, and specific module component vendors to conduct integration testing. | Yes | | | A | NA | NA | NA | NA | Refer to page 449 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN01 | The Contractor shall provide technical training to agency project resources and designated contractors to develop an understanding of how to monitor the system using available tools and dashboards while leveraging technical and functional documentation and/or reports. | Yes | | | NA | NA | NA | NA | NA | Refer to page 453-455 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN04 | The Contractor shall update training materials when changes occur. | Yes | | | NA | NA | NA | NA | NA | Refer to page 456-457 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN05 | The Contractor shall collaborate with the agency to finalize a training schedule. | Yes | | | NA | NA | NA | NA | NA | Refer to page 457-458 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN06 | The Contractor shall maintain and update the training environment with training data to use during user training. | Yes | | | NA | NA | NA | NA | NA | Refer to page 458 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN08 | The Contractor shall utilize a variety of delivery methods to best meet the training objectives. Examples include online self-paced training presentations, in-person classroom setting, written material, and demonstrations. | Yes | | | NA | NA | NA | NA | NA | Refer to page 458-460 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN09 | The Contractor must provide training necessary to support new functionality and/or major software releases that materially change the user interaction. | Yes | | | NA | NA | NA | NA | NA | Refer to page 460 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN10 | The Contractor shall provide training to Agency staff and other designated module vendors on the overall data management strategy and investigating data or process issues related to module integration. | Yes | | | NA | NA | NA | NA | NA | Refer to page 460-462 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN13 | The Contractor shall provide training and support to State staff and individuals designated by the State (e.g., IV&V, QA/QC vendor), on the use of DDI tools provided by the contractor. This may include traceability tools, document repositories and testing tools. | Yes | | | NA | NA | NA | NA | NA | Refer to page 462 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Training | TRN14 | The Contractor shall provide training on the system for UAT testers. The Contractor shall provide updated User and System Documentation to UAT testers to support the UAT effort. | Yes | | | A | S1 | SaaS | T | Y | Refer to page 462-463 in file MT CPMS MPATH_CNSI Sections 3.10.2 to 3.10.9 |
| Workflow | WKF01 | The Contractor's workflow solution shall provide a runtime engine that facilitates process events throughout the work type lifecycle. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 320-321 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF02 | The Contractor's workflow solution shall provide configurable work distribution and redistribution based on work type, worker skill, priority, and age of work which can be configured by the State. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 321-322 in the file MT CPMS MPATH_CNSI Section 3.10.1 |

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| Matrix of Requirements | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Requirement Section | Requirement ID | Requirement Language | Base Requirement Applicable to Core Claims Solution and All Proposed Options | Requirement Option Indicator | Requirement Option Assignment | General Status | Production Status | Product Type | Hosting | Security Tested | Additional Information |
| Workflow | WKF03 | The Contractor's workflow solution shall provide a user-friendly Graphical User Interface (GUI) for process definition, execution, monitoring, and management. Support a role-based interface for process definition that leads the user through the steps of defining the workflow associated with a business process including processes that are managed by Department staff only, and that captures all the information needed by the workflow engine to execute that process. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 322 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF04 | The Contractor shall support and assist the Department in mapping all business processes and subprocesses to the workflow application and in transitioning from manual to automated process execution. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 322 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF05 | The Contractor's workflow solution shall support work-type processing that includes internal and external dependencies. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 323 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF06 | The Contractor's workflow solution shall provide the ability to view alerts and/or reminders by user, by work-type. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 323-324 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF07 | The Contractor's workflow solution shall provide the ability to set alerts and or reminders by user, by work-type. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 324 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF08 | The Contractor's workflow solution shall automatically set the state of the work item, based on the processing steps when completed to provide transparent, accurate status of the work at all times. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 324 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF09 | The Contractor's workflow solution shall provide supervisors access and control of work by type and by user. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 324 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF11 | The workflow engine shall be configured to support capturing business processes using Business Process Model and Notation (BPMN) 2.0 or later, even if the engine uses a separate coding of the rules for execution. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 324-325 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF12 | The workflow engine shall be configured to support the establishment of work queues allowing in-process knowledge, data, and documentation to flow from one-solution to another solution. | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 325 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF13 | The workflow engine shall be configured to support workflow access, assignments, and execution for all essential aspects of the business processes (e.g., provider enrollment, provider screening, client communications). | Yes | No | | F | S3 | SaaS | T | Y | Refer to page 325-326 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF14 | The Contractor shall configure, support and maintain a configurable document management, workflow, and ICR/OCR solution that meets the State's requirements. If the Contractor's solution does not include an integrated content management solution that meets the state's requirements, the Contractor will be required to leverage the State of Montana's Perceptive Content Management solution with their overall solution. | Yes | | | F | S1 | SaaS | T | Y | CNSI's subcontractor MAXIMUS is supporting the ICR/OCR functionality.<br>Refer to page 326 in the file MT CPMS MPATH_CNSI Section 3.10.1 |
| Workflow | WKF16 | The Contractor's solution shall deliver automated business process/workflow management to support the establishment of work queues via an assigned worker portal allowing in-process knowledge, data, and documentation to route from one worker's queue to another as well as across solutions. The Contractor's solution shall ensure compliance with defined processes. | Yes | No | | F | S1 | SaaS | T | Y | Refer to page 326-327 in the file MT CPMS MPATH_CNSI Section 3.10.1 |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Services Schedule A - Cost Summary

### Schedule A-1: Claims Processing and Management Services Core Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Core Claims Solution Installation DDI | $ - | Insert "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work DDI | $ 30,253,830.43 | Insert "Total Core Base + Group DDI * CPI-U Costs" from Schedule F, Tab F-1 less "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work Operations | $ 83,850,952.26 | Insert "Total Core Base + Group Operations * CPI-U Costs" from Schedule F, Tab F-2 |
| Claims Processing and Management Services DDI Requisitioned Integration Services Pool Hours and Cost | $ 8,629,932.26 | Insert "Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost" from Schedule K cell F14 |
| Claims Processing and Management Services DDI Data Conversion Optional Years of Data Cost | $ 4,018,046.85 | Insert "Total Optional Conversion Years of Data Costs * CPI-U Costs" from Schedule L cell C26 |
| Claims Processing and Management Services Core Scope of Work DDI Enhancement Pool Hours | $ - | Insert "Total Core DDI Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-3 |
| Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hours | $ - | Insert "Total Core Operations Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-4 |
| **All Claims Processing and Management Services Core Scope of Work Costs** | **$ 126,752,761.81** | |

### Schedule A-2: Claims Processing and Management Services Option A (Financial) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option A DDI | $ 3,042,439.14 | Insert "Total Option A (Financial) Base + Group DDI * CPI-U Costs" from Schedule G, Tab G-1 |
| Claims Processing and Management Services Option A Operations | $ 4,762,666.76 | Insert "Total Option A (Financial) Base + Group Operations * CPI-U Costs" from Schedule G, Tab G-2 |
| Claims Processing and Management Services Option A DDI Enhancement Pool Hours | $ - | Insert "Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-3 |
| Claims Processing and Management Services Option A Operations Enhancement Pool Hours | $ - | Insert "Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-4 |
| **All Claims Processing and Management Services Option A Costs** | **$ 7,805,105.89** | |

### Schedule A-3: Claims Processing and Management Services Option B (Call Center) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option B DDI | $ 1,291,811.35 | Insert "Total Option B (Call Center) Base + Group DDI * CPI-U Costs" from Schedule H, Tab H-1 |
| Claims Processing and Management Services Option B Operations | $ 9,025,304.07 | Insert "Total Option B (Call Center) Base + Group Operations * CPI-U Costs" from Schedule H, Tab H-2 |
| Claims Processing and Management Services Option B DDI Enhancement Pool Hours | $ - | Insert "Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-3 |
| Claims Processing and Management Services Option B Operations Enhancement Pool Hours | $ - | Insert "Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-4 |
| **All Claims Processing and Management Services Option B Costs** | **$ 10,317,115.42** | |

### Schedule A-4: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option C DDI | $ 7,007,049.10 | Insert "Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs" from Schedule I, Tab I-1 |
| Claims Processing and Management Services Option C Operations | $ 21,167,774.64 | Insert "Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs" from Schedule I, Tab I-2 |
| Claims Processing and Management Services Option C DDI Enhancement Pool Hours | $ - | Insert "Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-3 |
| Claims Processing and Management Services Option C Operations Enhancement Pool Hours | $ - | Insert "Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-4 |
| **All Claims Processing and Management Services Option C Costs** | **$ 28,174,823.75** | |

### Schedule A-5: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option D DDI | $ - | Insert "Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs" from Schedule M, Tab M-1 |
| Claims Processing and Management Services Option D Operations | $ - | Insert "Total Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs" from Schedule M, Tab M-2 |
| Claims Processing and Management Services Option D DDI Enhancement Pool Hours | $ - | Insert "Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-3 |
| Claims Processing and Management Services Option D Operations Enhancement Pool Hours | $ - | Insert "Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-4 |
| **All Claims Processing and Management Services Option D Costs** | **$ -** | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-1: Claims Processing and Management Services Core Scope of Work
### Claims Solution Installation for Agency

| Payment Milestone | DDI Phase | | | | |
|---|---|---|---|---|---|
| | Installation and Access | | | | Total Cost |
| **Claims Solution Installation for Agency** | $ - | N/A | N/A | N/A | $0.00 |
| **Total Claim Solution Installation Cost** | **$ -** | N/A | N/A | N/A | **$0.00** |
| **Total Percentage By Phase** | 0.00% | N/A | N/A | N/A | N/A |
| Minimum percent of Total DDI Cost cannot be less than the following percentages for each phase.* | 5% | N/A | N/A | N/A | N/A |
| Maximum percent of Total DDI Cost cannot exceed the following percentages for each phase.* | 10% | N/A | N/A | N/A | N/A |

**** The Claims Solution Installation is complete once the Contractor completes the Claim Solution Installation, provides access to designated Agency staff, and makes the solution ready for requirements confirmation and design session. The Claim Solution Installation percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total Core DDI Costs = $10,000,000, the Claim Solution Installation Cost must be between $500,000 and $1,000,000 ($500,000/$10,000,000= 5% and $1,000,000/$10,000,000=10%)***

### Schedule B-2: Claims Processing and Management Services Core Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claim Solution Implementation** | $ - | $ - | $ - | $ - | $0.00 | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 30,253,830.43 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **Grand Total** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-2 cannot exceed the "Total Core DDI Cost" from Schedule F-1 less the total cost from Schedule B-1 above. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-3: Claims Processing and Management Services Option A (Financial) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option A** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 3,042,439.14 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-3 cannot exceed the "Total Option A DDI Cost" from Schedule G-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-4: Claims Processing and Management Services Option B (Call Center) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option B** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 1,291,811.35 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-4 cannot exceed the "Total Option B DDI Cost" from Schedule H-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-5: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option C** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 7,007,049.10 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-5 cannot exceed the "Total Option C DDI Cost" from Schedule I-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-6: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option D** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ - |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-6 cannot exceed the "Total Option D DDI Cost" from Schedule M-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

## Attachment G - Tier 1 Claims Pricing Schedules

# Claims Processing and Management Services Schedule C - Cost of Operations

| Schedule C-1: Cost of Operations Core | | |
|---|---|---|
| **Phase** | **Cost** | |
| Core Operations Year 1 | $13,755,226.72 | |
| Core Operations Year 2 | $9,748,159.37 | |
| Core Operations Year 3 | $9,325,932.95 | |
| Core Operations Year 4 | $9,135,347.78 | |
| **Core TOTAL** | **$41,964,666.82** | |
| Core Operations Optional Year 5 | $8,889,809.49 | |
| Core Operations Optional Year 6 | $8,310,778.25 | |
| Core Operations Optional Year 7 | $8,207,257.54 | |
| Core Operations Optional Year 8 | $8,207,842.74 | |
| Core Operations Optional Year 9 | $8,270,597.42 | |
| **Core TOTAL** | **$41,886,285.44** | |
| **Core GRAND TOTAL** | **$83,850,952.26** | $ 83,850,952.26 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Claims Solution***

| Schedule C-2: Cost of Operations Option A (Financial) | | |
|---|---|---|
| **Phase** | **Cost** | |
| **Option A** Operations Year 1 | $1,336,873.27 | |
| **Option A** Operations Year 2 | $414,979.66 | |
| **Option A** Operations Year 3 | $424,412.96 | |
| **Option A** Operations Year 4 | $412,500.91 | |
| **Option A (Financial) TOTAL** | **$2,588,766.79** | |
| **Option A** Operations Optional Year 5 | $422,662.85 | |
| **Option A** Operations Optional Year 6 | $432,675.76 | |
| **Option A** Operations Optional Year 7 | $428,776.96 | |
| **Option A** Operations Optional Year 8 | $440,257.38 | |
| **Option A** Operations Optional Year 9 | $449,527.01 | |
| **Option A (Financial) TOTAL** | **$2,173,899.96** | |
| **Option A (Financial) GRAND TOTAL** | **$4,762,666.76** | $ 4,762,666.76 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Financial Solution***

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## Attachment G - Tier 1 Claims Pricing Schedules

| Claims Processing and Management Services Schedule C - Cost of Operations | | |
|---|---|---|
| **Schedule C-3: Cost of Operations Option B (Call Center)** | | |
| **Phase** | **Cost** | |
| **Option B** Operations Year 1 | $1,362,596.86 | |
| **Option B** Operations Year 2 | $944,384.82 | |
| **Option B** Operations Year 3 | $954,851.06 | |
| **Option B** Operations Year 4 | $949,910.24 | |
| **Option B (Call Center) TOTAL** | **$4,211,742.97** | |
| **Option B** Operations Optional Year 5 | $954,483.86 | |
| **Option B** Operations Optional Year 6 | $960,043.81 | |
| **Option B** Operations Optional Year 7 | $960,092.04 | |
| **Option B** Operations Optional Year 8 | $965,480.68 | |
| **Option B** Operations Optional Year 9 | $973,460.69 | |
| **Option B (Call Center) TOTAL** | **$4,813,561.09** | |
| **Option B (Call Center) GRAND TOTAL** | **$9,025,304.07** | $ 9,025,304.07 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Call Center Solution***

| Schedule C-4: Cost of Operations Option C (Federal Reporting) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option C Operations Year 1 | $2,966,547.36 | |
| Option C Operations Year 2 | $2,114,987.80 | |
| Option C Operations Year 3 | $2,166,474.07 | |
| Option C Operations Year 4 | $2,168,061.91 | |
| **Option C (Federal Reporting) TOTAL** | **$9,416,071.14** | |
| Option C Operations Optional Year 5 | $2,239,976.11 | |
| Option C Operations Optional Year 6 | $2,295,541.21 | |
| Option C Operations Optional Year 7 | $2,333,906.03 | |
| Option C Operations Optional Year 8 | $2,410,795.41 | |
| Option C Operations Optional Year 9 | $2,471,484.75 | |
| **Option C (Federal Reporting) TOTAL** | **$11,751,703.50** | |
| **Option C (Federal Reporting) GRAND TOTAL** | **$21,167,774.64** | $ 21,167,774.64 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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## Attachment G - Tier 1 Claims Pricing Schedules

| Claims Processing and Management Services Schedule C - Cost of Operations | | |
|---|---|---|
| **Schedule C-5: Cost of Operations Option D (State Specific Requirements)** | | |
| **Phase** | **Cost** | |
| Option D Operations Year 1 | $0.00 | |
| Option D Operations Year 2 | $0.00 | |
| Option D Operations Year 3 | $0.00 | |
| Option D Operations Year 4 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| Option D Operations Optional Year 5 | $0.00 | |
| Option D Operations Optional Year 6 | $0.00 | |
| Option D Operations Optional Year 7 | $0.00 | |
| Option D Operations Optional Year 8 | $0.00 | |
| Option D Operations Optional Year 9 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| **Option D (State Specific Requirements) GRAND TOTAL** | **$0.00** | $ - **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

### Schedule D-1: Enhancement Pool Hours Core

| Phase | Cost |
|---|---|
| Core DDI - 7,500 hours | $0.00 |
| **Total Core DDI** | **$0.00** |
| Core Operations Year 1 - 4,000 hours | $0.00 |
| Core Operations Year 2 - 4,000 hours | $0.00 |
| Core Operations Year 3 - 4,000 hours | $0.00 |
| Core Operations Year 4 - 4,000 hours | $0.00 |
| Core Optional Operations Year 1 - 4,000 hours | $0.00 |
| Core Optional Operations Year 2 - 4,000 hours | $0.00 |
| Core Optional Operations Year 3 - 4,000 hours | $0.00 |
| Core Optional Operations Year 4 - 4,000 hours | $0.00 |
| Core Optional Operations Year 5 - 4,000 hours | $0.00 |
| **Total Core Operations** | **$0.00** |
| **Core Grand Total** | $0.00 |

$ -  **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the Claims Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

### Schedule D-2: Enhancement Pool Hours Option A (Financial)

| Phase | Cost |
|---|---|
| Option A DDI - 3,000 hours | $0.00 |
| **Total Option A (Financial) DDI** | **$0.00** |
| Option A Operations Year 1 - 2,000 hours | $0.00 |
| Option A Operations Year 2 - 2,000 hours | $0.00 |
| Option A Operations Year 3 - 2,000 hours | $0.00 |
| Option A Operations Year 4 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option A (Financial) Operations** | **$0.00** |
| **Option A (Financial) Grand Total** | $0.00 |

$ - **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the Financial Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-3: Enhancement Pool Hours Option B (Call Center) | | | |
|---|---|---|---|
| **Phase** | **Cost** | | |
| Option B DDI - 3,000 hours | $0.00 | | |
| **Total Option B (Call Center) DDI** | **$0.00** | | |
| Option B Operations Year 1 - 2,000 hours | $0.00 | | |
| Option B Operations Year 2 - 2,000 hours | $0.00 | | |
| Option B Operations Year 3 - 2,000 hours | $0.00 | | |
| Option B Operations Year 4 - 2,000 hours | $0.00 | | |
| Option B Optional Operations Year 1 - 2,000 hours | $0.00 | | |
| Option B Optional Operations Year 2 - 2,000 hours | $0.00 | | |
| Option B Optional Operations Year 3 - 2,000 hours | $0.00 | | |
| Option B Optional Operations Year 4 - 2,000 hours | $0.00 | | |
| Option B Optional Operations Year 5 - 2,000 hours | $0.00 | | |
| **Total Option B (Call Center) Operations** | **$0.00** | | |
| **Option B (Call Center) Grand Total** | **$0.00** | $ - | **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Call Center Solution and overlaps with the year of Certification.**

**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-4: Enhancement Pool Hours Option C (Federal Reporting) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option C DDI - 3,000 hours | $0.00 | |
| **Total Option B (Federal Reporting) DDI** | **$0.00** | |
| Option C Operations Year 1 - 2,000 hours | $0.00 | |
| Option C Operations Year 2 - 2,000 hours | $0.00 | |
| Option C Operations Year 3 - 2,000 hours | $0.00 | |
| Option C Operations Year 4 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option C (Federal Reporting) Operations** | **$0.00** | |
| **Option C (Federal Reporting) Grand Total** | **$0.00** | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution and overlaps with the year of Certification.**

## Attachment G - Tier 1 Claims Pricing Schedules

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-5: Enhancement Pool Hours Option D (State Specific Requirements) | |
|---|---|
| **Phase** | **Cost** |
| Option D DDI - 3,000 hours | $0.00 |
| **Total Option B (State Specific Requirements) DDI** | **$0.00** |
| Option D Operations Year 1 - 2,000 hours | $0.00 |
| Option D Operations Year 2 - 2,000 hours | $0.00 |
| Option D Operations Year 3 - 2,000 hours | $0.00 |
| Option D Operations Year 4 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option D (State Specific Requirements) Operations** | **$0.00** |
| | |
| **Option D (State Specific Requirements) Grand Total** | **$0.00** |

$ - **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the State Specific Requirements Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule E - Resource Hourly Rates

### Schedule E - Resource Hourly Rates

| Type of Resource | Phases | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DDI | DDI * CPI-U Adjust | Operations Year 1 | Year 1 * CPI-U Adjust | Operations Year 2 | Year 2 * CPI-U Adjust | Operations Year 3 | Year 3 * CPI-U Adjust | Operations Year 4 | Year 4 * CPI-U Adjust | Operations Year 5 | Operations Year 5 | Operations Year 6 | Operations Year 6 | Operations Year 7 | Operations Year 7 | Operations Year 8 | Operations Year 8 | Operations Year 9 | Operations Year 9 |
| Project Manager | $ 193.84 | $ 193.84 | $ 237.98 | $ 237.98 | $ 248.53 | $ 248.53 | $ 256.24 | $ 256.24 | $ 261.79 | $ 261.79 | $ 270.01 | $ 270.01 | $ 278.39 | $ 278.39 | $ 286.83 | $ 286.83 | $ 295.44 | $ 295.44 | $ 304.31 | $ 304.31 |
| Technical Manager | $ 158.27 | $ 158.27 | $ 208.03 | $ 208.03 | $ 216.99 | $ 216.99 | $ 223.74 | $ 223.74 | $ 228.33 | $ 228.33 | $ 235.54 | $ 235.54 | $ 242.88 | $ 242.88 | $ 250.26 | $ 250.26 | $ 257.77 | $ 257.77 | $ 265.51 | $ 265.51 |
| Contract Manager | $ 183.08 | $ 183.08 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Integration Lead | $ 140.33 | $ 140.33 | $ 165.12 | $ 165.12 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Claims Manager | $ 156.54 | $ 156.54 | $ 186.02 | $ 186.02 | $ 185.13 | $ 185.13 | $ 190.93 | $ 190.93 | $ 194.53 | $ 194.53 | $ 200.72 | $ 200.72 | $ 207.02 | $ 207.02 | $ 213.33 | $ 213.33 | $ 219.73 | $ 219.73 | $ 226.33 | $ 226.33 |
| Operations Manager | $ 162.29 | $ 162.29 | $ 190.43 | $ 190.43 | $ 189.56 | $ 189.56 | $ 195.49 | $ 195.49 | $ 199.22 | $ 199.22 | $ 205.56 | $ 205.56 | $ 212.01 | $ 212.01 | $ 218.46 | $ 218.46 | $ 225.02 | $ 225.02 | $ 231.77 | $ 231.77 |
| Security Lead | $ 107.93 | $ 107.93 | $ 127.52 | $ 127.52 | $ 126.36 | $ 126.36 | $ 130.40 | $ 130.40 | $ 132.18 | $ 132.18 | $ 136.50 | $ 136.50 | $ 140.88 | $ 140.88 | $ 145.19 | $ 145.19 | $ 149.56 | $ 149.56 | $ 154.04 | $ 154.04 |
| Security Analyst | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Architecture Lead | $ 219.38 | $ 219.38 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Architect | $ 141.77 | $ 141.77 | $ 165.12 | $ 165.12 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. System Architect | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Specialist | $ 94.92 | $ 94.92 | $ 75.01 | $ 75.01 | $ 73.85 | $ 73.85 | $ 76.14 | $ 76.14 | $ 72.85 | $ 72.85 | $ 75.52 | $ 75.52 | $ 68.83 | $ 68.83 | $ 70.32 | $ 70.32 | $ 72.60 | $ 72.60 | $ 74.53 | $ 74.53 |
| Sr. Configuration Specialist | $ 109.67 | $ 109.67 | $ 128.08 | $ 128.08 | $ 126.92 | $ 126.92 | $ 130.98 | $ 130.98 | $ 132.78 | $ 132.78 | $ 137.12 | $ 137.12 | $ 141.51 | $ 141.51 | $ 145.85 | $ 145.85 | $ 150.23 | $ 150.23 | $ 154.74 | $ 154.74 |
| Infrastructure Lead | $ 167.79 | $ 167.79 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Infrastructure Analyst | $ 99.55 | $ 99.55 | $ 118.36 | $ 118.36 | $ 117.15 | $ 117.15 | $ 120.91 | $ 120.91 | $ 122.41 | $ 122.41 | $ 126.44 | $ 126.44 | $ 132.76 | $ 132.76 | $ 136.84 | $ 136.84 | $ 140.95 | $ 140.95 | $ 145.18 | $ 145.18 |
| Developer | $ 84.77 | $ 84.77 | $ 94.82 | $ 94.82 | $ 93.69 | $ 93.69 | $ 96.84 | $ 96.84 | $ 97.05 | $ 97.05 | $ 100.40 | $ 100.40 | $ 103.78 | $ 103.78 | $ 106.42 | $ 106.42 | $ 109.70 | $ 109.70 | $ 113.08 | $ 113.08 |
| Sr. Developer | $ 142.46 | $ 142.46 | $ 165.27 | $ 165.27 | $ 165.70 | $ 165.70 | $ 170.92 | $ 170.92 | $ 173.92 | $ 173.92 | $ 179.49 | $ 179.49 | $ 185.16 | $ 185.16 | $ 190.81 | $ 190.81 | $ 196.54 | $ 196.54 | $ 202.43 | $ 202.43 |
| Database Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Database Administrator | $ 105.75 | $ 105.75 | $ 129.26 | $ 129.26 | $ 128.10 | $ 128.10 | $ 132.19 | $ 132.19 | $ 133.66 | $ 133.66 | $ 138.03 | $ 138.03 | $ 142.26 | $ 142.26 | $ 145.72 | $ 145.72 | $ 150.10 | $ 150.10 | $ 154.60 | $ 154.60 |
| Database Analyst | $ 128.80 | $ 128.80 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. Database Administrator | $ 145.15 | $ 145.15 | $ 166.68 | $ 166.68 | $ 165.70 | $ 165.70 | $ 170.92 | $ 170.92 | $ 173.92 | $ 173.92 | $ 179.49 | $ 179.49 | $ 185.16 | $ 185.16 | $ 190.81 | $ 190.81 | $ 196.54 | $ 196.54 | $ 202.43 | $ 202.43 |
| Testing Lead | $ 146.16 | $ 146.16 | $ 167.51 | $ 167.51 | $ 158.79 | $ 158.79 | $ 163.80 | $ 163.80 | $ 166.58 | $ 166.58 | $ 171.94 | $ 171.94 | $ 177.38 | $ 177.38 | $ 182.79 | $ 182.79 | $ 188.28 | $ 188.28 | $ 193.93 | $ 193.93 |
| Tester | $ 64.61 | $ 64.61 | $ 78.34 | $ 78.34 | $ 79.91 | $ 79.91 | $ 81.51 | $ 81.51 | $ 83.14 | $ 83.14 | $ 84.80 | $ 84.80 | $ 86.49 | $ 86.49 | $ 88.81 | $ 88.81 | $ 93.91 | $ 93.91 | $ 98.93 | $ 98.93 |
| Technical Writer | $ 84.17 | $ 84.17 | $ 92.42 | $ 92.42 | $ 91.09 | $ 91.09 | $ 95.03 | $ 95.03 | $ 94.76 | $ 94.76 | $ 97.96 | $ 97.96 | $ 101.72 | $ 101.72 | $ 104.87 | $ 104.87 | $ 108.02 | $ 108.02 | $ 111.26 | $ 111.26 |
| Sr. Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Analyst | $ 123.09 | $ 123.09 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Engineer | $ 128.39 | $ 128.39 | $ 144.68 | $ 144.68 | $ 143.59 | $ 143.59 | $ 148.14 | $ 148.14 | $ 150.46 | $ 150.46 | $ 155.33 | $ 155.33 | $ 160.27 | $ 160.27 | $ 165.17 | $ 165.17 | $ 170.13 | $ 170.13 | $ 175.24 | $ 175.24 |
| Data Architect | $ 144.59 | $ 144.59 | $ 165.54 | $ 165.54 | $ 165.70 | $ 165.70 | $ 170.92 | $ 170.92 | $ 173.92 | $ 173.92 | $ 179.49 | $ 179.49 | $ 185.16 | $ 185.16 | $ 190.81 | $ 190.81 | $ 196.54 | $ 196.54 | $ 202.43 | $ 202.43 |
| Data Developer | $ 128.39 | $ 128.39 | $ 144.68 | $ 144.68 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Analyst | $ 132.34 | $ 132.34 | $ 125.81 | $ 125.81 | $ 124.86 | $ 124.86 | $ 128.91 | $ 128.91 | $ 131.03 | $ 131.03 | $ 135.52 | $ 135.52 | $ 134.92 | $ 134.92 | $ 140.41 | $ 140.41 | $ 144.88 | $ 144.88 | $ 149.46 | $ 149.46 |
| Sr. System Analyst | $ 165.58 | $ 165.58 | $ 189.75 | $ 189.75 | $ 188.62 | $ 188.62 | $ 194.73 | $ 194.73 | $ 198.57 | $ 198.57 | $ 204.89 | $ 204.89 | $ 210.30 | $ 210.30 | $ 216.86 | $ 216.86 | $ 223.43 | $ 223.43 | $ 230.19 | $ 230.19 |
| Business Analyst | $ 67.76 | $ 67.76 | $ 75.42 | $ 75.42 | $ 97.85 | $ 97.85 | $ 100.87 | $ 100.87 | $ 101.51 | $ 101.51 | $ 104.74 | $ 104.74 | $ 108.01 | $ 108.01 | $ 111.14 | $ 111.14 | $ 114.21 | $ 114.21 | $ 117.39 | $ 117.39 |
| Sr. Business Analyst | $ 114.56 | $ 114.56 | $ 139.12 | $ 139.12 | $ 138.95 | $ 138.95 | $ 143.36 | $ 143.36 | $ 145.53 | $ 145.53 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Certification Lead | $ 162.42 | $ 162.42 | $ 188.18 | $ 188.18 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Training Lead | $ 121.08 | $ 121.08 | $ 146.37 | $ 146.37 | $ 145.30 | $ 145.30 | $ 149.90 | $ 149.90 | $ 152.27 | $ 152.27 | $ 157.20 | $ 157.20 | $ 162.19 | $ 162.19 | $ 167.15 | $ 167.15 | $ 172.17 | $ 172.17 | $ 177.34 | $ 177.34 |
| Trainer | $ 98.36 | $ 98.36 | $ 112.73 | $ 112.73 | $ 111.49 | $ 111.49 | $ 115.08 | $ 115.08 | $ 116.41 | $ 116.41 | $ 120.26 | $ 120.26 | $ 124.15 | $ 124.15 | $ 127.96 | $ 127.96 | $ 131.81 | $ 131.81 | $ 135.76 | $ 135.76 |
| Claims Resolutions/Adjustment St | $ 58.27 | $ 58.27 | $ 67.90 | $ 67.90 | $ 66.46 | $ 66.46 | $ 68.70 | $ 68.70 | $ 68.63 | $ 68.63 | $ 71.05 | $ 71.05 | $ 73.46 | $ 73.46 | $ 75.76 | $ 75.76 | $ 78.04 | $ 78.04 | $ 80.38 | $ 80.38 |
| Prior Authorization Staff | $ 58.27 | $ 58.27 | $ 67.90 | $ 67.90 | $ 66.46 | $ 66.46 | $ 68.70 | $ 68.70 | $ 68.63 | $ 68.63 | $ 71.05 | $ 71.05 | $ 73.46 | $ 73.46 | $ 75.76 | $ 75.76 | $ 78.04 | $ 78.04 | $ 80.38 | $ 80.38 |
| Correspondence and Appeals Sta | $ 58.27 | $ 58.27 | $ 67.90 | $ 67.90 | $ 66.46 | $ 66.46 | $ 68.70 | $ 68.70 | $ 68.63 | $ 68.63 | $ 71.05 | $ 71.05 | $ 73.46 | $ 73.46 | $ 75.76 | $ 75.76 | $ 78.04 | $ 78.04 | $ 80.38 | $ 80.38 |
| Claims Supervisor | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| * Support Personnel | $ 108.92 | $ 108.92 | $ 129.23 | $ 129.23 | $ 128.07 | $ 128.07 | $ 132.16 | $ 132.16 | $ 134.00 | $ 134.00 | $ 138.38 | $ 138.38 | $ 142.81 | $ 142.81 | $ 147.18 | $ 147.18 | $ 151.60 | $ 151.60 | $ 156.15 | $ 156.15 |
| Financial Manager | $ 160.21 | $ 160.21 | $ 189.35 | $ 189.35 | $ 189.56 | $ 189.56 | $ 195.49 | $ 195.49 | $ 199.22 | $ 199.22 | $ 205.56 | $ 205.56 | $ 212.01 | $ 212.01 | $ 218.46 | $ 218.46 | $ 225.02 | $ 225.02 | $ 231.77 | $ 231.77 |
| Provider Relations Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Enrollment Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Federal Reporting Manager | $ 167.84 | $ 167.84 | $ 190.43 | $ 190.43 | $ 189.56 | $ 189.56 | $ 195.49 | $ 195.49 | $ 199.22 | $ 199.22 | $ 205.56 | $ 205.56 | $ 212.01 | $ 212.01 | $ 218.46 | $ 218.46 | $ 225.02 | $ 225.02 | $ 231.77 | $ 231.77 |
| Quality Assurance / Business Proc | $ 85.42 | $ 85.42 | $ 99.35 | $ 99.35 | $ 98.05 | $ 98.05 | $ 101.24 | $ 101.24 | $ 102.14 | $ 102.14 | $ 105.57 | $ 105.57 | $ 109.01 | $ 109.01 | $ 112.38 | $ 112.38 | $ 115.76 | $ 115.76 | $ 119.23 | $ 119.23 |
| Business Analyst Lead | $ 138.47 | $ 138.47 | $ 159.43 | $ 159.43 | $ 158.79 | $ 158.79 | $ 163.80 | $ 163.80 | $ 166.58 | $ 166.58 | $ 171.94 | $ 171.94 | $ 177.38 | $ 177.38 | $ 182.79 | $ 182.79 | $ 188.28 | $ 188.28 | $ 193.93 | $ 193.93 |
| Sr. Infrastructure Analyst | $ 140.33 | $ 140.33 | $ 166.68 | $ 166.68 | $ 165.70 | $ 165.70 | $ 170.92 | $ 170.92 | $ 173.92 | $ 173.92 | $ 179.49 | $ 179.49 | $ 185.16 | $ 185.16 | $ 190.81 | $ 190.81 | $ 196.54 | $ 196.54 | $ 202.43 | $ 202.43 |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date | **0.000000** |
| B. CPI-U for Participating Addendun | **0.000000** |
| C. Index Point Change equals B min | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equal | **1.000000** |

**This schedule represents the hourly rates for resources in both the DDI and Operations phases**

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-1 Claims Processing and Management Services Core DDI Costs

**Claims Processing and Management Services Core DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | - | | - | | - | | - | | - | | - | | - | |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $30,253,830.43 | $ 30,253,830.43 | $ 0.3616 | $ - | $ 0.3616 | $ - | $ 3.5021 | $ - | $ 2.8238 | $ - | $ 2.7544 | $ - | $ 2.5012 | $ - | $ 1.7041 | $ - |
| Core Base DDI * CPI-U Costs: | $ 30,253,830.43 | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

| | |
|---|---|
| **Total Core Base + Group DDI * CPI-U Costs:** | **$ 30,253,830.43** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-2 Claims Processing and Management Services Core Operations Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $1,146,268.89 | $ 13,755,226.72 | $ 0.0946 | $ - | $ - | $ 0.1341 | $ - | $ - | $ 0.1816 | $ - | $ - | $ 0.1506 | $ - | $ - | $ 0.1480 | $ - | $ - | $ 0.1489 | $ - | $ - | $ 0.1235 | $ - | $ - | $ 13,755,226.72 |
| Operations Year 2: | $812,346.61 | $ 9,748,159.37 | $ 0.0884 | $ - | $ - | $ 0.1284 | $ - | $ - | $ 0.1768 | $ - | $ - | $ 0.1450 | $ - | $ - | $ 0.1424 | $ - | $ - | $ 0.1434 | $ - | $ - | $ 0.1178 | $ - | $ - | $ 9,748,159.37 |
| Operations Year 3: | $777,161.08 | $ 9,325,932.95 | $ 0.0895 | $ - | $ - | $ 0.1302 | $ - | $ - | $ 0.1797 | $ - | $ - | $ 0.1472 | $ - | $ - | $ 0.1445 | $ - | $ - | $ 0.1456 | $ - | $ - | $ 0.1195 | $ - | $ - | $ 9,325,932.95 |
| Operations Year 4: | $761,278.98 | $ 9,135,347.78 | $ 0.0955 | $ - | $ - | $ 0.1368 | $ - | $ - | $ 0.1872 | $ - | $ - | $ 0.1541 | $ - | $ - | $ 0.1513 | $ - | $ - | $ 0.1524 | $ - | $ - | $ 0.1260 | $ - | $ - | $ 9,135,347.78 |
| Operations Optional Year 5: | $740,817.46 | $ 8,889,809.49 | $ 0.0953 | $ - | $ - | $ 0.1372 | $ - | $ - | $ 0.1889 | $ - | $ - | $ 0.1550 | $ - | $ - | $ 0.1522 | $ - | $ - | $ 0.1533 | $ - | $ - | $ 0.1264 | $ - | $ - | $ 8,889,809.49 |
| Operations Optional Year 6: | $692,564.85 | $ 8,310,778.25 | $ 0.0883 | $ - | $ - | $ 0.1310 | $ - | $ - | $ 0.1844 | $ - | $ - | $ 0.1498 | $ - | $ - | $ 0.1469 | $ - | $ - | $ 0.1480 | $ - | $ - | $ 0.1203 | $ - | $ - | $ 8,310,778.25 |
| Operations Optional Year 7: | $683,938.13 | $ 8,207,257.54 | $ 0.0879 | $ - | $ - | $ 0.1313 | $ - | $ - | $ 0.1860 | $ - | $ - | $ 0.1506 | $ - | $ - | $ 0.1476 | $ - | $ - | $ 0.1488 | $ - | $ - | $ 0.1205 | $ - | $ - | $ 8,207,257.54 |
| Operations Optional Year 8: | $683,986.90 | $ 8,207,842.74 | $ 0.0875 | $ - | $ - | $ 0.1316 | $ - | $ - | $ 0.1876 | $ - | $ - | $ 0.1514 | $ - | $ - | $ 0.1483 | $ - | $ - | $ 0.1496 | $ - | $ - | $ 0.1208 | $ - | $ - | $ 8,207,842.74 |
| Operations Optional Year 9: | $689,216.45 | $ 8,270,597.42 | $ 0.0940 | $ - | $ - | $ 0.1386 | $ - | $ - | $ 0.1958 | $ - | $ - | $ 0.1590 | $ - | $ - | $ 0.1558 | $ - | $ - | $ 0.1572 | $ - | $ - | $ 0.1279 | $ - | $ - | $ 8,270,597.42 |
| **Core Base Operations * CPI-U Costs:** | | **$ 83,850,952.26** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 83,850,952.26 |

**Total Core Base + Group Operations * CPI-U Costs: $ 83,850,952.26**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | |

**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-3 Claims Processing and Management Services Core DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Core DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DDI Enhancement Pool Hours:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| | - | | - | | - | | - | | - | | - | | - | |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $131.34 | $ - | $131.34 | $0.0000 | $131.34 | $0.0000 | $131.34 | $0.0000 | $131.34 | $0.0000 | $131.34 | $0.0000 | $131.34 | $ - |
| **Core DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Core DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC30: The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-4 Claims Processing and Management Services Core Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ - |
| Operations Year 2: | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ - |
| Operations Year 3: | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ - |
| Operations Year 4: | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ - |
| Operations Optional Year 5: | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ - |
| Operations Optional Year 6: | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ - |
| Operations Optional Year 7: | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ - |
| Operations Optional Year 8: | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ - |
| Operations Optional Year 9: | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ - |
| **Core Operations Enhancement Pool Hour:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Core Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | |
| Variable Rate Factor Group 2-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC31:The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-1 Claims Processing and Management Services Option A (Financial) DDI Costs

**Claims Processing and Management Services Option A (Financial) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| **DDI Base Fixed Cost:** | $3,042,439.14 | $ 3,042,439.14 | $ - | $ - | $ - | $ - | $ 0.1621 | $ - | $ 0.0721 | $ - | $ 0.1392 | $ - | $ 0.1747 | $ - | $ 0.0786 | $ - |
| **Option A (Financial) Base DDI * CPI-U Costs:** | **$ 3,042,439.14** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Option A (Financial) Base + Group DDI * CPI-U Costs:** | **$ 3,042,439.14** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MI | **0.000000** |
| B. CPI-U for Participating Addendum Da | **0.000000** |
| C. Index Point Change equals B minus A | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-2 Claims Processing and Management Services Option A (Financial) Operations Costs

**Claims Processing and Management Services Option A (Financial) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $111,406.11 | $ 1,336,873.27 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 1,336,873.27 |
| Operations Year 2: | $34,581.64 | $ 414,979.66 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 414,979.66 |
| Operations Year 3: | $35,367.75 | $ 424,412.96 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 424,412.96 |
| Operations Year 4: | $34,375.08 | $ 412,500.91 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 412,500.91 |
| Operations Optional Year 5: | $35,221.90 | $ 422,662.85 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0064 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 422,662.85 |
| Operations Optional Year 6: | $36,056.31 | $ 432,675.76 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0064 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 432,675.76 |
| Operations Optional Year 7: | $35,731.41 | $ 428,776.96 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0064 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 428,776.96 |
| Operations Optional Year 8: | $36,688.11 | $ 440,257.38 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0064 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 440,257.38 |
| Operations Optional Year 9: | $37,460.58 | $ 449,527.01 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0064 | $ - | $ - | $ 0.0029 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 449,527.01 |
| **Option A (Financial) Base Operations * CPI-U Costs:** | | **$ 4,762,666.76** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 4,762,666.76 |

**Total Option A (Financial) Base + Group Operations * CPI-U Costs: $ 4,762,666.76**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-3 Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - |
| **Option A (Financial) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC32: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-4 Claims Processing and Management Services Option A (Financial) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ - |
| Operations Year 2: | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ - |
| Operations Year 3: | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ - |
| Operations Year 4: | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ - |
| Operations Optional Year 5: | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ - |
| Operations Optional Year 6: | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ - |
| Operations Optional Year 7: | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ - |
| Operations Optional Year 8: | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ - |
| Operations Optional Year 9: | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ - |
| **Option A (Financial) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | |
| Variable Rate Factor Group 2-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC33:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-1 Claims Processing and Management Services Option B (Call Center) DDI Costs

**Claims Processing and Management Services Option B (Call Center) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $1,291,811.35 | $ 1,291,811.35 | $ 26.9221 | $ - | $ 11.4377 | $ - | $ 7.5666 | $ - | $ 3.9823 | $ - | $ 3.0265 | $ - | $ 2.5486 | $ - | $ 1.7600 | $ - |
| Option B (Call Center) Base DDI * CPI-U Costs: | **$ 1,291,811.35** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group DDI * CPI-U Costs:** | **$ 1,291,811.35** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-2 Claims Processing and Management Services Option B (Call Center) Operations Costs

**Claims Processing and Management Services Option B (Call Center) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | - | | | - | | | - | | | - | | | - | | | - | | | - | | | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $113,549.74 | $ 1,362,596.86 | $ 0.2532 | $ - | $ - | $ 0.2532 | $ - | $ - | $ 0.2532 | $ - | $ - | $ 0.2532 | $ - | $ - | $ 0.2532 | $ - | $ - | $ 0.2532 | $ - | $ - | $ 0.2532 | $ - | $ - | $ 1,362,596.86 |
| Operations Year 2: | $78,698.74 | $ 944,384.82 | $ 0.2178 | $ - | $ - | $ 0.2178 | $ - | $ - | $ 0.2178 | $ - | $ - | $ 0.2178 | $ - | $ - | $ 0.2178 | $ - | $ - | $ 0.2178 | $ - | $ - | $ 0.2178 | $ - | $ - | $ 944,384.82 |
| Operations Year 3: | $79,570.92 | $ 954,851.06 | $ 0.1986 | $ - | $ - | $ 0.1986 | $ - | $ - | $ 0.1986 | $ - | $ - | $ 0.1986 | $ - | $ - | $ 0.1986 | $ - | $ - | $ 0.1986 | $ - | $ - | $ 0.1986 | $ - | $ - | $ 954,851.06 |
| Operations Year 4: | $79,159.19 | $ 949,910.24 | $ 0.1957 | $ - | $ - | $ 0.1957 | $ - | $ - | $ 0.1957 | $ - | $ - | $ 0.1957 | $ - | $ - | $ 0.1957 | $ - | $ - | $ 0.1957 | $ - | $ - | $ 0.1957 | $ - | $ - | $ 949,910.24 |
| Operations Optional Year 5: | $79,540.32 | $ 954,483.86 | $ 0.1953 | $ - | $ - | $ 0.1953 | $ - | $ - | $ 0.1953 | $ - | $ - | $ 0.1953 | $ - | $ - | $ 0.1953 | $ - | $ - | $ 0.1953 | $ - | $ - | $ 0.1953 | $ - | $ - | $ 954,483.86 |
| Operations Optional Year 6: | $80,003.65 | $ 960,043.81 | $ 0.1924 | $ - | $ - | $ 0.1924 | $ - | $ - | $ 0.1924 | $ - | $ - | $ 0.1924 | $ - | $ - | $ 0.1924 | $ - | $ - | $ 0.1924 | $ - | $ - | $ 0.1924 | $ - | $ - | $ 960,043.81 |
| Operations Optional Year 7: | $80,007.67 | $ 960,092.04 | $ 0.1856 | $ - | $ - | $ 0.1856 | $ - | $ - | $ 0.1856 | $ - | $ - | $ 0.1856 | $ - | $ - | $ 0.1856 | $ - | $ - | $ 0.1856 | $ - | $ - | $ 0.1856 | $ - | $ - | $ 960,092.04 |
| Operations Optional Year 8: | $80,456.72 | $ 965,480.68 | $ 0.1839 | $ - | $ - | $ 0.1839 | $ - | $ - | $ 0.1839 | $ - | $ - | $ 0.1839 | $ - | $ - | $ 0.1839 | $ - | $ - | $ 0.1839 | $ - | $ - | $ 0.1839 | $ - | $ - | $ 965,480.68 |
| Operations Optional Year 9: | $81,121.72 | $ 973,460.69 | $ 0.2019 | $ - | $ - | $ 0.2019 | $ - | $ - | $ 0.2019 | $ - | $ - | $ 0.2019 | $ - | $ - | $ 0.2019 | $ - | $ - | $ 0.2019 | $ - | $ - | $ 0.2019 | $ - | $ - | $ 973,460.69 |
| **Option B (Call Center) Base Operations * CPI-U Costs:** | | **$ 9,025,304.07** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 9,025,304.07 |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group Operations * CPI-U Costs:** | **$ 9,025,304.07** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | 1 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-3 Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | **-** | | **-** | | **-** | | **-** | | **-** | | **-** | | **-** |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - |
| **Option B (Call Center) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC34: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-4 Claims Processing and Management Services Option B (Call Center) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ - |
| Operations Year 2: | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ - |
| Operations Year 3: | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ - |
| Operations Year 4: | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ - |
| Operations Optional Year 5: | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ - |
| Operations Optional Year 6: | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ - |
| Operations Optional Year 7: | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ - |
| Operations Optional Year 8: | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ - |
| Operations Optional Year 9: | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ - |
| **Option B (Call Center) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC35:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-1 Claims Processing and Management Services Option C (Federal Reporting) DDI Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| **DDI Base Fixed Cost:** | $7,007,049.10 | $ 7,007,049.10 | $ - | $ - | $ 0.0494 | $ - | $ 0.0494 | $ - | $ 0.0494 | $ - | $ 0.0494 | $ - | $ 0.0494 | $ - | $ 0.0494 | $ - |
| **Option C (Federal Reporting) Base DDI * CPI-U Costs:** | **$ 7,007,049.10** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs:** | **$ 7,007,049.10** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-2 Claims Processing and Management Services Option C (Federal Reporting) Operations Costs

**Claims Processing and Management Services Option C (Federal Reporting) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| Total Members: | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $247,212.28 | $ 2,966,547.36 | $ - | $ - | $ - | $ 0.0022 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 0.0001 | $ - | $ - | $ 2,966,547.36 |
| Operations Year 2: | $176,248.98 | $ 2,114,987.80 | $ - | $ - | $ - | $ 0.0023 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 0.0001 | $ - | $ - | $ 2,114,987.80 |
| Operations Year 3: | $180,539.51 | $ 2,166,474.07 | $ - | $ - | $ - | $ 0.0024 | $ - | $ - | $ 0.0015 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 0.0001 | $ - | $ - | $ 2,166,474.07 |
| Operations Year 4: | $180,671.83 | $ 2,168,061.91 | $ - | $ - | $ - | $ 0.0025 | $ - | $ - | $ 0.0015 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,168,061.91 |
| Operations Optional Year 5: | $186,664.68 | $ 2,239,976.11 | $ - | $ - | $ - | $ 0.0025 | $ - | $ - | $ 0.0016 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,239,976.11 |
| Operations Optional Year 6: | $191,295.10 | $ 2,295,541.21 | $ - | $ - | $ - | $ 0.0026 | $ - | $ - | $ 0.0016 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,295,541.21 |
| Operations Optional Year 7: | $194,492.17 | $ 2,333,906.03 | $ - | $ - | $ - | $ 0.0027 | $ - | $ - | $ 0.0017 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,333,906.03 |
| Operations Optional Year 8: | $200,899.62 | $ 2,410,795.41 | $ - | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0017 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,410,795.41 |
| Operations Optional Year 9: | $205,957.06 | $ 2,471,484.75 | $ - | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0018 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,471,484.75 |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ 21,167,774.64** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 21,167,774.64 |

**Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs: $ 21,167,774.64**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | |

**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-3 Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DDI Enhancement Pool Hours:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC36: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-4 Claims Processing and Management Services Option C (Federal Reporting) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ - |
| Operations Year 2: | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ - |
| Operations Year 3: | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ - |
| Operations Year 4: | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ - |
| Operations Optional Year 5: | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ - |
| Operations Optional Year 6: | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ - |
| Operations Optional Year 7: | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ - |
| Operations Optional Year 8: | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ - |
| Operations Optional Year 9: | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC37:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule J - Integration Service Types

### Integration Services Types Fixed Hour Amounts

**Major Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 120 |
| Business Analyst | 55 |
| Configuration Lead | 12 |
| Sr. Developer | 419 |
| Developer | 99 |
| Database Administrator | 8 |
| Security Analyst | 8 |
| Test Lead | 50 |
| Tester | 150 |
| Technical Writer | 10 |
| **Total Fixed Hours for Each Major Service Integration:** | **931** |

**Complex Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 240 |
| Business Analyst | 80 |
| Configuration Lead | 10 |
| Sr. Developer | 780 |
| Developer | 185 |
| Database Administrator | 24 |
| Security Analyst | 8 |
| Test Lead | 100 |
| Tester | 300 |
| Technical Writer | 8 |
| **Total Fixed Hours for Each Complex Service Integration:** | **1,735** |

**Standard Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 60 |
| Business Analyst | 32 |
| Configuration Lead | 8 |
| Sr. Developer | 205 |
| Developer | 48 |
| Database Administrator | 4 |
| Security Analyst | 8 |
| Test Lead | 20 |
| Tester | 80 |
| Technical Writer | 6 |
| **Total Fixed Hours for Each Standard Service Integration:** | **471** |

**Simple Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 30 |
| Business Analyst | 24 |
| Configuration Lead | 6 |
| Sr. Developer | 96 |
| Developer | 25 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 10 |
| Tester | 38 |
| Technical Writer | 4 |
| **Total Fixed Hours for Each Simple Service Integration:** | **243** |

**On Boarding Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 35 |
| Business Analyst | - |
| Configuration Lead | 20 |
| Sr. Developer | 90 |
| Developer | 60 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 30 |
| Tester | 30 |
| Technical Writer | 2 |
| **Total Fixed Hours for Each Onboarding Service Integration:** | **277** |

*NOTE: Please see RFP Section 3.10.1.4.1 titled "Integration Services Type Definition" for a more complete definition of each integration service type listed above.*

*The Contractor should allocate the hours across the Resource Types applicable for each Integration Service Type. If a Resource Type is not required for a specific Integration Service Type, put zero (0) in the Hours column. When an Integration Service is required, the Contractor will evaluate the Integration Service and document the detailed requirements. Using the detailed requirements, the Contractor will propose the Integration Service Type to the Department. Once the Department and Contractor mutually agree on the Integration Service Type, the value indicated in the "Total Fixed Hours..." row for each Integration Service Type will be the total hours that the Department will reimburse the Contractor for the respective Integration Service Type regardless of the actual level of effort required to complete the work.*

**Attachment G - Tier 1 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule K - DDI Requisitioned Integration Services Pool Hours and Cost

### DDI Requisitioned Integration Services Pool Hours and Cost

| Integration Service Type Category | Number of Interfaces | Hours | | Cost | Cost * CPI-U Adjust |
|---|---|---|---|---|---|
| Major Services | **5** | 4,653 | * | | |
| Complex Services | **20** | 34,692 | * | | |
| Standard Services | **35** | 16,468 | * | | |
| Simple Services | **25** | 6,078 | * | | |
| Onboarding Services | **15** | 4,155 | * | | |
| **Total DDI Requisitioned Integration Services Pool Hours:** | | **66,045** | | | |
| **Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost:** | | | ** | **$ 8,629,932** | **$ 8,629,932** |
| **DDI Requisitioned Integration Services Pool Average Hourly Rate & CPI-U Adjusted Hourly Rate:** | | | *** | **$ 130.67** | **$131** |

**** The values found in C7 through C11 are derived by multiplying the value in each cell in column B by the fixed hour amounts found in Schedule J.***
***** The Contractor should enter the total cost for the Integration Services Pool Hours in E14 for the total hours identified in cell C12.***
****** Cell F14 is a calculated by dividing the value in E14 by the value in C12.***

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule L - Data Conversion Optional Years of Data
## Schedule L-1 Claims Management and Processing Services Conversion Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + | |
| Total Members: | | | - | | - | | - | | - | | - | | - | | - | | |
| **Operations Year** | *Base Conversion Cost* | *Base Conversion Cost * CPI-U Adjust* | *Variable Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Total Optional Conversion Cost* |
| Conversion Year 1 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 2 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 3 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Optional Conversion Year 4: | $2,232,248.66 | $ 2,232,248.66 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 2,232,248.66 |
| Optional Conversion Year 5: | $223,224.77 | $ 223,224.77 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 223,224.77 |
| Optional Conversion Year 6: | $223,224.77 | $ 223,224.77 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 223,224.77 |
| Optional Conversion Year 7: | $446,449.55 | $ 446,449.55 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 446,449.55 |
| Optional Conversion Year 8: | $446,449.55 | $ 446,449.55 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 446,449.55 |
| Optional Conversion Year 9: | $446,449.55 | $ 446,449.55 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 446,449.55 |
| **Conversion Costs:** | | **$ 4,018,046.85** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ 4,018,046.85** |

| | |
|---|---|
| **Total Optional Conversion Years of Data Costs * CPI-U Costs:** | **$ 4,018,046.85** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | |
| Year 4 Variable Rate: | $ - | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-1 Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Option C (Federal Reporting) Base DDI * CPI-U Costs: | $ - | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-2 Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ - |

**otal Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs:** $ -

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | |
|---|---|---|
| COLA Percentage: | 3.00% | |
| Year 1 Variable Rate: | $ - | |
| Variable Rate Factor Group 1-7: | | 1 1 1 1 1 1 1 |

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-3 Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* |
| **DDI:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC38: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 1 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-4 Claims Processing and Management Services Option D (State Specific Requirements) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC39:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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## Attachment G - Tier 1 Claims Pricing Schedules

### Participating State Information

| | | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | Group 6 | Group 7 |
|---|---|---|---|---|---|---|---|---|
| **Total Number of De-duplicated Members (Total Members)** | | *0 249,999* | *250,000 399,999* | *400,000 899,999* | *900,000 1,349,999* | *1,350,000 1,799,999* | *1,800,000 3,999,999* | *4,000,000 +* |
| **Consumer Price Index Urban (CPI-U) Adjustment:** | | - | - | - | - | - | - | - |
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** | | | | | | | |
| B. CPI-U for Participating Addendum Date: | **0.000000** | | | | | | | |
| C. Index Point Change equals B minus A: | **0.000000** | | | | | | | |
| D. Equals C divided by A: | **0.000000** | | | | | | | |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** | | | | | | | |

| **Participating Addendum Options** | **Choose Yes/No** |
|---|---|
| Will the Participating State use Option A (Financial)? | **Yes** |
| Will the Participating State use Option B (Contact Center/Call Center)? | **Yes** |
| Will the Participating State use Option C (Federal Reporting)? | **Yes** |
| Will the Participating State use Option D (State Specific)?* | |

*This will be done in the Participating Addendum Process

| **Pool Hours by Schedule** | **Sch F (3, 4)** | **Sch G (3, 4)** | **Sch H (3, 4)** | **Sch I (3, 4)** | **Sch M (3, 4)** |
|---|---|---|---|---|---|
| DDI Enhancement Pool Hours (F-3, G-3, H-3, I-3, M-3) | **7,500** | **3,000** | **3,000** | **3,000** | **3,000** |
| Operations Enhancement pool hours (F-4, G-4, H-4, I-4, M-4) | **4,000** | **2,000** | **2,000** | **2,000** | **2,000** |

**Attachment G - Tier 2 Claims Pricing Schedules**

## Claims Services Schedule A - Cost Summary

### Schedule A-1: Claims Processing and Management Services Core Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Core Claims Solution Installation DDI | $ | - | Insert "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work DDI | $ | 30,402,262.69 | Insert "Total Core Base + Group DDI * CPI-U Costs" from Schedule F, Tab F-1 less "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work Operations | $ | 92,522,088.90 | Insert "Total Core Base + Group Operations * CPI-U Costs" from Schedule F, Tab F-2 |
| Claims Processing and Management Services DDI Requisitioned Integration Services Pool Hours and Cost | $ | 8,629,932.26 | Insert "Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost" from Schedule K cell F14 |
| Claims Processing and Management Services DDI Data Conversion Optional Years of Data Cost | $ | 4,018,046.85 | Insert "Total Optional Conversion Years of Data Costs * CPI-U Costs" from Schedule L cell C26 |
| Claims Processing and Management Services Core Scope of Work DDI Enhancement Pool Hours | $ | - | Insert "Total Core DDI Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-3 |
| Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hours | $ | - | Insert "Total Core Operations Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-4 |
| **All Claims Processing and Management Services Core Scope of Work Costs** | **$** | **135,572,330.70** | |

### Schedule A-2: Claims Processing and Management Services Option A (Financial) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option A DDI | $ | 2,119,743.21 | Insert "Total Option A (Financial) Base + Group DDI * CPI-U Costs" from Schedule G, Tab G-1 |
| Claims Processing and Management Services Option A Operations | $ | 4,643,273.06 | Insert "Total Option A (Financial) Base + Group Operations * CPI-U Costs" from Schedule G, Tab G-2 |
| Claims Processing and Management Services Option A DDI Enhancement Pool Hours | $ | - | Insert "Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-3 |
| Claims Processing and Management Services Option A Operations Enhancement Pool Hours | $ | - | Insert "Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-4 |
| **All Claims Processing and Management Services Option A Costs** | **$** | **6,763,016.27** | |

### Schedule A-3: Claims Processing and Management Services Option B (Call Center) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option B DDI | $ | 1,290,517.96 | Insert "Total Option B (Call Center) Base + Group DDI * CPI-U Costs" from Schedule H, Tab H-1 |
| Claims Processing and Management Services Option B Operations | $ | 9,025,304.07 | Insert "Total Option B (Call Center) Base + Group Operations * CPI-U Costs" from Schedule H, Tab H-2 |
| Claims Processing and Management Services Option B DDI Enhancement Pool Hours | $ | - | Insert "Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-3 |
| Claims Processing and Management Services Option B Operations Enhancement Pool Hours | $ | - | Insert "Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-4 |
| **All Claims Processing and Management Services Option B Costs** | **$** | **10,315,822.02** | |

### Schedule A-4: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option C DDI | $ | 7,160,094.45 | Insert "Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs" from Schedule I, Tab I-1 |
| Claims Processing and Management Services Option C Operations | $ | 21,990,402.80 | Insert "Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs" from Schedule I, Tab I-2 |
| Claims Processing and Management Services Option C DDI Enhancement Pool Hours | $ | - | Insert "Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-3 |
| Claims Processing and Management Services Option C Operations Enhancement Pool Hours | $ | - | Insert "Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-4 |
| **All Claims Processing and Management Services Option C Costs** | **$** | **29,150,497.25** | |

### Schedule A-5: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option D DDI | $ | - | Insert "Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs" from Schedule M, Tab M-1 |
| Claims Processing and Management Services Option D Operations | $ | - | Insert "Total Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs" from Schedule M, Tab M-2 |
| Claims Processing and Management Services Option D DDI Enhancement Pool Hours | $ | - | Insert "Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-3 |
| Claims Processing and Management Services Option D Operations Enhancement Pool Hours | $ | - | Insert "Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-4 |
| **All Claims Processing and Management Services Option D Costs** | **$** | **-** | |

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## Attachment G - Tier 2 Claims Pricing Schedules

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-1: Claims Processing and Management Services Core Scope of Work
### Claims Solution Installation for Agency

| Payment Milestone | DDI Phase | | | | |
|---|---|---|---|---|---|
| | Installation and Access | | | | Total Cost |
| **Claims Solution Installation for Agency** | $ - | N/A | N/A | N/A | $0.00 |
| **Total Claim Solution Installation Cost** | **$ -** | N/A | N/A | N/A | **$0.00** |
| **Total Percentage By Phase** | 0.00% | N/A | N/A | N/A | N/A |
| Minimum percent of Total DDI Cost cannot be less than the following percentages for each phase.* | 5% | N/A | N/A | N/A | N/A |
| Maximum percent of Total DDI Cost cannot exceed the following percentages for each phase.* | 10% | N/A | N/A | N/A | N/A |

**** The Claims Solution Installation is complete once the Contractor completes the Claim Solution Installation, provides access to designated Agency staff, and makes the solution ready for requirements confirmation and design session. The Claim Solution Installation percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total Core DDI Costs = $10,000,000, the Claim Solution Installation Cost must be between $500,000 and $1,000,000 ($500,000/$10,000,000= 5% and $1,000,000/$10,000,000=10%).***

### Schedule B-2: Claims Processing and Management Services Core Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claim Solution Implementation** | $ - | $ - | $ - | $ - | $0.00 | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 30,402,262.69 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **Grand Total** | $0.00 | | | | | |

**** The Grand Total cost for Schedule B-2 cannot exceed the "Total Core DDI Cost" from Schedule F-1 less the total cost from Schedule B-1 above. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%***

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## Attachment G - Tier 2 Claims Pricing Schedules

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-3: Claims Processing and Management Services Option A (Financial) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option A** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 2,119,743.21 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-3 cannot exceed the "Total Option A DDI Cost" from Schedule G-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-4: Claims Processing and Management Services Option B (Call Center) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option B** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 1,290,517.96 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-4 cannot exceed the "Total Option B DDI Cost" from Schedule H-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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## Attachment G - Tier 2 Claims Pricing Schedules

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-5: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option C** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 7,160,094.45 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-5 cannot exceed the "Total Option C DDI Cost" from Schedule I-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-6: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option D** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ - |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-6 cannot exceed the "Total Option D DDI Cost" from Schedule M-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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## Attachment G - Tier 2 Claims Pricing Schedules

### Claims Processing and Management Services Schedule C - Cost of Operations

| Schedule C-1: Cost of Operations Core | | |
|---|---|---|
| **Phase** | **Cost** | |
| Core Operations Year 1 | $14,375,058.84 | |
| Core Operations Year 2 | $10,582,718.49 | |
| Core Operations Year 3 | $10,197,371.07 | |
| Core Operations Year 4 | $10,127,052.84 | |
| **Core TOTAL** | **$45,282,201.25** | |
| Core Operations Optional Year 5 | $9,816,960.70 | |
| Core Operations Optional Year 6 | $9,337,803.95 | |
| Core Operations Optional Year 7 | $9,310,685.22 | |
| Core Operations Optional Year 8 | $9,340,718.05 | |
| Core Operations Optional Year 9 | $9,433,719.73 | |
| **Core TOTAL** | **$47,239,887.65** | |
| **Core GRAND TOTAL** | **$92,522,088.90** | $ 92,522,088.90 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Claims Solution***

| Schedule C-2: Cost of Operations Option A (Financial) | | |
|---|---|---|
| **Phase** | **Cost** | |
| **Option A** Operations Year 1 | $1,259,036.37 | |
| **Option A** Operations Year 2 | $405,820.24 | |
| **Option A** Operations Year 3 | $415,045.74 | |
| **Option A** Operations Year 4 | $408,830.39 | |
| **Option A (Financial) TOTAL** | **$2,488,732.75** | |
| **Option A** Operations Optional Year 5 | $418,894.28 | |
| **Option A** Operations Optional Year 6 | $428,815.07 | |
| **Option A** Operations Optional Year 7 | $424,969.75 | |
| **Option A** Operations Optional Year 8 | $436,331.78 | |
| **Option A** Operations Optional Year 9 | $445,529.43 | |
| **Option A (Financial) TOTAL** | **$2,154,540.31** | |
| **Option A (Financial) GRAND TOTAL** | **$4,643,273.06** | $ 4,643,273.06 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Financial Solution***

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## Attachment G - Tier 2 Claims Pricing Schedules

| Claims Processing and Management Services Schedule C - Cost of Operations | | |
|---|---|---|
| **Schedule C-3: Cost of Operations Option B (Call Center)** | | |
| **Phase** | **Cost** | |
| **Option B** Operations Year 1 | $1,362,596.86 | |
| **Option B** Operations Year 2 | $944,384.82 | |
| **Option B** Operations Year 3 | $954,851.06 | |
| **Option B** Operations Year 4 | $949,910.24 | |
| **Option B (Call Center) TOTAL** | **$4,211,742.97** | |
| **Option B** Operations Optional Year 5 | $954,483.86 | |
| **Option B** Operations Optional Year 6 | $960,043.81 | |
| **Option B** Operations Optional Year 7 | $960,092.04 | |
| **Option B** Operations Optional Year 8 | $965,480.68 | |
| **Option B** Operations Optional Year 9 | $973,460.69 | |
| **Option B (Call Center) TOTAL** | **$4,813,561.09** | |
| **Option B (Call Center) GRAND TOTAL** | **$9,025,304.07** | $ 9,025,304.07 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Call Center Solution***

| Schedule C-4: Cost of Operations Option C (Federal Reporting) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option C Operations Year 1 | $3,047,579.66 | |
| Option C Operations Year 2 | $2,198,394.32 | |
| Option C Operations Year 3 | $2,252,379.99 | |
| Option C Operations Year 4 | $2,256,542.21 | |
| **Option C (Federal Reporting) TOTAL** | **$9,754,896.17** | |
| Option C Operations Optional Year 5 | $2,331,108.04 | |
| Option C Operations Optional Year 6 | $2,389,404.32 | |
| Option C Operations Optional Year 7 | $2,430,582.24 | |
| Option C Operations Optional Year 8 | $2,510,369.13 | |
| Option C Operations Optional Year 9 | $2,574,042.90 | |
| **Option C (Federal Reporting) TOTAL** | **$12,235,506.63** | |
| **Option C (Federal Reporting) GRAND TOTAL** | **$21,990,402.80** | $ 21,990,402.80 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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## Attachment G - Tier 2 Claims Pricing Schedules

| Claims Processing and Management Services Schedule C - Cost of Operations | | |
|---|---|---|
| **Schedule C-5: Cost of Operations Option D (State Specific Requirements)** | | |
| **Phase** | **Cost** | |
| Option D Operations Year 1 | $0.00 | |
| Option D Operations Year 2 | $0.00 | |
| Option D Operations Year 3 | $0.00 | |
| Option D Operations Year 4 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| Option D Operations Optional Year 5 | $0.00 | |
| Option D Operations Optional Year 6 | $0.00 | |
| Option D Operations Optional Year 7 | $0.00 | |
| Option D Operations Optional Year 8 | $0.00 | |
| Option D Operations Optional Year 9 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| **Option D (State Specific Requirements) GRAND TOTAL** | **$0.00** | $ - **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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## Attachment G - Tier 2 Claims Pricing Schedules

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-1: Enhancement Pool Hours Core | | | |
|---|---|---|---|
| **Phase** | **Cost** | | |
| Core DDI - 7,500 hours | $0.00 | | |
| **Total Core DDI** | **$0.00** | | |
| Core Operations Year 1 - 4,000 hours | $0.00 | | |
| Core Operations Year 2 - 4,000 hours | $0.00 | | |
| Core Operations Year 3 - 4,000 hours | $0.00 | | |
| Core Operations Year 4 - 4,000 hours | $0.00 | | |
| Core Optional Operations Year 1 - 4,000 hours | $0.00 | | |
| Core Optional Operations Year 2 - 4,000 hours | $0.00 | | |
| Core Optional Operations Year 3 - 4,000 hours | $0.00 | | |
| Core Optional Operations Year 4 - 4,000 hours | $0.00 | | |
| Core Optional Operations Year 5 - 4,000 hours | $0.00 | | |
| **Total Core Operations** | **$0.00** | | |
| **Core Grand Total** | $0.00 | $ - | **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Claims Solution and overlaps with the year of Certification.**

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## Attachment G - Tier 2 Claims Pricing Schedules

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-2: Enhancement Pool Hours Option A (Financial) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option A DDI - 3,000 hours | $0.00 | |
| **Total Option A (Financial) DDI** | **$0.00** | |
| Option A Operations Year 1 - 2,000 hours | $0.00 | |
| Option A Operations Year 2 - 2,000 hours | $0.00 | |
| Option A Operations Year 3 - 2,000 hours | $0.00 | |
| Option A Operations Year 4 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option A (Financial) Operations** | **$0.00** | |
| **Option A (Financial) Grand Total** | $0.00 | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Financial Solution and overlaps with the year of Certification.**

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## Attachment G - Tier 2 Claims Pricing Schedules

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-3: Enhancement Pool Hours Option B (Call Center) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option B DDI - 3,000 hours | $0.00 | |
| **Total Option B (Call Center) DDI** | **$0.00** | |
| Option B Operations Year 1 - 2,000 hours | $0.00 | |
| Option B Operations Year 2 - 2,000 hours | $0.00 | |
| Option B Operations Year 3 - 2,000 hours | $0.00 | |
| Option B Operations Year 4 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option B (Call Center) Operations** | **$0.00** | |
| **Option B (Call Center) Grand Total** | **$0.00** | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Call Center Solution and overlaps with the year of Certification.**

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## Attachment G - Tier 2 Claims Pricing Schedules

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-4: Enhancement Pool Hours Option C (Federal Reporting) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option C DDI - 3,000 hours | $0.00 | |
| **Total Option B (Federal Reporting) DDI** | **$0.00** | |
| Option C Operations Year 1 - 2,000 hours | $0.00 | |
| Option C Operations Year 2 - 2,000 hours | $0.00 | |
| Option C Operations Year 3 - 2,000 hours | $0.00 | |
| Option C Operations Year 4 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option C Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option C (Federal Reporting) Operations** | **$0.00** | |
| **Option C (Federal Reporting) Grand Total** | **$0.00** | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution and overlaps with the year of Certification.**

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## Attachment G - Tier 2 Claims Pricing Schedules

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-5: Enhancement Pool Hours Option D (State Specific Requirements) | |
|---|---|
| **Phase** | **Cost** |
| Option D DDI - 3,000 hours | $0.00 |
| **Total Option B (State Specific Requirements) DDI** | **$0.00** |
| Option D Operations Year 1 - 2,000 hours | $0.00 |
| Option D Operations Year 2 - 2,000 hours | $0.00 |
| Option D Operations Year 3 - 2,000 hours | $0.00 |
| Option D Operations Year 4 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option D (State Specific Requirements) Operations** | **$0.00** |
| | |
| **Option D (State Specific Requirements) Grand Total** | **$0.00** |

$ - **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the State Specific Requirements Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule E - Resource Hourly Rates

### Schedule E - Resource Hourly Rates

| Type of Resource | Phases | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DDI | DDI * CPI-U Adjust | Operations Year 1 | Year 1 * CPI-U | Operations Year 2 | Year 2 * CPI-U Adjust | Operations Year 3 | Year 3 * CPI-U | Operations Year 4 | Year 4 * CPI-U Adjust | Operations Year 5 | Operations Year 5 | Operations Year 6 | Operations Year 6 | Operations Year 7 | Operations Year 7 | Operations Year 8 | Operations Year 8 | Operations Year 9 | Operations Year 9 |
| Project Manager | $ 193.63 | $ 193.63 | $ 233.10 | $ 233.10 | $ 245.98 | $ 245.98 | $ 253.55 | $ 253.55 | $ 260.38 | $ 260.38 | $ 268.49 | $ 268.49 | $ 276.75 | $ 276.75 | $ 285.09 | $ 285.09 | $ 293.62 | $ 293.62 | $ 302.41 | $ 302.41 |
| Technical Manager | $ 158.04 | $ 158.04 | $ 203.16 | $ 203.16 | $ 214.43 | $ 214.43 | $ 221.06 | $ 221.06 | $ 226.91 | $ 226.91 | $ 234.02 | $ 234.02 | $ 241.25 | $ 241.25 | $ 248.51 | $ 248.51 | $ 255.96 | $ 255.96 | $ 263.61 | $ 263.61 |
| Contract Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Integration Lead | $ 140.12 | $ 140.12 | $ 160.25 | $ 160.25 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Claims Manager | $ 156.33 | $ 156.33 | $ 181.15 | $ 181.15 | $ 182.57 | $ 182.57 | $ 188.24 | $ 188.24 | $ 193.11 | $ 193.11 | $ 199.21 | $ 199.21 | $ 205.39 | $ 205.39 | $ 211.58 | $ 211.58 | $ 217.91 | $ 217.91 | $ 224.43 | $ 224.43 |
| Operations Manager | $ 160.58 | $ 160.58 | $ 185.56 | $ 185.56 | $ 187.00 | $ 187.00 | $ 192.80 | $ 192.80 | $ 197.81 | $ 197.81 | $ 204.05 | $ 204.05 | $ 210.37 | $ 210.37 | $ 216.71 | $ 216.71 | $ 223.20 | $ 223.20 | $ 229.88 | $ 229.88 |
| Security Lead | $ 107.72 | $ 107.72 | $ 122.57 | $ 122.57 | $ 123.80 | $ 123.80 | $ 127.71 | $ 127.71 | $ 130.76 | $ 130.76 | $ 134.99 | $ 134.99 | $ 139.24 | $ 139.24 | $ 143.45 | $ 143.45 | $ 147.74 | $ 147.74 | $ 152.15 | $ 152.15 |
| Security Analyst | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Architecture Lead | $ 219.17 | $ 219.17 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Architect | $ 141.56 | $ 141.56 | $ 160.25 | $ 160.25 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. System Architect | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Specialist | $ 94.71 | $ 94.71 | $ 70.14 | $ 70.14 | $ 71.29 | $ 71.29 | $ 73.45 | $ 73.45 | $ 71.43 | $ 71.43 | $ 74.01 | $ 74.01 | $ 76.24 | $ 76.24 | $ 77.15 | $ 77.15 | $ 79.58 | $ 79.58 | $ 81.75 | $ 81.75 |
| Sr. Configuration Specialist | $ 109.46 | $ 109.46 | $ 123.21 | $ 123.21 | $ 124.36 | $ 124.36 | $ 128.29 | $ 128.29 | $ 131.36 | $ 131.36 | $ 135.60 | $ 135.60 | $ 139.88 | $ 139.88 | $ 144.10 | $ 144.10 | $ 148.41 | $ 148.41 | $ 152.84 | $ 152.84 |
| Infrastructure Lead | $ 167.58 | $ 167.58 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Infrastructure Analyst | $ 99.34 | $ 99.34 | $ 113.48 | $ 113.48 | $ 114.59 | $ 114.59 | $ 118.22 | $ 118.22 | $ 120.99 | $ 120.99 | $ 124.92 | $ 124.92 | $ 130.08 | $ 130.08 | $ 133.85 | $ 133.85 | $ 137.85 | $ 137.85 | $ 141.96 | $ 141.96 |
| Developer | $ 84.56 | $ 84.56 | $ 89.95 | $ 89.95 | $ 91.14 | $ 91.14 | $ 94.15 | $ 94.15 | $ 95.63 | $ 95.63 | $ 98.89 | $ 98.89 | $ 102.14 | $ 102.14 | $ 104.67 | $ 104.67 | $ 107.88 | $ 107.88 | $ 111.18 | $ 111.18 |
| Sr. Developer | $ 142.25 | $ 142.25 | $ 160.39 | $ 160.39 | $ 163.14 | $ 163.14 | $ 168.23 | $ 168.23 | $ 172.50 | $ 172.50 | $ 177.98 | $ 177.98 | $ 183.52 | $ 183.52 | $ 189.06 | $ 189.06 | $ 194.72 | $ 194.72 | $ 200.54 | $ 200.54 |
| Database Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Database Administrator | $ 105.54 | $ 105.54 | $ 124.38 | $ 124.38 | $ 125.54 | $ 125.54 | $ 129.50 | $ 129.50 | $ 132.25 | $ 132.25 | $ 136.52 | $ 136.52 | $ 140.82 | $ 140.82 | $ 143.98 | $ 143.98 | $ 148.28 | $ 148.28 | $ 152.71 | $ 152.71 |
| Database Analyst | $ 128.59 | $ 128.59 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. Database Administrator | $ 144.94 | $ 144.94 | $ 161.81 | $ 161.81 | $ 163.14 | $ 163.14 | $ 168.23 | $ 168.23 | $ 172.50 | $ 172.50 | $ 177.98 | $ 177.98 | $ 183.52 | $ 183.52 | $ 189.06 | $ 189.06 | $ 194.72 | $ 194.72 | $ 200.54 | $ 200.54 |
| Testing Lead | $ 145.90 | $ 145.90 | $ 162.64 | $ 162.64 | $ 156.23 | $ 156.23 | $ 161.11 | $ 161.11 | $ 165.17 | $ 165.17 | $ 170.42 | $ 170.42 | $ 175.74 | $ 175.74 | $ 181.04 | $ 181.04 | $ 186.46 | $ 186.46 | $ 192.03 | $ 192.03 |
| Tester | $ 64.47 | $ 64.47 | $ 73.47 | $ 73.47 | $ 74.94 | $ 74.94 | $ 76.44 | $ 76.44 | $ 77.97 | $ 77.97 | $ 78.27 | $ 78.27 | $ 82.19 | $ 82.19 | $ 87.06 | $ 87.06 | $ 92.09 | $ 92.09 | $ 97.03 | $ 97.03 |
| Technical Writer | $ 83.96 | $ 83.96 | $ 86.77 | $ 86.77 | $ 88.53 | $ 88.53 | $ 92.34 | $ 92.34 | $ 93.34 | $ 93.34 | $ 96.45 | $ 96.45 | $ 99.54 | $ 99.54 | $ 103.12 | $ 103.12 | $ 106.20 | $ 106.20 | $ 109.37 | $ 109.37 |
| Sr. Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Analyst | $ 122.88 | $ 122.88 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Engineer | $ 128.18 | $ 128.18 | $ 139.80 | $ 139.80 | $ 141.03 | $ 141.03 | $ 145.46 | $ 145.46 | $ 149.04 | $ 149.04 | $ 153.82 | $ 153.82 | $ 158.64 | $ 158.64 | $ 163.43 | $ 163.43 | $ 168.31 | $ 168.31 | $ 173.34 | $ 173.34 |
| Data Architect | $ 144.38 | $ 144.38 | $ 160.67 | $ 160.67 | $ 163.14 | $ 163.14 | $ 168.23 | $ 168.23 | $ 172.50 | $ 172.50 | $ 177.98 | $ 177.98 | $ 183.52 | $ 183.52 | $ 189.06 | $ 189.06 | $ 194.72 | $ 194.72 | $ 200.54 | $ 200.54 |
| Data Developer | $ 128.18 | $ 128.18 | $ 139.80 | $ 139.80 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Analyst | $ 129.10 | $ 129.10 | $ 120.86 | $ 120.86 | $ 122.30 | $ 122.30 | $ 126.22 | $ 126.22 | $ 129.61 | $ 129.61 | $ 134.01 | $ 134.01 | $ 133.67 | $ 133.67 | $ 138.67 | $ 138.67 | $ 143.06 | $ 143.06 | $ 147.57 | $ 147.57 |
| Sr. System Analyst | $ 165.28 | $ 165.28 | $ 184.88 | $ 184.88 | $ 186.06 | $ 186.06 | $ 192.04 | $ 192.04 | $ 197.16 | $ 197.16 | $ 203.37 | $ 203.37 | $ 208.69 | $ 208.69 | $ 215.12 | $ 215.12 | $ 221.61 | $ 221.61 | $ 228.30 | $ 228.30 |
| Business Analyst | $ 67.55 | $ 67.55 | $ 70.54 | $ 70.54 | $ 95.29 | $ 95.29 | $ 98.19 | $ 98.19 | $ 100.10 | $ 100.10 | $ 103.22 | $ 103.22 | $ 106.38 | $ 106.38 | $ 109.40 | $ 109.40 | $ 112.39 | $ 112.39 | $ 115.50 | $ 115.50 |
| Sr. Business Analyst | $ 114.36 | $ 114.36 | $ 134.25 | $ 134.25 | $ 136.39 | $ 136.39 | $ 140.68 | $ 140.68 | $ 144.12 | $ 144.12 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Certification Lead | $ 162.21 | $ 162.21 | $ 183.30 | $ 183.30 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Training Lead | $ 120.87 | $ 120.87 | $ 141.50 | $ 141.50 | $ 142.74 | $ 142.74 | $ 147.22 | $ 147.22 | $ 150.86 | $ 150.86 | $ 155.68 | $ 155.68 | $ 160.56 | $ 160.56 | $ 165.40 | $ 165.40 | $ 170.35 | $ 170.35 | $ 175.44 | $ 175.44 |
| Trainer | $ 98.15 | $ 98.15 | $ 107.86 | $ 107.86 | $ 108.94 | $ 108.94 | $ 112.40 | $ 112.40 | $ 114.99 | $ 114.99 | $ 118.74 | $ 118.74 | $ 122.51 | $ 122.51 | $ 126.22 | $ 126.22 | $ 129.99 | $ 129.99 | $ 133.87 | $ 133.87 |
| Claims Resolutions/Adjustment Staff | $ 58.06 | $ 58.06 | $ 63.03 | $ 63.03 | $ 63.90 | $ 63.90 | $ 66.01 | $ 66.01 | $ 67.22 | $ 67.22 | $ 69.53 | $ 69.53 | $ 71.82 | $ 71.82 | $ 74.01 | $ 74.01 | $ 76.22 | $ 76.22 | $ 78.48 | $ 78.48 |
| Prior Authorization Staff | $ 58.06 | $ 58.06 | $ 63.03 | $ 63.03 | $ 63.90 | $ 63.90 | $ 66.01 | $ 66.01 | $ 67.22 | $ 67.22 | $ 69.53 | $ 69.53 | $ 71.82 | $ 71.82 | $ 74.01 | $ 74.01 | $ 76.22 | $ 76.22 | $ 78.48 | $ 78.48 |
| Correspondence and Appeals Staff | $ 58.06 | $ 58.06 | $ 63.03 | $ 63.03 | $ 63.90 | $ 63.90 | $ 66.01 | $ 66.01 | $ 67.22 | $ 67.22 | $ 69.53 | $ 69.53 | $ 71.82 | $ 71.82 | $ 74.01 | $ 74.01 | $ 76.22 | $ 76.22 | $ 78.48 | $ 78.48 |
| Claims Supervisor | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| * Support Personnel | $ 108.71 | $ 108.71 | $ 124.36 | $ 124.36 | $ 125.51 | $ 125.51 | $ 129.48 | $ 129.48 | $ 132.58 | $ 132.58 | $ 136.86 | $ 136.86 | $ 141.17 | $ 141.17 | $ 145.44 | $ 145.44 | $ 149.79 | $ 149.79 | $ 154.26 | $ 154.26 |
| Financial Manager | $ 160.00 | $ 160.00 | $ 184.47 | $ 184.47 | $ 187.00 | $ 187.00 | $ 192.80 | $ 192.80 | $ 197.81 | $ 197.81 | $ 204.05 | $ 204.05 | $ 210.37 | $ 210.37 | $ 216.71 | $ 216.71 | $ 223.20 | $ 223.20 | $ 229.88 | $ 229.88 |
| Provider Relations Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Enrollment Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Federal Reporting Manager | $ 167.63 | $ 167.63 | $ 185.56 | $ 185.56 | $ 187.00 | $ 187.00 | $ 192.80 | $ 192.80 | $ 197.81 | $ 197.81 | $ 204.05 | $ 204.05 | $ 210.37 | $ 210.37 | $ 216.71 | $ 216.71 | $ 223.20 | $ 223.20 | $ 229.88 | $ 229.88 |
| Quality Assurance / Business Process Engineering | $ 85.21 | $ 85.21 | $ 94.47 | $ 94.47 | $ 95.49 | $ 95.49 | $ 98.55 | $ 98.55 | $ 100.73 | $ 100.73 | $ 104.05 | $ 104.05 | $ 107.38 | $ 107.38 | $ 110.63 | $ 110.63 | $ 113.94 | $ 113.94 | $ 117.33 | $ 117.33 |
| Business Analyst Lead | $ 138.26 | $ 138.26 | $ 154.56 | $ 154.56 | $ 156.23 | $ 156.23 | $ 161.11 | $ 161.11 | $ 165.17 | $ 165.17 | $ 170.42 | $ 170.42 | $ 175.74 | $ 175.74 | $ 181.04 | $ 181.04 | $ 186.46 | $ 186.46 | $ 192.03 | $ 192.03 |
| Sr. Infrastructure Analyst | $ 140.12 | $ 140.12 | $ 161.81 | $ 161.81 | $ 163.14 | $ 163.14 | $ 168.23 | $ 168.23 | $ 172.50 | $ 172.50 | $ 177.98 | $ 177.98 | $ 183.52 | $ 183.52 | $ 189.06 | $ 189.06 | $ 194.72 | $ 194.72 | $ 200.54 | $ 200.54 |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-1 Claims Processing and Management Services Core DDI Costs

**Claims Processing and Management Services Core DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| **DDI Base Fixed Cost:** | $30,402,262.69 | $ 30,402,262.69 | $ 0.1674 | $ - | $ 0.1674 | $ - | $ 3.5309 | $ - | $ 2.6911 | $ - | $ 2.7863 | $ - | $ 2.4848 | $ - | $ 1.5962 | $ - |
| **Core Base DDI * CPI-U Costs:** | **$ 30,402,262.69** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Core Base + Group DDI * CPI-U Costs:** | **$ 30,402,262.69** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-2 Claims Processing and Management Services Core Operations Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $1,197,921.57 | $ 14,375,058.84 | $ 0.0946 | $ - | $ - | $ 0.1153 | $ - | $ - | $ 0.1768 | $ - | $ - | $ 0.1462 | $ - | $ - | $ 0.1493 | $ - | $ - | $ 0.1503 | $ - | $ - | $ 0.1245 | $ - | $ - | $ 14,375,058.84 |
| Operations Year 2: | $881,893.21 | $ 10,582,718.49 | $ 0.0884 | $ - | $ - | $ 0.1101 | $ - | $ - | $ 0.1725 | $ - | $ - | $ 0.1410 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 0.1449 | $ - | $ - | $ 0.1188 | $ - | $ - | $ 10,582,718.49 |
| Operations Year 3: | $849,780.92 | $ 10,197,371.07 | $ 0.0895 | $ - | $ - | $ 0.1118 | $ - | $ - | $ 0.1755 | $ - | $ - | $ 0.1432 | $ - | $ - | $ 0.1461 | $ - | $ - | $ 0.1471 | $ - | $ - | $ 0.1205 | $ - | $ - | $ 10,197,371.07 |
| Operations Year 4: | $843,921.07 | $ 10,127,052.84 | $ 0.0955 | $ - | $ - | $ 0.1186 | $ - | $ - | $ 0.1835 | $ - | $ - | $ 0.1503 | $ - | $ - | $ 0.1531 | $ - | $ - | $ 0.1541 | $ - | $ - | $ 0.1271 | $ - | $ - | $ 10,127,052.84 |
| Operations Optional Year 5: | $818,080.06 | $ 9,816,960.70 | $ 0.0953 | $ - | $ - | $ 0.1190 | $ - | $ - | $ 0.1853 | $ - | $ - | $ 0.1513 | $ - | $ - | $ 0.1541 | $ - | $ - | $ 0.1551 | $ - | $ - | $ 0.1275 | $ - | $ - | $ 9,816,960.70 |
| Operations Optional Year 6: | $778,150.33 | $ 9,337,803.95 | $ 0.0883 | $ - | $ - | $ 0.1119 | $ - | $ - | $ 0.1805 | $ - | $ - | $ 0.1458 | $ - | $ - | $ 0.1487 | $ - | $ - | $ 0.1498 | $ - | $ - | $ 0.1215 | $ - | $ - | $ 9,337,803.95 |
| Operations Optional Year 7: | $775,890.44 | $ 9,310,685.22 | $ 0.0879 | $ - | $ - | $ 0.1121 | $ - | $ - | $ 0.1822 | $ - | $ - | $ 0.1467 | $ - | $ - | $ 0.1496 | $ - | $ - | $ 0.1507 | $ - | $ - | $ 0.1217 | $ - | $ - | $ 9,310,685.22 |
| Operations Optional Year 8: | $778,393.17 | $ 9,340,718.05 | $ 0.0875 | $ - | $ - | $ 0.1123 | $ - | $ - | $ 0.1840 | $ - | $ - | $ 0.1476 | $ - | $ - | $ 0.1504 | $ - | $ - | $ 0.1516 | $ - | $ - | $ 0.1220 | $ - | $ - | $ 9,340,718.05 |
| Operations Optional Year 9: | $786,143.31 | $ 9,433,719.73 | $ 0.0940 | $ - | $ - | $ 0.1192 | $ - | $ - | $ 0.1925 | $ - | $ - | $ 0.1553 | $ - | $ - | $ 0.1581 | $ - | $ - | $ 0.1592 | $ - | $ - | $ 0.1292 | $ - | $ - | $ 9,433,719.73 |
| **Core Base Operations * CPI-U Costs:** | | **$ 92,522,088.90** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 92,522,088.90 |

| | |
|---|---|
| **Total Core Base + Group Operations * CPI-U Costs:** | **$ 92,522,088.90** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

## Attachment G - Tier 2 Claims Pricing Schedules

### Schedule F - Claims Processing and Management Services Core Scope of Work Costs
### Schedule F-3 Claims Processing and Management Services Core DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Core DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - |
| **Core DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Core DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC30: The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-4 Claims Processing and Management Services Core Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ - |
| Operations Year 2: | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ - |
| Operations Year 3: | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ - |
| Operations Year 4: | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ - |
| Operations Optional Year 5: | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ - |
| Operations Optional Year 6: | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ - |
| Operations Optional Year 7: | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ - |
| Operations Optional Year 8: | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ - |
| Operations Optional Year 9: | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ - |
| **Core Operations Enhancement Pool Hour:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Core Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC31:The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-1 Claims Processing and Management Services Option A (Financial) DDI Costs

**Claims Processing and Management Services Option A (Financial) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $2,119,743.21 | $ 2,119,743.21 | $ - | $ - | $ - | $ - | $ 0.1539 | $ - | $ 0.0684 | $ - | $ 0.1392 | $ - | $ 0.1747 | $ - | $ 0.0786 | $ - |
| Option A (Financial) Base DDI * CPI-U Costs: | **$ 2,119,743.21** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Base + Group DDI * CPI-U Costs:** | **$ 2,119,743.21** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-2 Claims Processing and Management Services Option A (Financial) Operations Costs

**Claims Processing and Management Services Option A (Financial) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | + | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $104,919.70 | $ 1,259,036.37 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 1,259,036.37 |
| Operations Year 2: | $33,818.35 | $ 405,820.24 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 405,820.24 |
| Operations Year 3: | $34,587.14 | $ 415,045.74 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 415,045.74 |
| Operations Year 4: | $34,069.20 | $ 408,830.39 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 408,830.39 |
| Operations Optional Year 5: | $34,907.86 | $ 418,894.28 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 418,894.28 |
| Operations Optional Year 6: | $35,734.59 | $ 428,815.07 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 428,815.07 |
| Operations Optional Year 7: | $35,414.15 | $ 424,969.75 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 424,969.75 |
| Operations Optional Year 8: | $36,360.98 | $ 436,331.78 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 436,331.78 |
| Operations Optional Year 9: | $37,127.45 | $ 445,529.43 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 445,529.43 |
| **Option A (Financial) Base Operations * CPI-U Costs:** | | **$ 4,643,273.06** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 4,643,273.06 |

**Total Option A (Financial) Base + Group Operations * CPI-U Costs: $ 4,643,273.06**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | 1 | 1.00 | 1.00 | 1.00 | 1.00 |

**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-3 Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - |
| **Option A (Financial) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC32: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-4 Claims Processing and Management Services Option A (Financial) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ - |
| Operations Year 2: | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ - |
| Operations Year 3: | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ - |
| Operations Year 4: | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ - |
| Operations Optional Year 5: | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ - |
| Operations Optional Year 6: | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ - |
| Operations Optional Year 7: | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ - |
| Operations Optional Year 8: | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ - |
| Operations Optional Year 9: | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ - |
| **Option A (Financial) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20Y` | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC33:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-1 Claims Processing and Management Services Option B (Call Center) DDI Costs

**Claims Processing and Management Services Option B (Call Center) DDI Costs (Based on Number of Active De-duplicated Members)**

| **Group:** | **Base Cost** | | **Group 1** | | **Group 2** | | **Group 3** | | **Group 4** | | **Group 5** | | **Group 6** | | **Group 7** | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **Total Members:** | | | | - | | - | | - | | - | | - | | - | | - |
| | ***Base Cost Amount*** | ***Base Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** |
| **DDI Base Fixed Cost:** | $1,290,517.96 | $ 1,290,517.96 | $ 26.3528 | $ - | $ 10.8685 | $ - | $ 6.9974 | $ - | $ 3.4131 | $ - | $ 2.4572 | $ - | $ 1.9793 | $ - | $ 1.1908 | $ - |
| **Option B (Call Center) Base DDI * CPI-U Costs:** | **$ 1,290,517.96** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group DDI * CPI-U Costs:** | **$ 1,290,517.96** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-2 Claims Processing and Management Services Option B (Call Center) Operations Costs

**Claims Processing and Management Services Option B (Call Center) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $113,549.74 | $ 1,362,596.86 | $ 0.1976 | $ - | $ - | $ 0.1976 | $ - | $ - | $ 0.1976 | $ - | $ - | $ 0.1976 | $ - | $ - | $ 0.1976 | $ - | $ - | $ 0.1976 | $ - | $ - | $ 0.1976 | $ - | $ - | $ 1,362,596.86 |
| Operations Year 2: | $78,698.74 | $ 944,384.82 | $ 0.1626 | $ - | $ - | $ 0.1626 | $ - | $ - | $ 0.1626 | $ - | $ - | $ 0.1626 | $ - | $ - | $ 0.1626 | $ - | $ - | $ 0.1626 | $ - | $ - | $ 0.1626 | $ - | $ - | $ 944,384.82 |
| Operations Year 3: | $79,570.92 | $ 954,851.06 | $ 0.1443 | $ - | $ - | $ 0.1443 | $ - | $ - | $ 0.1443 | $ - | $ - | $ 0.1443 | $ - | $ - | $ 0.1443 | $ - | $ - | $ 0.1443 | $ - | $ - | $ 0.1443 | $ - | $ - | $ 954,851.06 |
| Operations Year 4: | $79,159.19 | $ 949,910.24 | $ 0.1429 | $ - | $ - | $ 0.1429 | $ - | $ - | $ 0.1429 | $ - | $ - | $ 0.1429 | $ - | $ - | $ 0.1429 | $ - | $ - | $ 0.1429 | $ - | $ - | $ 0.1429 | $ - | $ - | $ 949,910.24 |
| Operations Optional Year 5: | $79,540.32 | $ 954,483.86 | $ 0.1439 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 0.1439 | $ - | $ - | $ 954,483.86 |
| Operations Optional Year 6: | $80,003.65 | $ 960,043.81 | $ 0.1423 | $ - | $ - | $ 0.1423 | $ - | $ - | $ 0.1423 | $ - | $ - | $ 0.1423 | $ - | $ - | $ 0.1423 | $ - | $ - | $ 0.1423 | $ - | $ - | $ 0.1423 | $ - | $ - | $ 960,043.81 |
| Operations Optional Year 7: | $80,007.67 | $ 960,092.04 | $ 0.1369 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 960,092.04 |
| Operations Optional Year 8: | $80,456.72 | $ 965,480.68 | $ 0.1364 | $ - | $ - | $ 0.1364 | $ - | $ - | $ 0.1364 | $ - | $ - | $ 0.1364 | $ - | $ - | $ 0.1364 | $ - | $ - | $ 0.1364 | $ - | $ - | $ 0.1364 | $ - | $ - | $ 965,480.68 |
| Operations Optional Year 9: | $81,121.72 | $ 973,460.69 | $ 0.1421 | $ - | $ - | $ 0.1421 | $ - | $ - | $ 0.1421 | $ - | $ - | $ 0.1421 | $ - | $ - | $ 0.1421 | $ - | $ - | $ 0.1421 | $ - | $ - | $ 0.1421 | $ - | $ - | $ 973,460.69 |
| **Option B (Call Center) Base Operations * CPI-U Costs:** | | **$ 9,025,304.07** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 9,025,304.07 |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group Operations * CPI-U Costs:** | **$ 9,025,304.07** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | |

**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-3 Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DDI Enhancement Pool Hours:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| | | - | | - | | - | | - | | - | | - | | - |
| | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* |
| **DDI:** | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - |
| **Option B (Call Center) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC34: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-4 Claims Processing and Management Services Option B (Call Center) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ - |
| Operations Year 2: | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ - |
| Operations Year 3: | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ - |
| Operations Year 4: | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ - |
| Operations Optional Year 5: | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ - |
| Operations Optional Year 6: | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ - |
| Operations Optional Year 7: | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ - |
| Operations Optional Year 8: | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ - |
| Operations Optional Year 9: | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ - |
| **Option B (Call Center) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | |
| Variable Rate Factor Group 2-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC35:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-1 Claims Processing and Management Services Option C (Federal Reporting) DDI Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Costs (Based on Number of Active De-duplicated Members)**

| **Group:** | **Base Cost** | | **Group 1** | | **Group 2** | | **Group 3** | | **Group 4** | | **Group 5** | | **Group 6** | | **Group 7** | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **Total Members:** | | | | - | | - | | - | | - | | - | | - | | - |
| | ***Base Cost Amount*** | ***Base Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** |
| **DDI Base Fixed Cost:** | $7,160,094.45 | $ 7,160,094.45 | $ - | $ - | $ 0.0618 | $ - | $ 0.0386 | $ - | $ 0.0172 | $ - | $ 0.0114 | $ - | $ 0.0086 | $ - | $ 0.0039 | $ - |
| **Option C (Federal Reporting) Base DDI * CPI-U Costs:** | **$ 7,160,094.45** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs:** | **$ 7,160,094.45** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-2 Claims Processing and Management Services Option C (Federal Reporting) Operations Costs

**Claims Processing and Management Services Option C (Federal Reporting) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | + | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $253,964.97 | $ 3,047,579.66 | $ - | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0018 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 3,047,579.66 |
| Operations Year 2: | $183,199.53 | $ 2,198,394.32 | $ - | $ - | $ - | $ 0.0029 | $ - | $ - | $ 0.0018 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,198,394.32 |
| Operations Year 3: | $187,698.33 | $ 2,252,379.99 | $ - | $ - | $ - | $ 0.0030 | $ - | $ - | $ 0.0019 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,252,379.99 |
| Operations Year 4: | $188,045.18 | $ 2,256,542.21 | $ - | $ - | $ - | $ 0.0031 | $ - | $ - | $ 0.0019 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,256,542.21 |
| Operations Optional Year 5: | $194,259.00 | $ 2,331,108.04 | $ - | $ - | $ - | $ 0.0032 | $ - | $ - | $ 0.0020 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,331,108.04 |
| Operations Optional Year 6: | $199,117.03 | $ 2,389,404.32 | $ - | $ - | $ - | $ 0.0033 | $ - | $ - | $ 0.0020 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,389,404.32 |
| Operations Optional Year 7: | $202,548.52 | $ 2,430,582.24 | $ - | $ - | $ - | $ 0.0034 | $ - | $ - | $ 0.0021 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,430,582.24 |
| Operations Optional Year 8: | $209,197.43 | $ 2,510,369.13 | $ - | $ - | $ - | $ 0.0035 | $ - | $ - | $ 0.0022 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,510,369.13 |
| Operations Optional Year 9: | $214,503.58 | $ 2,574,042.90 | $ - | $ - | $ - | $ 0.0036 | $ - | $ - | $ 0.0022 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,574,042.90 |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ 21,990,402.80** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 21,990,402.80 |

**Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs: $ 21,990,402.80**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | |

**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-3 Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC36: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-4 Claims Processing and Management Services Option C (Federal Reporting) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ - |
| Operations Year 2: | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ - |
| Operations Year 3: | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ - |
| Operations Year 4: | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ - |
| Operations Optional Year 5: | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ - |
| Operations Optional Year 6: | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ - |
| Operations Optional Year 7: | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ - |
| Operations Optional Year 8: | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ - |
| Operations Optional Year 9: | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC37:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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## Attachment G - Tier 2 Claims Pricing Schedules

# Claims Processing and Management Services Schedule J - Integration Service Types

## Integration Services Types Fixed Hour Amounts

0

### Major Integration Service Type Effort

| Resource Type | Hours |
|---|---|
| Project Manager | 120 |
| Business Analyst | 55 |
| Configuration Lead | 12 |
| Sr. Developer | 419 |
| Developer | 99 |
| Database Administrator | 8 |
| Security Analyst | 8 |
| Test Lead | 50 |
| Tester | 150 |
| Technical Writer | 10 |
| **Total Fixed Hours for Each Major Service Integration:** | **931** |

### Complex Integration Service Type Effort

| Resource Type | Hours |
|---|---|
| Project Manager | 240 |
| Business Analyst | 80 |
| Configuration Lead | 10 |
| Sr. Developer | 780 |
| Developer | 185 |
| Database Administrator | 24 |
| Security Analyst | 8 |
| Test Lead | 100 |
| Tester | 300 |
| Technical Writer | 8 |
| **Total Fixed Hours for Each Complex Service Integration:** | **1,735** |

### Standard Integration Service Type Effort

| Resource Type | Hours |
|---|---|
| Project Manager | 60 |
| Business Analyst | 32 |
| Configuration Lead | 8 |
| Sr. Developer | 205 |
| Developer | 48 |
| Database Administrator | 4 |
| Security Analyst | 8 |
| Test Lead | 20 |
| Tester | 80 |
| Technical Writer | 6 |
| **Total Fixed Hours for Each Standard Service Integration:** | **471** |

### Simple Integration Service Type Effort

| Resource Type | Hours |
|---|---|
| Project Manager | 30 |
| Business Analyst | 24 |
| Configuration Lead | 6 |
| Sr. Developer | 96 |
| Developer | 25 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 10 |
| Tester | 38 |
| Technical Writer | 4 |
| **Total Fixed Hours for Each Simple Service Integration:** | **243** |

### On Boarding Integration Service Type Effort

| Resource Type | Hours |
|---|---|
| Project Manager | 35 |
| Business Analyst | - |
| Configuration Lead | 20 |
| Sr. Developer | 90 |
| Developer | 60 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 30 |
| Tester | 30 |
| Technical Writer | 2 |
| **Total Fixed Hours for Each Onboarding Service Integration:** | **277** |

*NOTE: Please see RFP Section 3.10.1.4.1 titled "Integration Services Type Definition" for a more complete definition of each integration service type listed above.*

*The Contractor should allocate the hours across the Resource Types applicable for each Integration Service Type. If a Resource Type is not required for a specific Integration Service Type, put zero (0) in the Hours column. When an Integration Service is required, the Contractor will evaluate the Integration Service and document the detailed requirements. Using the detailed requirements, the Contractor will propose the Integration Service Type to the Department. Once the Department and Contractor mutually agree on the Integration Service Type, the value indicated in the "Total Fixed Hours..." row for each Integration Service Type will be the total hours that the Department will reimburse the Contractor for the respective Integration Service Type regardless of the actual level of effort required to complete the work.*

## Attachment G - Tier 2 Claims Pricing Schedules

### Claims Processing and Management Services Schedule K - DDI Requisitioned Integration Services Pool Hours and Cost

#### DDI Requisitioned Integration Services Pool Hours and Cost

| Integration Service Type Category | 0 | Hours | | Cost | Cost * CPI-U Adjust |
|---|---|---|---|---|---|
| Major Services | 5 | 4,653 | * | | |
| Complex Services | 20 | 34,692 | * | | |
| Standard Services | 35 | 16,468 | * | | |
| Simple Services | 25 | 6,078 | * | | |
| Onboarding Services | 15 | 4,155 | * | | |
| **Total DDI Requisitioned Integration Services Pool Hours:** | | **66,045** | | | |
| **Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost:** | | | ** | **$ 8,629,932** | **$ 8,629,932** |
| **DDI Requisitioned Integration Services Pool Average Hourly Rate & CPI-U Adjusted Houry Rate:** | | | *** | **$ 130.67** | **$131** |

**** The values found in C7 through C11 are derived by multiplying the value in each cell in column B by the fixed hour amounts found in Schedule J.***
***** The Contractor should enter the total cost for the Integration Services Pool Hours in E14 for the total hours identified in cell C12.***
****** Cell F14 is a calculated by dividing the value in E14 by the value in C12.***

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule L - Data Conversion Optional Years of Data
## Schedule L-1 Claims Management and Processing Services Conversion Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| **Group:** | **Base Cost** | | **Group 1** | | **Group 2** | | **Group 3** | | **Group 4** | | **Group 5** | | **Group 6** | | **Group 7** | | **Total** |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Total Members:** | | | - | | - | | - | | - | | - | | - | | - | | |
| **Operations Year** | ***Base Conversion Cost*** | ***Base Conversion Cost * CPI-U Adjust*** | ***Variable Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Conversion Cost * CPI-U Adjust*** | ***Total Optional Conversion Cost*** |
| Conversion Year 1 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 2 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 3 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Optional Conversion Year 4: | $2,232,248.66 | $ 2,232,248.66 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 2,232,248.66 |
| Optional Conversion Year 5: | $223,224.77 | $ 223,224.77 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 223,224.77 |
| Optional Conversion Year 6: | $223,224.77 | $ 223,224.77 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 223,224.77 |
| Optional Conversion Year 7: | $446,449.55 | $ 446,449.55 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 446,449.55 |
| Optional Conversion Year 8: | $446,449.55 | $ 446,449.55 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 446,449.55 |
| Optional Conversion Year 9: | $446,449.55 | $ 446,449.55 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 446,449.55 |
| **Conversion Costs:** | | **$ 4,018,046.85** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ 4,018,046.85** |

| | |
|---|---|
| **Total Optional Conversion Years of Data Costs * CPI-U Costs:** | **$ 4,018,046.85** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | |
| Year 4 Variable Rate: | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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## Attachment G - Tier 2 Claims Pricing Schedules

### Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
### Schedule M-1 Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| **DDI Base Fixed Cost:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base DDI * CPI-U Costs:** | **$ -** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-2 Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ - |

| | |
|---|---|
| **otal Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs:** | $ - |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | $ - | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | 1 | 1 | 1 | 1 | 1 |

## Attachment G - Tier 2 Claims Pricing Schedules

### Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
### Schedule M-3 Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* |
| **DDI:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**otal Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC38: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 2 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-4 Claims Processing and Management Services Option D (State Specific Requirements) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **otal Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC39:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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## Attachment G - Tier 2 Claims Pricing Schedules

### Participating State Information

| | | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | Group 6 | Group 7 |
|---|---|---|---|---|---|---|---|---|
| **Total Number of De-duplicated Members (Total Members)** | | *0 249,999* | *250,000 399,999* | *400,000 899,999* | *900,000 1,349,999* | *1,350,000 1,799,999* | *1,800,000 3,999,999* | *4,000,000 +* |
| **Consumer Price Index Urban (CPI-U) Adjustment:** | | - | - | - | - | - | - | - |
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** | | | | | | | |
| B. CPI-U for Participating Addendum Date: | **0.000000** | | | | | | | |
| C. Index Point Change equals B minus A: | **0.000000** | | | | | | | |
| D. Equals C divided by A: | **0.000000** | | | | | | | |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** | | | | | | | |

| **Participating Addendum Options** | **Choose Yes/No** |
|---|---|
| Will the Participating State use Option A (Financial)? | **Yes** |
| Will the Participating State use Option B (Contact Center/Call Center)? | **Yes** |
| Will the Participating State use Option C (Federal Reporting)? | **Yes** |
| Will the Participating State use Option D (State Specific)?* | |

*This will be done in the Participating Addendum Process

| **Pool Hours by Schedule** | **Sch F (3, 4)** | **Sch G (3, 4)** | **Sch H (3, 4)** | **Sch I (3, 4)** | **Sch M (3, 4)** |
|---|---|---|---|---|---|
| DDI Enhancement Pool Hours (F-3, G-3, H-3, I-3, M-3) | **7,500** | **3,000** | **3,000** | **3,000** | **3,000** |
| Operations Enhancement pool hours (F-4, G-4, H-4, I-4, M-4) | **4,000** | **2,000** | **2,000** | **2,000** | **2,000** |

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**Attachment G - Tier 3 Claims Pricing Schedules**

# Claims Services Schedule A - Cost Summary

## Schedule A-1: Claims Processing and Management Services Core Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Core Claims Solution Installation DDI | $ - | Insert "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work DDI | $ 35,142,259.33 | Insert "Total Core Base + Group DDI * CPI-U Costs" from Schedule F, Tab F-1 less "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work Operations | $ 112,936,714.39 | Insert "Total Core Base + Group Operations * CPI-U Costs" from Schedule F, Tab F-2 |
| Claims Processing and Management Services DDI Requisitioned Integration Services Pool Hours and Cost | $ 8,629,932.26 | Insert "Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost" from Schedule K cell F14 |
| Claims Processing and Management Services DDI Data Conversion Optional Years of Data Cost | $ 4,831,554.33 | Insert "Total Optional Conversion Years of Data Costs * CPI-U Costs" from Schedule L cell C26 |
| Claims Processing and Management Services Core Scope of Work DDI Enhancement Pool Hours | $ - | Insert "Total Core DDI Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-3 |
| Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hours | $ - | Insert "Total Core Operations Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-4 |
| **All Claims Processing and Management Services Core Scope of Work Costs** | **$ 161,540,460.31** | |

## Schedule A-2: Claims Processing and Management Services Option A (Financial) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option A DDI | $ 2,917,350.57 | Insert "Total Option A (Financial) Base + Group DDI * CPI-U Costs" from Schedule G, Tab G-1 |
| Claims Processing and Management Services Option A Operations | $ 4,759,895.73 | Insert "Total Option A (Financial) Base + Group Operations * CPI-U Costs" from Schedule G, Tab G-2 |
| Claims Processing and Management Services Option A DDI Enhancement Pool Hours | $ - | Insert "Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-3 |
| Claims Processing and Management Services Option A Operations Enhancement Pool Hours | $ - | Insert "Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-4 |
| **All Claims Processing and Management Services Option A Costs** | **$ 7,677,246.29** | |

## Schedule A-3: Claims Processing and Management Services Option B (Call Center) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option B DDI | $ 1,296,566.26 | Insert "Total Option B (Call Center) Base + Group DDI * CPI-U Costs" from Schedule H, Tab H-1 |
| Claims Processing and Management Services Option B Operations | $ 9,025,304.75 | Insert "Total Option B (Call Center) Base + Group Operations * CPI-U Costs" from Schedule H, Tab H-2 |
| Claims Processing and Management Services Option B DDI Enhancement Pool Hours | $ - | Insert "Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-3 |
| Claims Processing and Management Services Option B Operations Enhancement Pool Hours | $ - | Insert "Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-4 |
| **All Claims Processing and Management Services Option B Costs** | **$ 10,321,871.02** | |

## Schedule A-4: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option C DDI | $ 7,352,056.03 | Insert "Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs" from Schedule I, Tab I-1 |
| Claims Processing and Management Services Option C Operations | $ 23,018,688.60 | Insert "Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs" from Schedule I, Tab I-2 |
| Claims Processing and Management Services Option C DDI Enhancement Pool Hours | $ - | Insert "Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-3 |
| Claims Processing and Management Services Option C Operations Enhancement Pool Hours | $ - | Insert "Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-4 |
| **All Claims Processing and Management Services Option C Costs** | **$ 30,370,744.63** | |

## Schedule A-5: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option D DDI | $ - | Insert "Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs" from Schedule M, Tab M-1 |
| Claims Processing and Management Services Option D Operations | $ - | Insert "Total Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs" from Schedule M, Tab M-2 |
| Claims Processing and Management Services Option D DDI Enhancement Pool Hours | $ - | Insert "Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-3 |
| Claims Processing and Management Services Option D Operations Enhancement Pool Hours | $ - | Insert "Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-4 |
| **All Claims Processing and Management Services Option D Costs** | **$ -** | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-1: Claims Processing and Management Services Core Scope of Work
### Claims Solution Installation for Agency

| Payment Milestone | DDI Phase | | | | |
|---|---|---|---|---|---|
| | Installation and Access | | | | Total Cost |
| Claims Solution Installation for Agency | $ - | N/A | N/A | N/A | $0.00 |
| Total Claim Solution Installation Cost | $ - | N/A | N/A | N/A | $0.00 |
| Total Percentage By Phase | 0.00% | N/A | N/A | N/A | N/A |
| Minimum percent of Total DDI Cost cannot be less than the following percentages for each phase.* | 5% | N/A | N/A | N/A | N/A |
| Maximum percent of Total DDI Cost cannot exceed the following percentages for each phase.* | 10% | N/A | N/A | N/A | N/A |

**** The Claims Solution Installation is complete once the Contractor completes the Claim Solution Installation, provides access to designated Agency staff, and makes the solution ready for requirements confirmation and design session. The Claim Solution Installation percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total Core DDI Costs = $10,000,000, the Claim Solution Installation Cost must be between $500,000 and $1,000,000 ($500,000/$10,000,000= 5% and $1,000,000/$10,000,000=10%).***

### Schedule B-2: Claims Processing and Management Services Core Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| Claim Solution Implementation | $ - | $ - | $ - | $ - | $0.00 | |
| Total Cost By Phase | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 35,142,259.33 |
| Total Percentage By Phase | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| Grand Total | $0.00 | | | | | |

**** The Grand Total cost for Schedule B-2 cannot exceed the "Total Core DDI Cost" from Schedule F-1 less the total cost from Schedule B-1 above. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%***

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-3: Claims Processing and Management Services Option A (Financial) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option A** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 2,917,350.57 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-3 cannot exceed the "Total Option A DDI Cost" from Schedule G-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-4: Claims Processing and Management Services Option B (Call Center) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option B** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 1,296,566.26 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-4 cannot exceed the "Total Option B DDI Cost" from Schedule H-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-5: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| Claims Processing and Management Services Option C | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 7,352,056.03 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-5 cannot exceed the "Total Option C DDI Cost" from Schedule I-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-6: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| Claims Processing and Management Services Option D | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ - |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-6 cannot exceed the "Total Option D DDI Cost" from Schedule M-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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**Attachment G - Tier 3 Claims Pricing Schedules**

# Claims Processing and Management Services Schedule C - Cost of Operations

| Schedule C-1: Cost of Operations Core | |
|---|---|
| **Phase** | **Cost** |
| Core Operations Year 1 | $17,907,083.83 |
| Core Operations Year 2 | $13,224,491.17 |
| Core Operations Year 3 | $12,587,610.85 |
| Core Operations Year 4 | $12,310,333.12 |
| **Core TOTAL** | **$56,029,518.96** |
| Core Operations Optional Year 5 | $12,024,611.38 |
| Core Operations Optional Year 6 | $11,134,497.25 |
| Core Operations Optional Year 7 | $11,164,736.40 |
| Core Operations Optional Year 8 | $11,222,574.42 |
| Core Operations Optional Year 9 | $11,360,775.98 |
| **Core TOTAL** | **$56,907,195.43** |
| **Core GRAND TOTAL** | **$112,936,714.39** |

***Operations Year one begins the first day of the month following the implementation of the Claims Solution***

| Schedule C-2: Cost of Operations Option A (Financial) | |
|---|---|
| **Phase** | **Cost** |
| **Option A** Operations Year 1 | $1,336,600.32 |
| **Option A** Operations Year 2 | $414,698.70 |
| **Option A** Operations Year 3 | $424,123.58 |
| **Option A** Operations Year 4 | $412,202.86 |
| **Option A (Financial) TOTAL** | **$2,587,625.47** |
| **Option A** Operations Optional Year 5 | $422,355.87 |
| **Option A** Operations Optional Year 6 | $432,359.58 |
| **Option A** Operations Optional Year 7 | $428,451.30 |
| **Option A** Operations Optional Year 8 | $439,921.96 |
| **Option A** Operations Optional Year 9 | $449,181.54 |
| **Option A (Financial) TOTAL** | **$2,172,270.26** |
| **Option A (Financial) GRAND TOTAL** | **$4,759,895.73** |

***Operations Year one begins the first day of the month following the implementation of the Financial Solution***

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**Attachment G - Tier 3 Claims Pricing Schedules**

# Claims Processing and Management Services Schedule C - Cost of Operations

| Schedule C-3: Cost of Operations Option B (Call Center) | |
|---|---|
| **Phase** | **Cost** |
| **Option B** Operations Year 1 | $1,362,596.93 |
| **Option B** Operations Year 2 | $944,384.90 |
| **Option B** Operations Year 3 | $954,851.13 |
| **Option B** Operations Year 4 | $949,910.32 |
| **Option B (Call Center) TOTAL** | **$4,211,743.28** |
| **Option B** Operations Optional Year 5 | $954,483.94 |
| **Option B** Operations Optional Year 6 | $960,043.89 |
| **Option B** Operations Optional Year 7 | $960,092.12 |
| **Option B** Operations Optional Year 8 | $965,480.76 |
| **Option B** Operations Optional Year 9 | $973,460.77 |
| **Option B (Call Center) TOTAL** | **$4,813,561.47** |
| **Option B (Call Center) GRAND TOTAL** | **$9,025,304.75** |

***Operations Year one begins the first day of the month following the implementation of the Call Center Solution***

| Schedule C-4: Cost of Operations Option C (Federal Reporting) | |
|---|---|
| **Phase** | **Cost** |
| Option C Operations Year 1 | $3,148,870.08 |
| Option C Operations Year 2 | $2,302,652.51 |
| Option C Operations Year 3 | $2,359,762.45 |
| Option C Operations Year 4 | $2,367,142.67 |
| **Option C (Federal Reporting) TOTAL** | **$10,178,427.70** |
| Option C Operations Optional Year 5 | $2,445,023.02 |
| Option C Operations Optional Year 6 | $2,506,733.27 |
| Option C Operations Optional Year 7 | $2,551,427.59 |
| Option C Operations Optional Year 8 | $2,634,836.35 |
| Option C Operations Optional Year 9 | $2,702,240.66 |
| **Option C (Federal Reporting) TOTAL** | **$12,840,260.90** |
| **Option C (Federal Reporting) GRAND TOTAL** | **$23,018,688.60** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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**Attachment G - Tier 3 Claims Pricing Schedules**

# Claims Processing and Management Services Schedule C - Cost of Operations

## Schedule C-5: Cost of Operations Option D (State Specific Requirements)

| Phase | Cost |
|---|---|
| Option D Operations Year 1 | $0.00 |
| Option D Operations Year 2 | $0.00 |
| Option D Operations Year 3 | $0.00 |
| Option D Operations Year 4 | $0.00 |
| | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** |
| | |
| Option D Operations Optional Year 5 | $0.00 |
| Option D Operations Optional Year 6 | $0.00 |
| Option D Operations Optional Year 7 | $0.00 |
| Option D Operations Optional Year 8 | $0.00 |
| Option D Operations Optional Year 9 | $0.00 |
| | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** |
| | |
| **Option D (State Specific Requirements) GRAND TOTAL** | **$0.00** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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**Attachment G - Tier 3 Claims Pricing Schedules**

# Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-1: Enhancement Pool Hours Core | |
|---|---|
| **Phase** | **Cost** |
| Core DDI - 7,500 hours | $0.00 |
| **Total Core DDI** | **$0.00** |
| Core Operations Year 1 - 4,000 hours | $0.00 |
| Core Operations Year 2 - 4,000 hours | $0.00 |
| Core Operations Year 3 - 4,000 hours | $0.00 |
| Core Operations Year 4 - 4,000 hours | $0.00 |
| Core Optional Operations Year 1 - 4,000 hours | $0.00 |
| Core Optional Operations Year 2 - 4,000 hours | $0.00 |
| Core Optional Operations Year 3 - 4,000 hours | $0.00 |
| Core Optional Operations Year 4 - 4,000 hours | $0.00 |
| Core Optional Operations Year 5 - 4,000 hours | $0.00 |
| **Total Core Operations** | **$0.00** |
| **Core Grand Total** | $0.00 |

**Operations Year one begins the first day of the month following the implementation of the Claims Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 3 Claims Pricing Schedules**

| Claims Processing and Management Services Schedule D Enhancement Pool Hours | |
|---|---|
| **Schedule D-2: Enhancement Pool Hours Option A (Financial)** | |
| **Phase** | **Cost** |
| Option A DDI - 3,000 hours | $0.00 |
| **Total Option A (Financial) DDI** | **$0.00** |
| Option A Operations Year 1 - 2,000 hours | $0.00 |
| Option A Operations Year 2 - 2,000 hours | $0.00 |
| Option A Operations Year 3 - 2,000 hours | $0.00 |
| Option A Operations Year 4 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option A Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option A (Financial) Operations** | **$0.00** |
| **Option A (Financial) Grand Total** | $0.00 |

**Operations Year one begins the first day of the month following the implementation of the Financial Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 3 Claims Pricing Schedules**

| Claims Processing and Management Services Schedule D Enhancement Pool Hours | |
|---|---|
| **Schedule D-3: Enhancement Pool Hours Option B (Call Center)** | |
| **Phase** | **Cost** |
| Option B DDI - 3,000 hours | $0.00 |
| **Total Option B (Call Center) DDI** | **$0.00** |
| Option B Operations Year 1 - 2,000 hours | $0.00 |
| Option B Operations Year 2 - 2,000 hours | $0.00 |
| Option B Operations Year 3 - 2,000 hours | $0.00 |
| Option B Operations Year 4 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option B (Call Center) Operations** | **$0.00** |
| **Option B (Call Center) Grand Total** | **$0.00** |

**Operations Year one begins the first day of the month following the implementation of the Call Center Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 3 Claims Pricing Schedules**

| Claims Processing and Management Services Schedule D Enhancement Pool Hours | |
|---|---|
| **Schedule D-4: Enhancement Pool Hours Option C (Federal Reporting)** | |
| **Phase** | **Cost** |
| Option C DDI - 3,000 hours | $0.00 |
| **Total Option B (Federal Reporting) DDI** | **$0.00** |
| Option C Operations Year 1 - 2,000 hours | $0.00 |
| Option C Operations Year 2 - 2,000 hours | $0.00 |
| Option C Operations Year 3 - 2,000 hours | $0.00 |
| Option C Operations Year 4 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option C (Federal Reporting) Operations** | **$0.00** |
| **Option C (Federal Reporting) Grand Total** | **$0.00** |

**Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 3 Claims Pricing Schedules**

| Claims Processing and Management Services Schedule D Enhancement Pool Hours | |
|---|---|
| **Schedule D-5: Enhancement Pool Hours Option D (State Specific Requirements)** | |
| **Phase** | **Cost** |
| Option D DDI - 3,000 hours | $0.00 |
| **Total Option B (State Specific Requirements) DDI** | **$0.00** |
| Option D Operations Year 1 - 2,000 hours | $0.00 |
| Option D Operations Year 2 - 2,000 hours | $0.00 |
| Option D Operations Year 3 - 2,000 hours | $0.00 |
| Option D Operations Year 4 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option D Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option D (State Specific Requirements) Operations** | **$0.00** |
| | |
| **Option D (State Specific Requirements) Grand Total** | **$0.00** |

**Operations Year one begins the first day of the month following the implementation of the State Specific Requirements Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule E - Resource Hourly Rates

### Schedule E - Resource Hourly Rates

| Type of Resource | Phases | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DDI | DDI * CPI-U Adjust | Operations Year 1 | Operations Year 1 * CPI-U Adjust | Operations Year 2 | Operations Year 2 * CPI-U Adjust | Operations Year 3 | Operations Year 3 * CPI-U Adjust | Operations Year 4 | Operations Year 4 * CPI-U Adjust | Optional Operations Year 5 | Optional Operations Year 5 | Optional Operations Year 6 | Optional Operations Year 6 | Optional Operations Year 7 | Optional Operations Year 7 | Optional Operations Year 8 | Optional Operations Year 8 | Optional Operations Year 9 | Optional Operations Year 9 |
| Project Manager | $ 198.52 | $ 198.52 | $ 236.58 | $ 236.58 | $ 246.90 | $ 246.90 | $ 254.50 | $ 254.50 | $ 260.38 | $ 260.38 | $ 268.38 | $ 268.38 | $ 276.70 | $ 276.70 | $ 284.97 | $ 284.97 | $ 293.50 | $ 293.50 | $ 302.26 | $ 302.26 |
| Technical Manager | $ 163.83 | $ 163.83 | $ 206.64 | $ 206.64 | $ 215.36 | $ 215.36 | $ 222.01 | $ 222.01 | $ 226.91 | $ 226.91 | $ 233.91 | $ 233.91 | $ 241.20 | $ 241.20 | $ 248.40 | $ 248.40 | $ 255.83 | $ 255.83 | $ 263.47 | $ 263.47 |
| Contract Manager | $ 188.64 | $ 188.64 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Integration Lead | $ 145.89 | $ 145.89 | $ 163.72 | $ 163.72 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Claims Manager | $ 162.10 | $ 162.10 | $ 184.63 | $ 184.63 | $ 183.50 | $ 183.50 | $ 189.20 | $ 189.20 | $ 193.11 | $ 193.11 | $ 199.10 | $ 199.10 | $ 205.34 | $ 205.34 | $ 211.47 | $ 211.47 | $ 217.79 | $ 217.79 | $ 224.28 | $ 224.28 |
| Operations Manager | $ 167.85 | $ 167.85 | $ 189.04 | $ 189.04 | $ 187.92 | $ 187.92 | $ 193.75 | $ 193.75 | $ 197.81 | $ 197.81 | $ 203.94 | $ 203.94 | $ 210.32 | $ 210.32 | $ 216.60 | $ 216.60 | $ 223.07 | $ 223.07 | $ 229.73 | $ 229.73 |
| Security Lead | $ 113.49 | $ 113.49 | $ 126.13 | $ 126.13 | $ 124.73 | $ 124.73 | $ 128.66 | $ 128.66 | $ 130.76 | $ 130.76 | $ 134.88 | $ 134.88 | $ 139.19 | $ 139.19 | $ 143.34 | $ 143.34 | $ 147.61 | $ 147.61 | $ 152.00 | $ 152.00 |
| Security Analyst | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Architecture Lead | $ 224.94 | $ 224.94 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Architect | $ 147.33 | $ 147.33 | $ 163.72 | $ 163.72 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. System Architect | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Specialist | $ 100.48 | $ 100.48 | $ 73.62 | $ 73.62 | $ 72.22 | $ 72.22 | $ 74.40 | $ 74.40 | $ 71.43 | $ 71.43 | $ 73.90 | $ 73.90 | $ 67.15 | $ 67.15 | $ 68.46 | $ 68.46 | $ 70.65 | $ 70.65 | $ 72.49 | $ 72.49 |
| Sr. Configuration Specialist | $ 115.23 | $ 115.23 | $ 126.69 | $ 126.69 | $ 125.29 | $ 125.29 | $ 129.24 | $ 129.24 | $ 131.36 | $ 131.36 | $ 135.49 | $ 135.49 | $ 139.83 | $ 139.83 | $ 143.99 | $ 143.99 | $ 148.28 | $ 148.28 | $ 152.70 | $ 152.70 |
| Infrastructure Lead | $ 173.35 | $ 173.35 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Infrastructure Analyst | $ 105.11 | $ 105.11 | $ 116.96 | $ 116.96 | $ 115.52 | $ 115.52 | $ 119.17 | $ 119.17 | $ 120.99 | $ 120.99 | $ 124.81 | $ 124.81 | $ 131.08 | $ 131.08 | $ 134.98 | $ 134.98 | $ 139.00 | $ 139.00 | $ 143.14 | $ 143.14 |
| Developer | $ 90.33 | $ 90.33 | $ 93.43 | $ 93.43 | $ 92.06 | $ 92.06 | $ 95.10 | $ 95.10 | $ 95.63 | $ 95.63 | $ 98.78 | $ 98.78 | $ 102.10 | $ 102.10 | $ 104.56 | $ 104.56 | $ 107.75 | $ 107.75 | $ 111.04 | $ 111.04 |
| Sr. Developer | $ 148.02 | $ 148.02 | $ 163.87 | $ 163.87 | $ 164.07 | $ 164.07 | $ 169.18 | $ 169.18 | $ 172.50 | $ 172.50 | $ 177.87 | $ 177.87 | $ 183.47 | $ 183.47 | $ 188.95 | $ 188.95 | $ 194.59 | $ 194.59 | $ 200.39 | $ 200.39 |
| Database Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Database Administrator | $ 111.31 | $ 111.31 | $ 127.86 | $ 127.86 | $ 126.47 | $ 126.47 | $ 130.45 | $ 130.45 | $ 132.25 | $ 132.25 | $ 136.41 | $ 136.41 | $ 140.57 | $ 140.57 | $ 143.86 | $ 143.86 | $ 148.15 | $ 148.15 | $ 152.56 | $ 152.56 |
| Database Analyst | $ 134.36 | $ 134.36 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. Database Administrator | $ 150.71 | $ 150.71 | $ 165.29 | $ 165.29 | $ 164.07 | $ 164.07 | $ 169.19 | $ 169.19 | $ 172.50 | $ 172.50 | $ 177.87 | $ 177.87 | $ 183.47 | $ 183.47 | $ 188.95 | $ 188.95 | $ 194.59 | $ 194.59 | $ 200.39 | $ 200.39 |
| Testing Lead | $ 151.72 | $ 151.72 | $ 166.04 | $ 166.04 | $ 157.16 | $ 157.16 | $ 162.06 | $ 162.06 | $ 165.17 | $ 165.17 | $ 170.31 | $ 170.31 | $ 175.69 | $ 175.69 | $ 180.93 | $ 180.93 | $ 186.33 | $ 186.33 | $ 191.89 | $ 191.89 |
| Tester | $ 70.17 | $ 70.17 | $ 76.87 | $ 76.87 | $ 78.40 | $ 78.40 | $ 79.97 | $ 79.97 | $ 81.57 | $ 81.57 | $ 83.20 | $ 83.20 | $ 84.87 | $ 84.87 | $ 86.56 | $ 86.56 | $ 89.46 | $ 89.46 | $ 94.35 | $ 94.35 |
| Technical Writer | $ 89.73 | $ 89.73 | $ 91.02 | $ 91.02 | $ 89.46 | $ 89.46 | $ 93.29 | $ 93.29 | $ 93.34 | $ 93.34 | $ 96.34 | $ 96.34 | $ 100.04 | $ 100.04 | $ 103.01 | $ 103.01 | $ 106.07 | $ 106.07 | $ 109.22 | $ 109.22 |
| Sr. Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Analyst | $ 128.65 | $ 128.65 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Engineer | $ 133.95 | $ 133.95 | $ 143.28 | $ 143.28 | $ 141.96 | $ 141.96 | $ 146.41 | $ 146.41 | $ 149.04 | $ 149.04 | $ 153.71 | $ 153.71 | $ 158.59 | $ 158.59 | $ 163.31 | $ 163.31 | $ 168.19 | $ 168.19 | $ 173.20 | $ 173.20 |
| Data Architect | $ 150.15 | $ 150.15 | $ 164.15 | $ 164.15 | $ 164.07 | $ 164.07 | $ 169.18 | $ 169.18 | $ 172.50 | $ 172.50 | $ 177.87 | $ 177.87 | $ 183.47 | $ 183.47 | $ 188.95 | $ 188.95 | $ 194.59 | $ 194.59 | $ 200.39 | $ 200.39 |
| Data Developer | $ 133.95 | $ 133.95 | $ 143.28 | $ 143.28 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Analyst | $ 137.71 | $ 137.71 | $ 124.21 | $ 124.21 | $ 122.99 | $ 122.99 | $ 126.89 | $ 126.89 | $ 129.32 | $ 129.32 | $ 133.60 | $ 133.60 | $ 132.90 | $ 132.90 | $ 137.95 | $ 137.95 | $ 142.23 | $ 142.23 | $ 146.68 | $ 146.68 |
| Sr. System Analyst | $ 171.13 | $ 171.13 | $ 188.34 | $ 188.34 | $ 187.03 | $ 187.03 | $ 193.05 | $ 193.05 | $ 197.24 | $ 197.24 | $ 203.35 | $ 203.35 | $ 208.59 | $ 208.59 | $ 214.94 | $ 214.94 | $ 221.42 | $ 221.42 | $ 228.08 | $ 228.08 |
| Business Analyst | $ 73.32 | $ 73.32 | $ 74.02 | $ 74.02 | $ 96.21 | $ 96.21 | $ 99.14 | $ 99.14 | $ 100.10 | $ 100.10 | $ 103.11 | $ 103.11 | $ 106.33 | $ 106.33 | $ 109.28 | $ 109.28 | $ 112.26 | $ 112.26 | $ 115.35 | $ 115.35 |
| Sr. Business Analyst | $ 120.12 | $ 120.12 | $ 137.73 | $ 137.73 | $ 137.31 | $ 137.31 | $ 141.63 | $ 141.63 | $ 144.12 | $ 144.12 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Certification Lead | $ 167.98 | $ 167.98 | $ 186.78 | $ 186.78 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Training Lead | $ 126.64 | $ 126.64 | $ 144.98 | $ 144.98 | $ 143.66 | $ 143.66 | $ 148.17 | $ 148.17 | $ 150.85 | $ 150.85 | $ 155.57 | $ 155.57 | $ 160.51 | $ 160.51 | $ 165.29 | $ 165.29 | $ 170.22 | $ 170.22 | $ 175.29 | $ 175.29 |
| Trainer | $ 103.91 | $ 103.91 | $ 111.33 | $ 111.33 | $ 109.86 | $ 109.86 | $ 113.35 | $ 113.35 | $ 114.99 | $ 114.99 | $ 118.63 | $ 118.63 | $ 122.46 | $ 122.46 | $ 126.10 | $ 126.10 | $ 129.86 | $ 129.86 | $ 133.72 | $ 133.72 |
| Claims Resolutions/Adjustment Staff | $ 63.83 | $ 63.83 | $ 66.51 | $ 66.51 | $ 64.83 | $ 64.83 | $ 66.96 | $ 66.96 | $ 67.21 | $ 67.21 | $ 69.42 | $ 69.42 | $ 71.77 | $ 71.77 | $ 73.90 | $ 73.90 | $ 76.09 | $ 76.09 | $ 78.33 | $ 78.33 |
| Prior Authorization Staff | $ 63.83 | $ 63.83 | $ 66.51 | $ 66.51 | $ 64.83 | $ 64.83 | $ 66.93 | $ 66.93 | $ 67.21 | $ 67.21 | $ 69.42 | $ 69.42 | $ 71.77 | $ 71.77 | $ 73.90 | $ 73.90 | $ 76.09 | $ 76.09 | $ 78.33 | $ 78.33 |
| Correspondence and Appeals Staff | $ 63.83 | $ 63.83 | $ 66.51 | $ 66.51 | $ 64.83 | $ 64.83 | $ 66.96 | $ 66.96 | $ 67.21 | $ 67.21 | $ 69.42 | $ 69.42 | $ 71.77 | $ 71.77 | $ 73.90 | $ 73.90 | $ 76.09 | $ 76.09 | $ 78.33 | $ 78.33 |
| Claims Supervisor | $ 114.92 | $ 114.92 | $ 126.69 | $ 126.69 | $ 125.29 | $ 125.29 | $ 129.24 | $ 129.24 | $ 131.36 | $ 131.36 | $ 135.49 | $ 135.49 | $ 139.83 | $ 139.83 | $ 143.99 | $ 143.99 | $ 148.28 | $ 148.28 | $ 152.70 | $ 152.70 |
| * Support Personnel | $ 114.48 | $ 114.48 | $ 127.84 | $ 127.84 | $ 126.44 | $ 126.44 | $ 130.43 | $ 130.43 | $ 132.58 | $ 132.58 | $ 136.75 | $ 136.75 | $ 141.12 | $ 141.12 | $ 145.33 | $ 145.33 | $ 149.66 | $ 149.66 | $ 154.11 | $ 154.11 |
| Financial Manager | $ 165.77 | $ 165.77 | $ 187.95 | $ 187.95 | $ 187.92 | $ 187.92 | $ 193.75 | $ 193.75 | $ 197.81 | $ 197.81 | $ 203.94 | $ 203.94 | $ 210.32 | $ 210.32 | $ 216.60 | $ 216.60 | $ 223.07 | $ 223.07 | $ 229.73 | $ 229.73 |
| Provider Relations Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Enrollment Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Federal Reporting Manager | $ 173.40 | $ 173.40 | $ 189.04 | $ 189.04 | $ 187.92 | $ 187.92 | $ 193.75 | $ 193.75 | $ 197.81 | $ 197.81 | $ 203.94 | $ 203.94 | $ 210.32 | $ 210.32 | $ 216.60 | $ 216.60 | $ 223.07 | $ 223.07 | $ 229.73 | $ 229.73 |
| Quality Assurance / Business Process Engineering | $ 90.98 | $ 90.98 | $ 97.95 | $ 97.95 | $ 96.42 | $ 96.42 | $ 99.50 | $ 99.50 | $ 100.73 | $ 100.73 | $ 103.94 | $ 103.94 | $ 107.33 | $ 107.33 | $ 110.52 | $ 110.52 | $ 113.81 | $ 113.81 | $ 117.19 | $ 117.19 |
| Business Analyst Lead | $ 144.03 | $ 144.03 | $ 158.04 | $ 158.04 | $ 157.15 | $ 157.15 | $ 162.06 | $ 162.06 | $ 165.17 | $ 165.17 | $ 170.31 | $ 170.31 | $ 175.69 | $ 175.69 | $ 180.93 | $ 180.93 | $ 186.33 | $ 186.33 | $ 191.89 | $ 191.89 |
| Sr. Infrastructure Analyst | $ 145.89 | $ 145.89 | $ 165.29 | $ 165.29 | $ 164.07 | $ 164.07 | $ 169.19 | $ 169.19 | $ 172.50 | $ 172.50 | $ 177.87 | $ 177.87 | $ 183.47 | $ 183.47 | $ 188.95 | $ 188.95 | $ 194.59 | $ 194.59 | $ 200.39 | $ 200.39 |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-1 Claims Processing and Management Services Core DDI Costs

**Claims Processing and Management Services Core DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **Total Members:** | | | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | ***Base Cost Amount*** | ***Base Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** |
| **DDI Base Fixed Cost:** | $35,142,259.33 | $ 35,142,259.33 | $ 0.0685 | $ - | $ 0.0685 | $ - | $ 3.1352 | $ - | $ 2.6491 | $ - | $ 2.6776 | $ - | $ 2.4901 | $ - | $ 1.5408 | $ - |
| **Core Base DDI * CPI-U Costs:** | **$ 35,142,259.33** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Core Base + Group DDI * CPI-U Costs:** | **$ 35,142,259.33** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-2 Claims Processing and Management Services Core Operations Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $1,492,256.99 | $ 17,907,083.83 | $ 0.0946 | $ - | $ - | $ 0.1317 | $ - | $ - | $ 0.1769 | $ - | $ - | $ 0.1530 | $ - | $ - | $ 0.1511 | $ - | $ - | $ 0.1545 | $ - | $ - | $ 0.1262 | $ - | $ - | $ 17,907,083.83 |
| Operations Year 2: | $1,102,040.93 | $ 13,224,491.17 | $ 0.0884 | $ - | $ - | $ 0.1261 | $ - | $ - | $ 0.1721 | $ - | $ - | $ 0.1474 | $ - | $ - | $ 0.1456 | $ - | $ - | $ 0.1490 | $ - | $ - | $ 0.1204 | $ - | $ - | $ 13,224,491.17 |
| Operations Year 3: | $1,048,967.57 | $ 12,587,610.85 | $ 0.0895 | $ - | $ - | $ 0.1279 | $ - | $ - | $ 0.1749 | $ - | $ - | $ 0.1496 | $ - | $ - | $ 0.1478 | $ - | $ - | $ 0.1512 | $ - | $ - | $ 0.1222 | $ - | $ - | $ 12,587,610.85 |
| Operations Year 4: | $1,025,861.09 | $ 12,310,333.12 | $ 0.0955 | $ - | $ - | $ 0.1345 | $ - | $ - | $ 0.1824 | $ - | $ - | $ 0.1565 | $ - | $ - | $ 0.1547 | $ - | $ - | $ 0.1582 | $ - | $ - | $ 0.1287 | $ - | $ - | $ 12,310,333.12 |
| Operations Optional Year 5: | $1,002,050.95 | $ 12,024,611.38 | $ 0.0953 | $ - | $ - | $ 0.1349 | $ - | $ - | $ 0.1840 | $ - | $ - | $ 0.1575 | $ - | $ - | $ 0.1557 | $ - | $ - | $ 0.1592 | $ - | $ - | $ 0.1292 | $ - | $ - | $ 12,024,611.38 |
| Operations Optional Year 6: | $927,874.77 | $ 11,134,497.25 | $ 0.0883 | $ - | $ - | $ 0.1286 | $ - | $ - | $ 0.1793 | $ - | $ - | $ 0.1524 | $ - | $ - | $ 0.1504 | $ - | $ - | $ 0.1541 | $ - | $ - | $ 0.1232 | $ - | $ - | $ 11,134,497.25 |
| Operations Optional Year 7: | $930,394.70 | $ 11,164,736.40 | $ 0.0879 | $ - | $ - | $ 0.1289 | $ - | $ - | $ 0.1808 | $ - | $ - | $ 0.1533 | $ - | $ - | $ 0.1513 | $ - | $ - | $ 0.1550 | $ - | $ - | $ 0.1235 | $ - | $ - | $ 11,164,736.40 |
| Operations Optional Year 8: | $935,214.53 | $ 11,222,574.42 | $ 0.0875 | $ - | $ - | $ 0.1292 | $ - | $ - | $ 0.1824 | $ - | $ - | $ 0.1541 | $ - | $ - | $ 0.1521 | $ - | $ - | $ 0.1559 | $ - | $ - | $ 0.1238 | $ - | $ - | $ 11,222,574.42 |
| Operations Optional Year 9: | $946,731.33 | $ 11,360,775.98 | $ 0.0940 | $ - | $ - | $ 0.1361 | $ - | $ - | $ 0.1905 | $ - | $ - | $ 0.1617 | $ - | $ - | $ 0.1597 | $ - | $ - | $ 0.1636 | $ - | $ - | $ 0.1310 | $ - | $ - | $ 11,360,775.98 |
| **Core Base Operations * CPI-U Costs:** | | **$ 112,936,714.39** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 112,936,714.39 |

| | |
|---|---|
| **Total Core Base + Group Operations * CPI-U Costs:** | **$ 112,936,714.39** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | |

**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-3 Claims Processing and Management Services Core DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Core DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - |
| **Core DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Core DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC30: The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-4 Claims Processing and Management Services Core Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ - |
| Operations Year 2: | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ - |
| Operations Year 3: | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ - |
| Operations Year 4: | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ - |
| Operations Optional Year 5: | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ - |
| Operations Optional Year 6: | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ - |
| Operations Optional Year 7: | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ - |
| Operations Optional Year 8: | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ - |
| Operations Optional Year 9: | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ - |
| **Core Operations Enhancement Pool Hour:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Core Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC31:The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-1 Claims Processing and Management Services Option A (Financial) DDI Costs

**Claims Processing and Management Services Option A (Financial) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $2,917,350.57 | $ 2,917,350.57 | $ - | $ - | $ - | $ - | $ 0.1580 | $ - | $ 0.0702 | $ - | $ 0.1405 | $ - | $ 0.1756 | $ - | $ 0.0790 | $ - |
| Option A (Financial) Base DDI * CPI-U Costs: | **$ 2,917,350.57** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Base + Group DDI * CPI-U Costs:** | **$ 2,917,350.57** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-2 Claims Processing and Management Services Option A (Financial) Operations Costs

**Claims Processing and Management Services Option A (Financial) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $111,383.36 | $ 1,336,600.32 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 1,336,600.32 |
| Operations Year 2: | $34,558.23 | $ 414,698.70 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 414,698.70 |
| Operations Year 3: | $35,343.63 | $ 424,123.58 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 424,123.58 |
| Operations Year 4: | $34,350.24 | $ 412,202.86 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 412,202.86 |
| Operations Optional Year 5: | $35,196.32 | $ 422,355.87 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 422,355.87 |
| Operations Optional Year 6: | $36,029.97 | $ 432,359.58 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 432,359.58 |
| Operations Optional Year 7: | $35,704.28 | $ 428,451.30 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 428,451.30 |
| Operations Optional Year 8: | $36,660.16 | $ 439,921.96 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 439,921.96 |
| Operations Optional Year 9: | $37,431.80 | $ 449,181.54 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0064 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0071 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 449,181.54 |
| **Option A (Financial) Base Operations * CPI-U Costs:** | | **$ 4,759,895.73** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 4,759,895.73 |

| | |
|---|---|
| **Total Option A (Financial) Base + Group Operations * CPI-U Costs:** | **$ 4,759,895.73** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-3 Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - |
| **Option A (Financial) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC32: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-4 Claims Processing and Management Services Option A (Financial) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ - |
| Operations Year 2: | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ - |
| Operations Year 3: | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ - |
| Operations Year 4: | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ - |
| Operations Optional Year 5: | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ - |
| Operations Optional Year 6: | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ - |
| Operations Optional Year 7: | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ - |
| Operations Optional Year 8: | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ - |
| Operations Optional Year 9: | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ - |
| **Option A (Financial) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC33:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-1 Claims Processing and Management Services Option B (Call Center) DDI Costs

**Claims Processing and Management Services Option B (Call Center) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $1,296,566.26 | $ 1,296,566.26 | $ 26.0958 | $ - | $ 10.6114 | $ - | $ 6.7403 | $ - | $ 3.1560 | $ - | $ 2.2002 | $ - | $ 1.7223 | $ - | $ 0.9337 | $ - |
| Option B (Call Center) Base DDI * CPI-U Costs: | **$ 1,296,566.26** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group DDI * CPI-U Costs:** | **$ 1,296,566.26** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-2 Claims Processing and Management Services Option B (Call Center) Operations Costs

**Claims Processing and Management Services Option B (Call Center) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | - | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $113,549.74 | $ 1,362,596.93 | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 1,362,596.93 |
| Operations Year 2: | $78,698.74 | $ 944,384.90 | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 944,384.90 |
| Operations Year 3: | $79,570.93 | $ 954,851.13 | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 954,851.13 |
| Operations Year 4: | $79,159.19 | $ 949,910.32 | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 949,910.32 |
| Operations Optional Year 5: | $79,540.33 | $ 954,483.94 | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 954,483.94 |
| Operations Optional Year 6: | $80,003.66 | $ 960,043.89 | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 960,043.89 |
| Operations Optional Year 7: | $80,007.68 | $ 960,092.12 | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 960,092.12 |
| Operations Optional Year 8: | $80,456.73 | $ 965,480.76 | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 965,480.76 |
| Operations Optional Year 9: | $81,121.73 | $ 973,460.77 | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 973,460.77 |
| **Option B (Call Center) Base Operations * CPI-U Costs:** | | **$ 9,025,304.75** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 9,025,304.75 |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group Operations * CPI-U Costs:** | **$ 9,025,304.75** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | 1 | 1 | 1 | 1 | 1 |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-3 Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | **-** | | **-** | | **-** | | **-** | | **-** | | **-** | | **-** |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - |
| **Option B (Call Center) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC34: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-4 Claims Processing and Management Services Option B (Call Center) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ - |
| Operations Year 2: | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ - |
| Operations Year 3: | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ - |
| Operations Year 4: | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ - |
| Operations Optional Year 5: | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ - |
| Operations Optional Year 6: | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ - |
| Operations Optional Year 7: | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ - |
| Operations Optional Year 8: | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ - |
| Operations Optional Year 9: | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ - |
| **Option B (Call Center) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC35:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-1 Claims Processing and Management Services Option C (Federal Reporting) DDI Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| **DDI Base Fixed Cost:** | $7,352,056.03 | $ 7,352,056.03 | $ - | $ - | $ 0.0772 | $ - | $ 0.0483 | $ - | $ 0.0215 | $ - | $ 0.0143 | $ - | $ 0.0107 | $ - | $ 0.0048 | $ - |
| **Option C (Federal Reporting) Base DDI * CPI-U Costs:** | **$ 7,352,056.03** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs:** | **$ 7,352,056.03** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-2 Claims Processing and Management Services Option C (Federal Reporting) Operations Costs

**Claims Processing and Management Services Option C (Federal Reporting) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | | + | |
| Total Members: | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $262,405.84 | $ 3,148,870.08 | $ - | $ - | $ - | $ 0.0035 | $ - | $ - | $ 0.0022 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 3,148,870.08 |
| Operations Year 2: | $191,887.71 | $ 2,302,652.51 | $ - | $ - | $ - | $ 0.0036 | $ - | $ - | $ 0.0023 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,302,652.51 |
| Operations Year 3: | $196,646.87 | $ 2,359,762.45 | $ - | $ - | $ - | $ 0.0037 | $ - | $ - | $ 0.0023 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,359,762.45 |
| Operations Year 4: | $197,261.89 | $ 2,367,142.67 | $ - | $ - | $ - | $ 0.0038 | $ - | $ - | $ 0.0024 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,367,142.67 |
| Operations Optional Year 5: | $203,751.92 | $ 2,445,023.02 | $ - | $ - | $ - | $ 0.0040 | $ - | $ - | $ 0.0025 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 0.0002 | $ - | $ - | $ 2,445,023.02 |
| Operations Optional Year 6: | $208,894.44 | $ 2,506,733.27 | $ - | $ - | $ - | $ 0.0041 | $ - | $ - | $ 0.0025 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,506,733.27 |
| Operations Optional Year 7: | $212,618.97 | $ 2,551,427.59 | $ - | $ - | $ - | $ 0.0042 | $ - | $ - | $ 0.0026 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,551,427.59 |
| Operations Optional Year 8: | $219,569.70 | $ 2,634,836.35 | $ - | $ - | $ - | $ 0.0043 | $ - | $ - | $ 0.0027 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,634,836.35 |
| Operations Optional Year 9: | $225,186.72 | $ 2,702,240.66 | $ - | $ - | $ - | $ 0.0044 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,702,240.66 |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ 23,018,688.60** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 23,018,688.60 |

| | |
|---|---|
| **Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs:** | **$ 23,018,688.60** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | |
|---|---|
| COLA Percentage: | 3.00% |
| Year 1 Variable Rate: | |
| Variable Rate Factor Group 1-7: | 1 1 1 1 1 1 1 |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-3 Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC36: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-4 Claims Processing and Management Services Option C (Federal Reporting) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ - |
| Operations Year 2: | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ - |
| Operations Year 3: | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ - |
| Operations Year 4: | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ - |
| Operations Optional Year 5: | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ - |
| Operations Optional Year 6: | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ - |
| Operations Optional Year 7: | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ - |
| Operations Optional Year 8: | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ - |
| Operations Optional Year 9: | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC37:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule J - Integration Service Types

### Integration Services Types Fixed Hour Amounts

**Major Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 120 |
| Business Analyst | 55 |
| Configuration Lead | 12 |
| Sr. Developer | 419 |
| Developer | 99 |
| Database Administrator | 8 |
| Security Analyst | 8 |
| Test Lead | 50 |
| Tester | 150 |
| Technical Writer | 10 |
| **Total Fixed Hours for Each Major Service Integration:** | **931** |

**Complex Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 240 |
| Business Analyst | 80 |
| Configuration Lead | 10 |
| Sr. Developer | 780 |
| Developer | 185 |
| Database Administrator | 24 |
| Security Analyst | 8 |
| Test Lead | 100 |
| Tester | 300 |
| Technical Writer | 8 |
| **Total Fixed Hours for Each Complex Service Integration:** | **1,735** |

**Standard Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 60 |
| Business Analyst | 32 |
| Configuration Lead | 8 |
| Sr. Developer | 205 |
| Developer | 48 |
| Database Administrator | 4 |
| Security Analyst | 8 |
| Test Lead | 20 |
| Tester | 80 |
| Technical Writer | 6 |
| **Total Fixed Hours for Each Standard Service Integration:** | **471** |

**Simple Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 30 |
| Business Analyst | 24 |
| Configuration Lead | 6 |
| Sr. Developer | 96 |
| Developer | 25 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 10 |
| Tester | 38 |
| Technical Writer | 4 |
| **Total Fixed Hours for Each Simple Service Integration:** | **243** |

**On Boarding Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 35 |
| Business Analyst | - |
| Configuration Lead | 20 |
| Sr. Developer | 90 |
| Developer | 60 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 30 |
| Tester | 30 |
| Technical Writer | 2 |
| **Total Fixed Hours for Each Onboarding Service Integration:** | **277** |

*NOTE: Please see RFP Section 3.10.1.4.1 titled "Integration Services Type Definition" for a more complete definition of each integration service type listed above.*

*The Contractor should allocate the hours across the Resource Types applicable for each Integration Service Type. If a Resource Type is not required for a specific Integration Service Type, put zero (0) in the Hours column. When an Integration Service is required, the Contractor will evaluate the Integration Service and document the detailed requirements. Using the detailed requirements, the Contractor will propose the Integration Service Type to the Department. Once the Department and Contractor mutually agree on the Integration Service Type, the value indicated in the "Total Fixed Hours..." row for each Integration Service Type will be the total hours that the Department will reimburse the Contractor for the respective Integration Service Type regardless of the actual level of effort required to complete the work.*

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule K - DDI Requisitioned Integration Services Pool Hours and Cost

### DDI Requisitioned Integration Services Pool Hours and Cost

| Integration Service Type Category | Number of Interfaces | Hours | | Cost | Cost * CPI-U Adjust |
|---|---|---|---|---|---|
| Major Services | 5 | 4,653 | * | | |
| Complex Services | 20 | 34,692 | * | | |
| Standard Services | 35 | 16,468 | * | | |
| Simple Services | 25 | 6,078 | * | | |
| Onboarding Services | 15 | 4,155 | * | | |
| **Total DDI Requisitioned Integration Services Pool Hours:** | | **66,045** | | | |
| **Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost:** | | | ** | **$ 8,629,932** | **$ 8,629,932** |
| **DDI Requisitioned Integration Services Pool Average Hourly Rate & CPI-U Adjusted Houry Rate:** | | | *** | **$ 130.67** | **$131** |

**** The values found in C7 through C11 are derived by multiplying the value in each cell in column B by the fixed hour amounts found in Schedule J.***
***** The Contractor should enter the total cost for the Integration Services Pool Hours in E14 for the total hours identified in cell C12.***
****** Cell F14 is a calculated by dividing the value in E14 by the value in C12.***

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule L - Data Conversion Optional Years of Data
## Schedule L-1 Claims Management and Processing Services Conversion Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + | |
| Total Members: | | | - | | - | | - | | - | | - | | - | | - | | |
| **Operations Year** | *Base Conversion Cost* | *Base Conversion Cost * CPI-U Adjust* | *Variable Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Conversion Cost * CPI-U Adjust* | *Total Optional Conversion Cost* |
| Conversion Year 1 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 2 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 3 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Optional Conversion Year 4: | $2,684,196.49 | $ 2,684,196.49 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 2,684,196.49 |
| Optional Conversion Year 5: | $268,419.73 | $ 268,419.73 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 268,419.73 |
| Optional Conversion Year 6: | $268,419.73 | $ 268,419.73 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 268,419.73 |
| Optional Conversion Year 7: | $536,839.46 | $ 536,839.46 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 536,839.46 |
| Optional Conversion Year 8: | $536,839.46 | $ 536,839.46 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 536,839.46 |
| Optional Conversion Year 9: | $536,839.46 | $ 536,839.46 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 536,839.46 |
| **Conversion Costs:** | | **$ 4,831,554.33** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ 4,831,554.33** |

| | |
|---|---|
| **Total Optional Conversion Years of Data Costs * CPI-U Costs:** | **$ 4,831,554.33** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | |
| Year 4 Variable Rate: | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-1 Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| **DDI Base Fixed Cost:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base DDI * CPI-U Costs:** | $ - | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs:** | $ - |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | 0.000000 |
| B. CPI-U for Participating Addendum Date: | 0.000000 |
| C. Index Point Change equals B minus A: | 0.000000 |
| D. Equals C divided by A: | 0.000000 |
| E. CPI-U Inflation Percentage equals B plus 1.00: | 1.000000 |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-2 Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ - |

**otal Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs:** $ -

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | |
|---|---|---|
| COLA Percentage: | | 3.00% |
| Year 1 Variable Rate: | $ - | |
| Variable Rate Factor Group 1-7: | | 1 1 1 1 1 1 1 |

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-3 Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* |
| **DDI:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC38: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 3 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-4 Claims Processing and Management Services Option D (State Specific Requirements) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Hourly Rate: | $ - | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC39:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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## Attachment G - Tier 3 Claims Pricing Schedules

### Participating State Information

| | | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | Group 6 | Group 7 |
|---|---|---|---|---|---|---|---|---|
| **Total Number of De-duplicated Members (Total Members)** | | *0 249,999* | *250,000 399,999* | *400,000 899,999* | *900,000 1,349,999* | *1,350,000 1,799,999* | *1,800,000 3,999,999* | *4,000,000 +* |
| **Consumer Price Index Urban (CPI-U) Adjustment:** | | - | - | - | - | - | - | - |
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** | | | | | | | |
| B. CPI-U for Participating Addendum Date: | **0.000000** | | | | | | | |
| C. Index Point Change equals B minus A: | **0.000000** | | | | | | | |
| D. Equals C divided by A: | **0.000000** | | | | | | | |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** | | | | | | | |

| **Participating Addendum Options** | **Choose Yes/No** |
|---|---|
| Will the Participating State use Option A (Financial)? | **Yes** |
| Will the Participating State use Option B (Contact Center/Call Center)? | **Yes** |
| Will the Participating State use Option C (Federal Reporting)? | **Yes** |
| Will the Participating State use Option D (State Specific)?* | |

*This will be done in the Participating Addendum Process

| **Pool Hours by Schedule** | **Sch F (3, 4)** | **Sch G (3, 4)** | **Sch H (3, 4)** | **Sch I (3, 4)** | **Sch M (3, 4)** |
|---|---|---|---|---|---|
| DDI Enhancement Pool Hours (F-3, G-3, H-3, I-3, M-3) | **7,500** | **3,000** | **3,000** | **3,000** | **3,000** |
| Operations Enhancement pool hours (F-4, G-4, H-4, I-4, M-4) | **4,000** | **2,000** | **2,000** | **2,000** | **2,000** |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Services Schedule A - Cost Summary

### Schedule A-1: Claims Processing and Management Services Core Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Core Claims Solution Installation DDI | $ - | Insert "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work DDI | $ 36,126,361.38 | Insert "Total Core Base + Group DDI * CPI-U Costs" from Schedule F, Tab F-1 less "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work Operations | $ 142,168,698.08 | Insert "Total Core Base + Group Operations * CPI-U Costs" from Schedule F, Tab F-2 |
| Claims Processing and Management Services DDI Requisitioned Integration Services Pool Hours and Cost | $ 8,629,932.26 | Insert "Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost" from Schedule K cell F14 |
| Claims Processing and Management Services DDI Data Conversion Optional Years of Data Cost | $ 4,853,141.00 | Insert "Total Optional Conversion Years of Data Costs * CPI-U Costs" from Schedule L cell C26 |
| Claims Processing and Management Services Core Scope of Work DDI Enhancement Pool Hours | $ - | Insert "Total Core DDI Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-3 |
| Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hours | $ - | Insert "Total Core Operations Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-4 |
| **All Claims Processing and Management Services Core Scope of Work Costs** | **$ 191,778,132.72** | |

### Schedule A-2: Claims Processing and Management Services Option A (Financial) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option A DDI | $ 2,915,647.96 | Insert "Total Option A (Financial) Base + Group DDI * CPI-U Costs" from Schedule G, Tab G-1 |
| Claims Processing and Management Services Option A Operations | $ 4,757,124.42 | Insert "Total Option A (Financial) Base + Group Operations * CPI-U Costs" from Schedule G, Tab G-2 |
| Claims Processing and Management Services Option A DDI Enhancement Pool Hours | $ - | Insert "Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-3 |
| Claims Processing and Management Services Option A Operations Enhancement Pool Hours | $ - | Insert "Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-4 |
| **All Claims Processing and Management Services Option A Costs** | **$ 7,672,772.38** | |

### Schedule A-3: Claims Processing and Management Services Option B (Call Center) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option B DDI | $ 1,321,552.13 | Insert "Total Option B (Call Center) Base + Group DDI * CPI-U Costs" from Schedule H, Tab H-1 |
| Claims Processing and Management Services Option B Operations | $ 11,213,437.43 | Insert "Total Option B (Call Center) Base + Group Operations * CPI-U Costs" from Schedule H, Tab H-2 |
| Claims Processing and Management Services Option B DDI Enhancement Pool Hours | $ - | Insert "Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-3 |
| Claims Processing and Management Services Option B Operations Enhancement Pool Hours | $ - | Insert "Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-4 |
| **All Claims Processing and Management Services Option B Costs** | **$ 12,534,989.56** | |

### Schedule A-4: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option C DDI | $ 7,734,870.30 | Insert "Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs" from Schedule I, Tab I-1 |
| Claims Processing and Management Services Option C Operations | $ 25,075,259.22 | Insert "Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs" from Schedule I, Tab I-2 |
| Claims Processing and Management Services Option C DDI Enhancement Pool Hours | $ - | Insert "Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-3 |
| Claims Processing and Management Services Option C Operations Enhancement Pool Hours | $ - | Insert "Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-4 |
| **All Claims Processing and Management Services Option C Costs** | **$ 32,810,129.52** | |

### Schedule A-5: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs

| Phase | Cost | Instruction |
|---|---|---|
| Claims Processing and Management Services Option D DDI | $ - | Insert "Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs" from Schedule M, Tab M-1 |
| Claims Processing and Management Services Option D Operations | $ - | Insert "Total Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs" from Schedule M, Tab M-2 |
| Claims Processing and Management Services Option D DDI Enhancement Pool Hours | $ - | Insert "Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-3 |
| Claims Processing and Management Services Option D Operations Enhancement Pool Hours | $ - | Insert "Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-4 |
| **All Claims Processing and Management Services Option D Costs** | **$ -** | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-1: Claims Processing and Management Services Core Scope of Work
### Claims Solution Installation for Agency

| Payment Milestone | DDI Phase | | | | |
|---|---|---|---|---|---|
| | Installation and Access | | | | Total Cost |
| **Claims Solution Installation for Agency** | $ - | N/A | N/A | N/A | $0.00 |
| **Total Claim Solution Installation Cost** | **$ -** | N/A | N/A | N/A | **$0.00** |
| **Total Percentage By Phase** | 0.00% | N/A | N/A | N/A | N/A |
| Minimum percent of Total DDI Cost cannot be less than the following percentages for each phase.* | 5% | N/A | N/A | N/A | N/A |
| Maximum percent of Total DDI Cost cannot exceed the following percentages for each phase.* | 10% | N/A | N/A | N/A | N/A |

**** The Claims Solution Installation is complete once the Contractor completes the Claim Solution Installation, provides access to designated Agency staff, and makes the solution ready for requirements confirmation and design session. The Claim Solution Installation percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total Core DDI Costs = $10,000,000, the Claim Solution Installation Cost must be between $500,000 and $1,000,000 ($500,000/$10,000,000= 5% and $1,000,000/$10,000,000=10%)***

### Schedule B-2: Claims Processing and Management Services Core Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claim Solution Implementation** | $ - | $ - | $ - | $ - | $0.00 | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 36,126,361.38 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **Grand Total** | $0.00 | | | | | |

**** The Grand Total cost for Schedule B-2 cannot exceed the "Total Core DDI Cost" from Schedule F-1 less the total cost from Schedule B-1 above. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%***

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-3: Claims Processing and Management Services Option A (Financial) Scope of Work Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase: Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
|---|---|---|---|---|---|---|
| **Claims Processing and Management Services Option A** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 2,915,647.96 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-3 cannot exceed the "Total Option A DDI Cost" from Schedule G-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-4: Claims Processing and Management Services Option B (Call Center) Scope of Work Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI: Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
|---|---|---|---|---|---|---|
| **Claims Processing and Management Services Option B** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 1,321,552.13 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-4 cannot exceed the "Total Option B DDI Cost" from Schedule H-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-5: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option C** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 7,734,870.30 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-5 cannot exceed the "Total Option C DDI Cost" from Schedule I-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-6: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option D** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ - |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-6 cannot exceed the "Total Option D DDI Cost" from Schedule M-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule C - Cost of Operations

| Schedule C-1: Cost of Operations Core | | |
|---|---|---|
| **Phase** | **Cost** | |
| Core Operations Year 1 | $21,474,492.59 | |
| Core Operations Year 2 | $16,776,429.78 | |
| Core Operations Year 3 | $16,167,079.76 | |
| Core Operations Year 4 | $15,784,874.68 | |
| **Core TOTAL** | **$70,202,876.81** | |
| Core Operations Optional Year 5 | $15,557,424.95 | |
| Core Operations Optional Year 6 | $14,008,812.19 | |
| Core Operations Optional Year 7 | $13,985,239.09 | |
| Core Operations Optional Year 8 | $14,096,777.52 | |
| Core Operations Optional Year 9 | $14,317,567.51 | |
| **Core TOTAL** | **$71,965,821.27** | |
| **Core GRAND TOTAL** | **$142,168,698.08** | $ 142,168,698.08 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Claims Solution***

| Schedule C-2: Cost of Operations Option A (Financial) | | |
|---|---|---|
| **Phase** | **Cost** | |
| **Option A** Operations Year 1 | $1,336,327.33 | |
| **Option A** Operations Year 2 | $414,417.72 | |
| **Option A** Operations Year 3 | $423,834.18 | |
| **Option A** Operations Year 4 | $411,904.79 | |
| **Option A (Financial) TOTAL** | **$2,586,484.02** | |
| **Option A** Operations Optional Year 5 | $422,048.87 | |
| **Option A** Operations Optional Year 6 | $432,043.37 | |
| **Option A** Operations Optional Year 7 | $428,125.62 | |
| **Option A** Operations Optional Year 8 | $439,586.51 | |
| **Option A** Operations Optional Year 9 | $448,836.04 | |
| **Option A (Financial) TOTAL** | **$2,170,640.40** | |
| **Option A (Financial) GRAND TOTAL** | **$4,757,124.42** | $ 4,757,124.42 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Financial Solution***

## Attachment G - Tier 4 Claims Pricing Schedules

| Claims Processing and Management Services Schedule C - Cost of Operations | | |
|---|---|---|
| **Schedule C-3: Cost of Operations Option B (Call Center)** | | |
| **Phase** | **Cost** | |
| **Option B** Operations Year 1 | $1,595,459.03 | |
| **Option B** Operations Year 2 | $1,179,421.12 | |
| **Option B** Operations Year 3 | $1,194,288.39 | |
| **Option B** Operations Year 4 | $1,190,702.64 | |
| **Option B (Call Center) TOTAL** | **$5,159,871.19** | |
| **Option B** Operations Optional Year 5 | $1,197,681.72 | |
| **Option B** Operations Optional Year 6 | $1,205,671.18 | |
| **Option B** Operations Optional Year 7 | $1,207,104.96 | |
| **Option B** Operations Optional Year 8 | $1,216,040.19 | |
| **Option B** Operations Optional Year 9 | $1,227,068.19 | |
| **Option B (Call Center) TOTAL** | **$6,053,566.24** | |
| **Option B (Call Center) GRAND TOTAL** | **$11,213,437.43** | $ 11,213,437.43 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Call Center Solution***

| Schedule C-4: Cost of Operations Option C (Federal Reporting) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option C Operations Year 1 | $3,351,450.83 | |
| Option C Operations Year 2 | $2,511,168.80 | |
| Option C Operations Year 3 | $2,574,527.27 | |
| Option C Operations Year 4 | $2,588,343.47 | |
| **Option C (Federal Reporting) TOTAL** | **$11,025,490.36** | |
| Option C Operations Optional Year 5 | $2,672,852.89 | |
| Option C Operations Optional Year 6 | $2,741,391.07 | |
| Option C Operations Optional Year 7 | $2,793,118.16 | |
| Option C Operations Optional Year 8 | $2,883,770.68 | |
| Option C Operations Optional Year 9 | $2,958,636.05 | |
| **Option C (Federal Reporting) TOTAL** | **$14,049,768.86** | |
| **Option C (Federal Reporting) GRAND TOTAL** | **$25,075,259.22** | $ 25,075,259.22 **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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**Attachment G - Tier 4 Claims Pricing Schedules**

| Claims Processing and Management Services Schedule C - Cost of Operations | | |
|---|---|---|
| **Schedule C-5: Cost of Operations Option D (State Specific Requirements)** | | |
| **Phase** | **Cost** | |
| Option D Operations Year 1 | $0.00 | |
| Option D Operations Year 2 | $0.00 | |
| Option D Operations Year 3 | $0.00 | |
| Option D Operations Year 4 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| Option D Operations Optional Year 5 | $0.00 | |
| Option D Operations Optional Year 6 | $0.00 | |
| Option D Operations Optional Year 7 | $0.00 | |
| Option D Operations Optional Year 8 | $0.00 | |
| Option D Operations Optional Year 9 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| **Option D (State Specific Requirements) GRAND TOTAL** | **$0.00** | $ - **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-1: Enhancement Pool Hours Core | | |
|---|---|---|
| **Phase** | **Cost** | |
| Core DDI - 7,500 hours | $0.00 | |
| **Total Core DDI** | **$0.00** | |
| Core Operations Year 1 - 4,000 hours | $0.00 | |
| Core Operations Year 2 - 4,000 hours | $0.00 | |
| Core Operations Year 3 - 4,000 hours | $0.00 | |
| Core Operations Year 4 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 1 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 2 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 3 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 4 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 5 - 4,000 hours | $0.00 | |
| **Total Core Operations** | **$0.00** | |
| **Core Grand Total** | $0.00 | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Claims Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-2: Enhancement Pool Hours Option A (Financial) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option A DDI - 3,000 hours | $0.00 | |
| **Total Option A (Financial) DDI** | **$0.00** | |
| Option A Operations Year 1 - 2,000 hours | $0.00 | |
| Option A Operations Year 2 - 2,000 hours | $0.00 | |
| Option A Operations Year 3 - 2,000 hours | $0.00 | |
| Option A Operations Year 4 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option A (Financial) Operations** | **$0.00** | |
| **Option A (Financial) Grand Total** | $0.00 | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Financial Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-3: Enhancement Pool Hours Option B (Call Center) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option B DDI - 3,000 hours | $0.00 | |
| **Total Option B (Call Center) DDI** | **$0.00** | |
| Option B Operations Year 1 - 2,000 hours | $0.00 | |
| Option B Operations Year 2 - 2,000 hours | $0.00 | |
| Option B Operations Year 3 - 2,000 hours | $0.00 | |
| Option B Operations Year 4 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option B Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option B (Call Center) Operations** | **$0.00** | |
| **Option B (Call Center) Grand Total** | **$0.00** | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Call Center Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-4: Enhancement Pool Hours Option C (Federal Reporting) | |
|---|---|
| **Phase** | **Cost** |
| Option C DDI - 3,000 hours | $0.00 |
| **Total Option B (Federal Reporting) DDI** | **$0.00** |
| Option C Operations Year 1 - 2,000 hours | $0.00 |
| Option C Operations Year 2 - 2,000 hours | $0.00 |
| Option C Operations Year 3 - 2,000 hours | $0.00 |
| Option C Operations Year 4 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option C (Federal Reporting) Operations** | **$0.00** |
| **Option C (Federal Reporting) Grand Total** | **$0.00** |

$ - **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-5: Enhancement Pool Hours Option D (State Specific Requirements) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option D DDI - 3,000 hours | $0.00 | |
| **Total Option B (State Specific Requirements) DDI** | **$0.00** | |
| Option D Operations Year 1 - 2,000 hours | $0.00 | |
| Option D Operations Year 2 - 2,000 hours | $0.00 | |
| Option D Operations Year 3 - 2,000 hours | $0.00 | |
| Option D Operations Year 4 - 2,000 hours | $0.00 | |
| Option D Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option D Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option D Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option D Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option D Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option D (State Specific Requirements) Operations** | **$0.00** | |
| | | |
| **Option D (State Specific Requirements) Grand Total** | **$0.00** | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the State Specific Requirements Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule E - Resource Hourly Rates

### Schedule E - Resource Hourly Rates

| Type of Resource | Phases | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DDI | DDI * CPI-U Adjust | Operations Year 1 | Year 1 * CPI-U Adjust | Operations Year 2 | Year 2 * CPI-U Adjust | Operations Year 3 | Year 3 * CPI-U Adjust | Operations Year 4 | Year 4 * CPI-U Adjust | Operations Year 5 | Operations Year 5 | Operations Year 6 | Operations Year 6 | Operations Year 7 | Operations Year 7 | Operations Year 8 | Operations Year 8 | Operations Year 9 | Operations Year 9 |
| Project Manager | $ 198.56 | $ 198.56 | $ 236.01 | $ 236.01 | $ 246.21 | $ 246.21 | $ 253.70 | $ 253.70 | $ 259.72 | $ 259.72 | $ 267.62 | $ 267.62 | $ 275.95 | $ 275.95 | $ 284.24 | $ 284.24 | $ 292.74 | $ 292.74 | $ 301.48 | $ 301.48 |
| Technical Manager | $ 163.87 | $ 163.87 | $ 206.06 | $ 206.06 | $ 214.67 | $ 214.67 | $ 221.21 | $ 221.21 | $ 226.25 | $ 226.25 | $ 233.15 | $ 233.15 | $ 240.45 | $ 240.45 | $ 247.67 | $ 247.67 | $ 255.07 | $ 255.07 | $ 262.68 | $ 262.68 |
| Contract Manager | $ 188.68 | $ 188.68 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Integration Lead | $ 145.93 | $ 145.93 | $ 163.15 | $ 163.15 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Claims Manager | $ 162.14 | $ 162.14 | $ 184.05 | $ 184.05 | $ 182.81 | $ 182.81 | $ 188.39 | $ 188.39 | $ 192.45 | $ 192.45 | $ 198.33 | $ 198.33 | $ 204.59 | $ 204.59 | $ 210.74 | $ 210.74 | $ 217.03 | $ 217.03 | $ 223.50 | $ 223.50 |
| Operations Manager | $ 167.89 | $ 167.89 | $ 188.46 | $ 188.46 | $ 187.23 | $ 187.23 | $ 192.95 | $ 192.95 | $ 197.15 | $ 197.15 | $ 203.17 | $ 203.17 | $ 209.57 | $ 209.57 | $ 215.87 | $ 215.87 | $ 222.32 | $ 222.32 | $ 228.94 | $ 228.94 |
| Security Lead | $ 113.53 | $ 113.53 | $ 125.55 | $ 125.55 | $ 124.04 | $ 124.04 | $ 127.86 | $ 127.86 | $ 130.10 | $ 130.10 | $ 134.11 | $ 134.11 | $ 138.44 | $ 138.44 | $ 142.61 | $ 142.61 | $ 146.85 | $ 146.85 | $ 151.22 | $ 151.22 |
| Security Analyst | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Architecture Lead | $ 224.98 | $ 224.98 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Architect | $ 147.37 | $ 147.37 | $ 163.15 | $ 163.15 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. System Architect | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Specialist | $ 100.52 | $ 100.52 | $ 73.04 | $ 73.04 | $ 71.53 | $ 71.53 | $ 73.60 | $ 73.60 | $ 70.77 | $ 70.77 | $ 73.13 | $ 73.13 | $ 66.40 | $ 66.40 | $ 67.73 | $ 67.73 | $ 69.90 | $ 69.90 | $ 71.70 | $ 71.70 |
| Sr. Configuration Specialist | $ 115.27 | $ 115.27 | $ 126.12 | $ 126.12 | $ 124.60 | $ 124.60 | $ 128.44 | $ 128.44 | $ 130.70 | $ 130.70 | $ 134.73 | $ 134.73 | $ 139.08 | $ 139.08 | $ 143.26 | $ 143.26 | $ 147.53 | $ 147.53 | $ 151.91 | $ 151.91 |
| Infrastructure Lead | $ 173.39 | $ 173.39 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Infrastructure Analyst | $ 105.15 | $ 105.15 | $ 116.39 | $ 116.39 | $ 114.83 | $ 114.83 | $ 118.37 | $ 118.37 | $ 120.33 | $ 120.33 | $ 124.05 | $ 124.05 | $ 130.33 | $ 130.33 | $ 134.25 | $ 134.25 | $ 138.25 | $ 138.25 | $ 142.35 | $ 142.35 |
| Developer | $ 90.37 | $ 90.37 | $ 92.86 | $ 92.86 | $ 91.37 | $ 91.37 | $ 94.30 | $ 94.30 | $ 94.97 | $ 94.97 | $ 98.01 | $ 98.01 | $ 101.35 | $ 101.35 | $ 103.83 | $ 103.83 | $ 107.00 | $ 107.00 | $ 110.25 | $ 110.25 |
| Sr. Developer | $ 148.06 | $ 148.06 | $ 163.30 | $ 163.30 | $ 163.38 | $ 163.38 | $ 168.38 | $ 168.38 | $ 171.84 | $ 171.84 | $ 177.10 | $ 177.10 | $ 182.72 | $ 182.72 | $ 188.22 | $ 188.22 | $ 193.83 | $ 193.83 | $ 199.61 | $ 199.61 |
| Database Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Database Administrator | $ 111.35 | $ 111.35 | $ 127.29 | $ 127.29 | $ 125.78 | $ 125.78 | $ 129.65 | $ 129.65 | $ 131.58 | $ 131.58 | $ 135.64 | $ 135.64 | $ 139.83 | $ 139.83 | $ 143.13 | $ 143.13 | $ 147.40 | $ 147.40 | $ 151.78 | $ 151.78 |
| Database Analyst | $ 134.40 | $ 134.40 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. Database Administrator | $ 150.75 | $ 150.75 | $ 164.72 | $ 164.72 | $ 163.38 | $ 163.38 | $ 168.38 | $ 168.38 | $ 171.84 | $ 171.84 | $ 177.10 | $ 177.10 | $ 182.72 | $ 182.72 | $ 188.22 | $ 188.22 | $ 193.83 | $ 193.83 | $ 199.61 | $ 199.61 |
| Testing Lead | $ 151.75 | $ 151.75 | $ 165.38 | $ 165.38 | $ 156.47 | $ 156.47 | $ 161.26 | $ 161.26 | $ 164.50 | $ 164.50 | $ 169.55 | $ 169.55 | $ 174.94 | $ 174.94 | $ 180.20 | $ 180.20 | $ 185.58 | $ 185.58 | $ 191.10 | $ 191.10 |
| Tester | $ 70.22 | $ 70.22 | $ 76.21 | $ 76.21 | $ 77.73 | $ 77.73 | $ 79.29 | $ 79.29 | $ 80.87 | $ 80.87 | $ 82.49 | $ 82.49 | $ 84.14 | $ 84.14 | $ 85.82 | $ 85.82 | $ 86.14 | $ 86.14 | $ 90.98 | $ 90.98 |
| Technical Writer | $ 89.77 | $ 89.77 | $ 90.45 | $ 90.45 | $ 88.77 | $ 88.77 | $ 92.49 | $ 92.49 | $ 92.68 | $ 92.68 | $ 95.57 | $ 95.57 | $ 99.29 | $ 99.29 | $ 102.28 | $ 102.28 | $ 105.32 | $ 105.32 | $ 108.44 | $ 108.44 |
| Sr. Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Analyst | $ 128.69 | $ 128.69 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Engineer | $ 133.99 | $ 133.99 | $ 142.71 | $ 142.71 | $ 141.27 | $ 141.27 | $ 145.61 | $ 145.61 | $ 148.38 | $ 148.38 | $ 152.94 | $ 152.94 | $ 157.84 | $ 157.84 | $ 162.58 | $ 162.58 | $ 167.43 | $ 167.43 | $ 172.41 | $ 172.41 |
| Data Architect | $ 150.19 | $ 150.19 | $ 163.58 | $ 163.58 | $ 163.38 | $ 163.38 | $ 168.38 | $ 168.38 | $ 171.84 | $ 171.84 | $ 177.10 | $ 177.10 | $ 182.72 | $ 182.72 | $ 188.22 | $ 188.22 | $ 193.83 | $ 193.83 | $ 199.61 | $ 199.61 |
| Data Developer | $ 133.99 | $ 133.99 | $ 142.71 | $ 142.71 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Analyst | $ 137.55 | $ 137.55 | $ 123.43 | $ 123.43 | $ 122.09 | $ 122.09 | $ 125.81 | $ 125.81 | $ 128.38 | $ 128.38 | $ 132.55 | $ 132.55 | $ 131.71 | $ 131.71 | $ 136.62 | $ 136.62 | $ 140.77 | $ 140.77 | $ 145.16 | $ 145.16 |
| Sr. System Analyst | $ 171.17 | $ 171.17 | $ 187.74 | $ 187.74 | $ 186.39 | $ 186.39 | $ 192.31 | $ 192.31 | $ 196.65 | $ 196.65 | $ 202.66 | $ 202.66 | $ 207.78 | $ 207.78 | $ 214.15 | $ 214.15 | $ 220.60 | $ 220.60 | $ 227.23 | $ 227.23 |
| Business Analyst | $ 73.36 | $ 73.36 | $ 73.45 | $ 73.45 | $ 95.53 | $ 95.53 | $ 98.33 | $ 98.33 | $ 99.44 | $ 99.44 | $ 102.35 | $ 102.35 | $ 105.58 | $ 105.58 | $ 108.55 | $ 108.55 | $ 111.50 | $ 111.50 | $ 114.57 | $ 114.57 |
| Sr. Business Analyst | $ 120.16 | $ 120.16 | $ 137.15 | $ 137.15 | $ 136.63 | $ 136.63 | $ 140.82 | $ 140.82 | $ 143.45 | $ 143.45 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Certification Lead | $ 168.02 | $ 168.02 | $ 186.21 | $ 186.21 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Training Lead | $ 126.68 | $ 126.68 | $ 144.40 | $ 144.40 | $ 142.98 | $ 142.98 | $ 147.36 | $ 147.36 | $ 150.19 | $ 150.19 | $ 154.81 | $ 154.81 | $ 159.76 | $ 159.76 | $ 164.56 | $ 164.56 | $ 169.47 | $ 169.47 | $ 174.51 | $ 174.51 |
| Trainer | $ 103.96 | $ 103.96 | $ 110.76 | $ 110.76 | $ 109.17 | $ 109.17 | $ 112.55 | $ 112.55 | $ 114.33 | $ 114.33 | $ 117.87 | $ 117.87 | $ 121.71 | $ 121.71 | $ 125.37 | $ 125.37 | $ 129.10 | $ 129.10 | $ 132.94 | $ 132.94 |
| Claims Resolutions/Adjustment Sta | $ 63.87 | $ 63.87 | $ 65.93 | $ 65.93 | $ 64.14 | $ 64.14 | $ 66.16 | $ 66.16 | $ 66.55 | $ 66.55 | $ 68.66 | $ 68.66 | $ 71.03 | $ 71.03 | $ 73.17 | $ 73.17 | $ 75.33 | $ 75.33 | $ 77.55 | $ 77.55 |
| Prior Authorization Staff | $ 63.87 | $ 63.87 | $ 65.93 | $ 65.93 | $ 64.14 | $ 64.14 | $ 66.16 | $ 66.16 | $ 66.55 | $ 66.55 | $ 68.66 | $ 68.66 | $ 71.03 | $ 71.03 | $ 73.17 | $ 73.17 | $ 75.33 | $ 75.33 | $ 77.55 | $ 77.55 |
| Correspondence and Appeals Staff | $ 63.87 | $ 63.87 | $ 65.93 | $ 65.93 | $ 64.14 | $ 64.14 | $ 66.16 | $ 66.16 | $ 66.55 | $ 66.55 | $ 68.66 | $ 68.66 | $ 71.03 | $ 71.03 | $ 73.17 | $ 73.17 | $ 75.33 | $ 75.33 | $ 77.55 | $ 77.55 |
| Claims Supervisor | $ 114.96 | $ 114.96 | $ 126.12 | $ 126.12 | $ 124.60 | $ 124.60 | $ 128.44 | $ 128.44 | $ 130.70 | $ 130.70 | $ 134.73 | $ 134.73 | $ 139.08 | $ 139.08 | $ 143.26 | $ 143.26 | $ 147.53 | $ 147.53 | $ 151.91 | $ 151.91 |
| * Support Personnel | $ 114.52 | $ 114.52 | $ 127.26 | $ 127.26 | $ 125.75 | $ 125.75 | $ 129.62 | $ 129.62 | $ 131.92 | $ 131.92 | $ 135.99 | $ 135.99 | $ 140.37 | $ 140.37 | $ 144.60 | $ 144.60 | $ 148.90 | $ 148.90 | $ 153.33 | $ 153.33 |
| Financial Manager | $ 165.81 | $ 165.81 | $ 187.38 | $ 187.38 | $ 187.23 | $ 187.23 | $ 192.95 | $ 192.95 | $ 197.15 | $ 197.15 | $ 203.17 | $ 203.17 | $ 209.57 | $ 209.57 | $ 215.87 | $ 215.87 | $ 222.32 | $ 222.32 | $ 228.94 | $ 228.94 |
| Provider Relations Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Enrollment Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Federal Reporting Manager | $ 173.44 | $ 173.44 | $ 188.46 | $ 188.46 | $ 187.23 | $ 187.23 | $ 192.95 | $ 192.95 | $ 197.15 | $ 197.15 | $ 203.17 | $ 203.17 | $ 209.57 | $ 209.57 | $ 215.87 | $ 215.87 | $ 222.32 | $ 222.32 | $ 228.94 | $ 228.94 |
| Quality Assurance / Business Proc | $ 91.02 | $ 91.02 | $ 97.38 | $ 97.38 | $ 95.73 | $ 95.73 | $ 98.70 | $ 98.70 | $ 100.07 | $ 100.07 | $ 103.18 | $ 103.18 | $ 106.58 | $ 106.58 | $ 109.79 | $ 109.79 | $ 113.05 | $ 113.05 | $ 116.40 | $ 116.40 |
| Business Analyst Lead | $ 144.07 | $ 144.07 | $ 157.46 | $ 157.46 | $ 156.47 | $ 156.47 | $ 161.26 | $ 161.26 | $ 164.50 | $ 164.50 | $ 169.55 | $ 169.55 | $ 174.94 | $ 174.94 | $ 180.20 | $ 180.20 | $ 185.58 | $ 185.58 | $ 191.10 | $ 191.10 |
| Sr. Infrastructure Analyst | $ 145.93 | $ 145.93 | $ 164.72 | $ 164.72 | $ 163.38 | $ 163.38 | $ 168.38 | $ 168.38 | $ 171.84 | $ 171.84 | $ 177.10 | $ 177.10 | $ 182.72 | $ 182.72 | $ 188.22 | $ 188.22 | $ 193.83 | $ 193.83 | $ 199.61 | $ 199.61 |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-1 Claims Processing and Management Services Core DDI Costs

**Claims Processing and Management Services Core DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **Total Members:** | | | | - | | - | | - | | - | | - | | - | | - |
| | ***Base Cost Amount*** | ***Base Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** |
| **DDI Base Fixed Cost:** | $36,126,361.38 | $ 36,126,361.38 | $ 0.4055 | $ - | $ 0.4055 | $ - | $ 3.3367 | $ - | $ 2.9776 | $ - | $ 2.9879 | $ - | $ 2.8025 | $ - | $ 1.8922 | $ - |
| **Core Base DDI * CPI-U Costs:** | **$ 36,126,361.38** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Core Base + Group DDI * CPI-U Costs:** | **$ 36,126,361.38** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-2 Claims Processing and Management Services Core Operations Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $1,789,541.05 | $ 21,474,492.59 | $ 0.1004 | $ - | $ - | $ 0.1438 | $ - | $ - | $ 0.1846 | $ - | $ - | $ 0.1610 | $ - | $ - | $ 0.1602 | $ - | $ - | $ 0.1648 | $ - | $ - | $ 0.1345 | $ - | $ - | $ 21,474,492.59 |
| Operations Year 2: | $1,398,035.81 | $ 16,776,429.78 | $ 0.0898 | $ - | $ - | $ 0.1336 | $ - | $ - | $ 0.1751 | $ - | $ - | $ 0.1509 | $ - | $ - | $ 0.1501 | $ - | $ - | $ 0.1546 | $ - | $ - | $ 0.1242 | $ - | $ - | $ 16,776,429.78 |
| Operations Year 3: | $1,347,256.65 | $ 16,167,079.76 | $ 0.0919 | $ - | $ - | $ 0.1363 | $ - | $ - | $ 0.1789 | $ - | $ - | $ 0.1541 | $ - | $ - | $ 0.1532 | $ - | $ - | $ 0.1578 | $ - | $ - | $ 0.1269 | $ - | $ - | $ 16,167,079.76 |
| Operations Year 4: | $1,315,406.22 | $ 15,784,874.68 | $ 0.0980 | $ - | $ - | $ 0.1430 | $ - | $ - | $ 0.1864 | $ - | $ - | $ 0.1610 | $ - | $ - | $ 0.1601 | $ - | $ - | $ 0.1647 | $ - | $ - | $ 0.1334 | $ - | $ - | $ 15,784,874.68 |
| Operations Optional Year 5: | $1,296,452.08 | $ 15,557,424.95 | $ 0.0919 | $ - | $ - | $ 0.1375 | $ - | $ - | $ 0.1820 | $ - | $ - | $ 0.1560 | $ - | $ - | $ 0.1550 | $ - | $ - | $ 0.1598 | $ - | $ - | $ 0.1279 | $ - | $ - | $ 15,557,424.95 |
| Operations Optional Year 6: | $1,167,401.02 | $ 14,008,812.19 | $ 0.0920 | $ - | $ - | $ 0.1386 | $ - | $ - | $ 0.1845 | $ - | $ - | $ 0.1581 | $ - | $ - | $ 0.1571 | $ - | $ - | $ 0.1621 | $ - | $ - | $ 0.1292 | $ - | $ - | $ 14,008,812.19 |
| Operations Optional Year 7: | $1,165,436.59 | $ 13,985,239.09 | $ 0.0918 | $ - | $ - | $ 0.1391 | $ - | $ - | $ 0.1862 | $ - | $ - | $ 0.1592 | $ - | $ - | $ 0.1581 | $ - | $ - | $ 0.1632 | $ - | $ - | $ 0.1297 | $ - | $ - | $ 13,985,239.09 |
| Operations Optional Year 8: | $1,174,731.46 | $ 14,096,777.52 | $ 0.0924 | $ - | $ - | $ 0.1404 | $ - | $ - | $ 0.1887 | $ - | $ - | $ 0.1610 | $ - | $ - | $ 0.1599 | $ - | $ - | $ 0.1651 | $ - | $ - | $ 0.1310 | $ - | $ - | $ 14,096,777.52 |
| Operations Optional Year 9: | $1,193,130.63 | $ 14,317,567.51 | $ 0.0969 | $ - | $ - | $ 0.1453 | $ - | $ - | $ 0.1947 | $ - | $ - | $ 0.1665 | $ - | $ - | $ 0.1654 | $ - | $ - | $ 0.1706 | $ - | $ - | $ 0.1361 | $ - | $ - | $ 14,317,567.51 |
| **Core Base Operations * CPI-U Costs:** | | **$ 142,168,698.08** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 142,168,698.08 |

| | |
|---|---|
| **Total Core Base + Group Operations * CPI-U Costs:** | **$ 142,168,698.08** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |

**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-3 Claims Processing and Management Services Core DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Core DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DDI Enhancement Pool Hours:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| | - | | - | | - | | - | | - | | - | | - | |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - |
| **Core DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Core DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC30: The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-4 Claims Processing and Management Services Core Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ - |
| Operations Year 2: | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ - |
| Operations Year 3: | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ - |
| Operations Year 4: | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ - |
| Operations Optional Year 5: | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ - |
| Operations Optional Year 6: | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ - |
| Operations Optional Year 7: | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ - |
| Operations Optional Year 8: | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ - |
| Operations Optional Year 9: | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ - |
| **Core Operations Enhancement Pool Hour:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Core Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC31:The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-1 Claims Processing and Management Services Option A (Financial) DDI Costs

**Claims Processing and Management Services Option A (Financial) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $2,915,647.96 | $ 2,915,647.96 | $ - | $ - | $ - | $ - | $ 0.1539 | $ - | $ 0.0684 | $ - | $ 0.1368 | $ - | $ 0.1710 | $ - | $ 0.0769 | $ - |
| Option A (Financial) Base DDI * CPI-U Costs: | **$ 2,915,647.96** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Base + Group DDI * CPI-U Costs:** | **$ 2,915,647.96** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-2 Claims Processing and Management Services Option A (Financial) Operations Costs

**Claims Processing and Management Services Option A (Financial) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | *+* | |
| **Total Members:** | | | - | | | - | | | - | | | - | | | - | | | - | | | - | | | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $111,360.61 | $ 1,336,327.33 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 1,336,327.33 |
| Operations Year 2: | $34,534.81 | $ 414,417.72 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 414,417.72 |
| Operations Year 3: | $35,319.51 | $ 423,834.18 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 423,834.18 |
| Operations Year 4: | $34,325.40 | $ 411,904.79 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 411,904.79 |
| Operations Optional Year 5: | $35,170.74 | $ 422,048.87 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 422,048.87 |
| Operations Optional Year 6: | $36,003.61 | $ 432,043.37 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 432,043.37 |
| Operations Optional Year 7: | $35,677.13 | $ 428,125.62 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 428,125.62 |
| Operations Optional Year 8: | $36,632.21 | $ 439,586.51 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 439,586.51 |
| Operations Optional Year 9: | $37,403.00 | $ 448,836.04 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0070 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 448,836.04 |
| **Option A (Financial) Base Operations * CPI-U Costs:** | | **$ 4,757,124.42** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 4,757,124.42 |

| | |
|---|---|
| **Total Option A (Financial) Base + Group Operations * CPI-U Costs:** | **$ 4,757,124.42** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | |

**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-3 Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - |
| **Option A (Financial) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC32: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-4 Claims Processing and Management Services Option A (Financial) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ - |
| Operations Year 2: | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ - |
| Operations Year 3: | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ - |
| Operations Year 4: | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ - |
| Operations Optional Year 5: | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ - |
| Operations Optional Year 6: | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ - |
| Operations Optional Year 7: | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ - |
| Operations Optional Year 8: | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ - |
| Operations Optional Year 9: | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ - |
| **Option A (Financial) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC33:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-1 Claims Processing and Management Services Option B (Call Center) DDI Costs

**Claims Processing and Management Services Option B (Call Center) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $1,321,552.13 | $ 1,321,552.13 | $ 26.3726 | $ - | $ 10.6769 | $ - | $ 6.7529 | $ - | $ 3.1197 | $ - | $ 2.1508 | $ - | $ 1.6664 | $ - | $ 0.8671 | $ - |
| Option B (Call Center) Base DDI * CPI-U Costs: | $ 1,321,552.13 | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group DDI * CPI-U Costs:** | **$ 1,321,552.13** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-2 Claims Processing and Management Services Option B (Call Center) Operations Costs

**Claims Processing and Management Services Option B (Call Center) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $132,954.92 | $ 1,595,459.03 | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 1,595,459.03 |
| Operations Year 2: | $98,285.09 | $ 1,179,421.12 | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 1,179,421.12 |
| Operations Year 3: | $99,524.03 | $ 1,194,288.39 | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 1,194,288.39 |
| Operations Year 4: | $99,225.22 | $ 1,190,702.64 | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 1,190,702.64 |
| Operations Optional Year 5: | $99,806.81 | $ 1,197,681.72 | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 1,197,681.72 |
| Operations Optional Year 6: | $100,472.60 | $ 1,205,671.18 | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 1,205,671.18 |
| Operations Optional Year 7: | $100,592.08 | $ 1,207,104.96 | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 1,207,104.96 |
| Operations Optional Year 8: | $101,336.68 | $ 1,216,040.19 | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 1,216,040.19 |
| Operations Optional Year 9: | $102,255.68 | $ 1,227,068.19 | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 1,227,068.19 |
| **Option B (Call Center) Base Operations * CPI-U Costs:** | | **$ 11,213,437.43** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 11,213,437.43 |

**Total Option B (Call Center) Base + Group Operations * CPI-U Costs: $ 11,213,437.43**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |

**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-3 Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DDI Enhancement Pool Hours:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| | | - | | - | | - | | - | | - | | - | | - |
| | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* |
| **DDI:** | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - |
| **Option B (Call Center) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC34: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-4 Claims Processing and Management Services Option B (Call Center) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 + | | |
| **Operations Annual Enhancement Pool Hours:** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ - |
| Operations Year 2: | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ - |
| Operations Year 3: | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ - |
| Operations Year 4: | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ - |
| Operations Optional Year 5: | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ - |
| Operations Optional Year 6: | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ - |
| Operations Optional Year 7: | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ - |
| Operations Optional Year 8: | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ - |
| Operations Optional Year 9: | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ - |
| **Option B (Call Center) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC35:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-1 Claims Processing and Management Services Option C (Federal Reporting) DDI Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $7,734,870.30 | $ 7,734,870.30 | $ - | $ - | $ 0.1081 | $ - | $ 0.0676 | $ - | $ 0.0300 | $ - | $ 0.0200 | $ - | $ 0.0150 | $ - | $ 0.0068 | $ - |
| Option C (Federal Reporting) Base DDI * CPI-U Costs: | **$ 7,734,870.30** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs:** | **$ 7,734,870.30** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-2 Claims Processing and Management Services Option C (Federal Reporting) Operations Costs

**Claims Processing and Management Services Option C (Federal Reporting) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $279,287.57 | $ 3,351,450.83 | $ - | $ - | $ - | $ 0.0049 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 3,351,450.83 |
| Operations Year 2: | $209,264.07 | $ 2,511,168.80 | $ - | $ - | $ - | $ 0.0051 | $ - | $ - | $ 0.0032 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,511,168.80 |
| Operations Year 3: | $214,543.94 | $ 2,574,527.27 | $ - | $ - | $ - | $ 0.0052 | $ - | $ - | $ 0.0033 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,574,527.27 |
| Operations Year 4: | $215,695.29 | $ 2,588,343.47 | $ - | $ - | $ - | $ 0.0054 | $ - | $ - | $ 0.0034 | $ - | $ - | $ 0.0015 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0007 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,588,343.47 |
| Operations Optional Year 5: | $222,737.74 | $ 2,672,852.89 | $ - | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0035 | $ - | $ - | $ 0.0015 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0003 | $ - | $ - | $ 2,672,852.89 |
| Operations Optional Year 6: | $228,449.26 | $ 2,741,391.07 | $ - | $ - | $ - | $ 0.0057 | $ - | $ - | $ 0.0036 | $ - | $ - | $ 0.0016 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 2,741,391.07 |
| Operations Optional Year 7: | $232,759.85 | $ 2,793,118.16 | $ - | $ - | $ - | $ 0.0059 | $ - | $ - | $ 0.0037 | $ - | $ - | $ 0.0016 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 2,793,118.16 |
| Operations Optional Year 8: | $240,314.22 | $ 2,883,770.68 | $ - | $ - | $ - | $ 0.0060 | $ - | $ - | $ 0.0038 | $ - | $ - | $ 0.0017 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0008 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 2,883,770.68 |
| Operations Optional Year 9: | $246,553.00 | $ 2,958,636.05 | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0039 | $ - | $ - | $ 0.0017 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0009 | $ - | $ - | $ 0.0004 | $ - | $ - | $ 2,958,636.05 |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ 25,075,259.22** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 25,075,259.22 |

**Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs: $ 25,075,259.22**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-3 Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs:** | **$ -** |

| **Consumer Price Index Urban (CPI-U) Adjustment:** | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC36: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-4 Claims Processing and Management Services Option C (Federal Reporting) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ - |
| Operations Year 2: | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ - |
| Operations Year 3: | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ - |
| Operations Year 4: | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ - |
| Operations Optional Year 5: | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ - |
| Operations Optional Year 6: | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ - |
| Operations Optional Year 7: | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ - |
| Operations Optional Year 8: | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ - |
| Operations Optional Year 9: | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC37:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule J - Integration Service Types

### Integration Services Types Fixed Hour Amounts

**Major Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 120 |
| Business Analyst | 55 |
| Configuration Lead | 12 |
| Sr. Developer | 419 |
| Developer | 99 |
| Database Administrator | 8 |
| Security Analyst | 8 |
| Test Lead | 50 |
| Tester | 150 |
| Technical Writer | 10 |
| **Total Fixed Hours for Each Major Service Integration:** | **931** |

**Complex Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 240 |
| Business Analyst | 80 |
| Configuration Lead | 10 |
| Sr. Developer | 780 |
| Developer | 185 |
| Database Administrator | 24 |
| Security Analyst | 8 |
| Test Lead | 100 |
| Tester | 300 |
| Technical Writer | 8 |
| **Total Fixed Hours for Each Complex Service Integration:** | **1,735** |

**Standard Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 60 |
| Business Analyst | 32 |
| Configuration Lead | 8 |
| Sr. Developer | 205 |
| Developer | 48 |
| Database Administrator | 4 |
| Security Analyst | 8 |
| Test Lead | 20 |
| Tester | 80 |
| Technical Writer | 6 |
| **Total Fixed Hours for Each Standard Service Integration:** | **471** |

**Simple Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 30 |
| Business Analyst | 24 |
| Configuration Lead | 6 |
| Sr. Developer | 96 |
| Developer | 25 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 10 |
| Tester | 38 |
| Technical Writer | 4 |
| **Total Fixed Hours for Each Simple Service Integration:** | **243** |

**On Boarding Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 35 |
| Business Analyst | - |
| Configuration Lead | 20 |
| Sr. Developer | 90 |
| Developer | 60 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 30 |
| Tester | 30 |
| Technical Writer | 2 |
| **Total Fixed Hours for Each Onboarding Service Integration:** | **277** |

*NOTE: Please see RFP Section 3.10.1.4.1 titled "Integration Services Type Definition" for a more complete definition of each integration service type listed above.*

*The Contractor should allocate the hours across the Resource Types applicable for each Integration Service Type. If a Resource Type is not required for a specific Integration Service Type, put zero (0) in the Hours column. When an Integration Service is required, the Contractor will evaluate the Integration Service and document the detailed requirements. Using the detailed requirements, the Contractor will propose the Integration Service Type to the Department. Once the Department and Contractor mutually agree on the Integration Service Type, the value indicated in the "Total Fixed Hours..." row for each Integration Service Type will be the total hours that the Department will reimburse the Contractor for the respective Integration Service Type regardless of the actual level of effort required to complete the work.*

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule K - DDI Requisitioned Integration Services Pool Hours and Cost

### DDI Requisitioned Integration Services Pool Hours and Cost

| Integration Service Type Category | Number of Interfaces | Hours | | Cost | Cost * CPI-U Adjust |
|---|---|---|---|---|---|
| Major Services | 5 | 4,653 | * | | |
| Complex Services | 20 | 34,692 | * | | |
| Standard Services | 35 | 16,468 | * | | |
| Simple Services | 25 | 6,078 | * | | |
| Onboarding Services | 15 | 4,155 | * | | |
| **Total DDI Requisitioned Integration Services Pool Hours:** | | **66,045** | | | |
| **Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost:** | | | ** | **$ 8,629,932** | **$ 8,629,932** |
| **DDI Requisitioned Integration Services Pool Average Hourly Rate & CPI-U Adjusted Houry Rate:** | | | *** | **$ 130.67** | **$131** |

**** The values found in C7 through C11 are derived by multiplying the value in each cell in column B by the fixed hour amounts found in Schedule J.***
***** The Contractor should enter the total cost for the Integration Services Pool Hours in E14 for the total hours identified in cell C12.***
****** Cell F14 is a calculated by dividing the value in E14 by the value in C12.***

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule L - Data Conversion Optional Years of Data
## Schedule L-1 Claims Management and Processing Services Conversion Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + | |
| Total Members: | | | - | | - | | - | | - | | - | | - | | - | | |
| **Operations Year** | *Base Conversion Cost* | *Base Conversion Cost * CPI-U Adjust* | *Variable Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Conversion Rate* | *Total Variable Conversion Cost * CPI-U Adjust* | *Total Optional Conversion Cost* |
| Conversion Year 1 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 2 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 3 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Optional Conversion Year 4: | $2,696,189.04 | $ 2,696,189.04 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 2,696,189.04 |
| Optional Conversion Year 5: | $269,619.00 | $ 269,619.00 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 269,619.00 |
| Optional Conversion Year 6: | $269,619.00 | $ 269,619.00 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 269,619.00 |
| Optional Conversion Year 7: | $539,237.99 | $ 539,237.99 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 539,237.99 |
| Optional Conversion Year 8: | $539,237.99 | $ 539,237.99 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 539,237.99 |
| Optional Conversion Year 9: | $539,237.99 | $ 539,237.99 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 539,237.99 |
| **Conversion Costs:** | | **$ 4,853,141.00** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ 4,853,141.00** |

| | |
|---|---|
| **Total Optional Conversion Years of Data Costs * CPI-U Costs:** | **$ 4,853,141.00** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | |
| Year 4 Variable Rate: | $ - | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-1 Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Option C (Federal Reporting) Base DDI * CPI-U Costs: | $ - | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

**Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-2 Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Value Cost* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ - |

**Total Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | | 1.00 | | |

**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-3 Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC38: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 4 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-4 Claims Processing and Management Services Option D (State Specific Requirements) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | |
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |

OMC39:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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## Attachment G - Tier 4 Claims Pricing Schedules

### Participating State Information

| | | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | Group 6 | Group 7 |
|---|---|---|---|---|---|---|---|---|
| **Total Number of De-duplicated Members (Total Members)** | - | *0 249,999* | *250,000 399,999* | *400,000 899,999* | *900,000 1,349,999* | *1,350,000 1,799,999* | *1,800,000 3,999,999* | *4,000,000 +* |
| **Consumer Price Index Urban (CPI-U) Adjustment:** | | - | - | - | - | - | - | - |
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** | | | | | | | |
| B. CPI-U for Participating Addendum Date: | **0.000000** | | | | | | | |
| C. Index Point Change equals B minus A: | **0.000000** | | | | | | | |
| D. Equals C divided by A: | **0.000000** | | | | | | | |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** | | | | | | | |

| **Participating Addendum Options** | **Choose Yes/No** | |
|---|---|---|
| Will the Participating State use Option A (Financial)? | **Yes** | |
| Will the Participating State use Option B (Contact Center/Call Center)? | **Yes** | |
| Will the Participating State use Option C (Federal Reporting)? | **Yes** | |
| Will the Participating State use Option D (State Specific)?* | | *This will be done in the Participating Addendum Process |

| **Pool Hours by Schedule** | **Sch F (3, 4)** | **Sch G (3, 4)** | **Sch H (3, 4)** | **Sch I (3, 4)** | **Sch M (3, 4)** |
|---|---|---|---|---|---|
| DDI Enhancement Pool Hours (F-3, G-3, H-3, I-3, M-3) | **7,500** | **3,000** | **3,000** | **3,000** | **3,000** |
| Operations Enhancement pool hours (F-4, G-4, H-4, I-4, M-4) | **4,000** | **2,000** | **2,000** | **2,000** | **2,000** |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Services Schedule A - Cost Summary

### Schedule A-1: Claims Processing and Management Services Core Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Core Claims Solution Installation DDI | $ | - | Insert "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work DDI | $ | 39,018,115.08 | Insert "Total Core Base + Group DDI * CPI-U Costs" from Schedule F, Tab F-1 less "Total Claim Solution Installation Cost" from Schedule B, Schedule B-1 |
| Claims Processing and Management Services Core Scope of Work Operations | $ | 210,042,398.58 | Insert "Total Core Base + Group Operations * CPI-U Costs" from Schedule F, Tab F-2 |
| Claims Processing and Management Services DDI Requisitioned Integration Services Pool Hours and Cost | $ | 8,629,932.26 | Insert "Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost" from Schedule K cell F14 |
| Claims Processing and Management Services DDI Data Conversion Optional Years of Data Cost | $ | 6,281,734.54 | Insert "Total Optional Conversion Years of Data Costs * CPI-U Costs" from Schedule L cell C26 |
| Claims Processing and Management Services Core Scope of Work DDI Enhancement Pool Hours | $ | - | Insert "Total Core DDI Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-3 |
| Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hours | $ | - | Insert "Total Core Operations Enhancement Pool * CPI-U Costs" from Schedule F, Tab F-4 |
| **All Claims Processing and Management Services Core Scope of Work Costs** | **$** | **263,972,180.46** | |

### Schedule A-2: Claims Processing and Management Services Option A (Financial) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option A DDI | $ | 2,914,966.53 | Insert "Total Option A (Financial) Base + Group DDI * CPI-U Costs" from Schedule G, Tab G-1 |
| Claims Processing and Management Services Option A Operations | $ | 4,756,015.89 | Insert "Total Option A (Financial) Base + Group Operations * CPI-U Costs" from Schedule G, Tab G-2 |
| Claims Processing and Management Services Option A DDI Enhancement Pool Hours | $ | - | Insert "Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-3 |
| Claims Processing and Management Services Option A Operations Enhancement Pool Hours | $ | - | Insert "Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs" from Schedule G, Tab G-4 |
| **All Claims Processing and Management Services Option A Costs** | **$** | **7,670,982.42** | |

### Schedule A-3: Claims Processing and Management Services Option B (Call Center) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option B DDI | $ | 1,321,556.02 | Insert "Total Option B (Call Center) Base + Group DDI * CPI-U Costs" from Schedule H, Tab H-1 |
| Claims Processing and Management Services Option B Operations | $ | 11,553,173.82 | Insert "Total Option B (Call Center) Base + Group Operations * CPI-U Costs" from Schedule H, Tab H-2 |
| Claims Processing and Management Services Option B DDI Enhancement Pool Hours | $ | - | Insert "Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-3 |
| Claims Processing and Management Services Option B Operations Enhancement Pool Hours | $ | - | Insert "Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs" from Schedule H, Tab H-4 |
| **All Claims Processing and Management Services Option B Costs** | **$** | **12,874,729.83** | |

### Schedule A-4: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option C DDI | $ | 8,404,794.04 | Insert "Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs" from Schedule I, Tab I-1 |
| Claims Processing and Management Services Option C Operations | $ | 28,674,257.74 | Insert "Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs" from Schedule I, Tab I-2 |
| Claims Processing and Management Services Option C DDI Enhancement Pool Hours | $ | - | Insert "Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-3 |
| Claims Processing and Management Services Option C Operations Enhancement Pool Hours | $ | - | Insert "Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs" from Schedule I, Tab I-4 |
| **All Claims Processing and Management Services Option C Costs** | **$** | **37,079,051.78** | |

### Schedule A-5: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs

| Phase | | Cost | Instruction |
|---|---|---|---|
| Claims Processing and Management Services Option D DDI | $ | - | Insert "Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs" from Schedule M, Tab M-1 |
| Claims Processing and Management Services Option D Operations | $ | - | Insert "Total Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs" from Schedule M, Tab M-2 |
| Claims Processing and Management Services Option D DDI Enhancement Pool Hours | $ | - | Insert "Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-3 |
| Claims Processing and Management Services Option D Operations Enhancement Pool Hours | $ | - | Insert "Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs" from Schedule M, Tab M-4 |
| **All Claims Processing and Management Services Option D Costs** | **$** | **-** | |

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## Attachment G - Tier 5 Claims Pricing Schedules

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-1: Claims Processing and Management Services Core Scope of Work
### Claims Solution Installation for Agency

| Payment Milestone | DDI Phase | | | | |
|---|---|---|---|---|---|
| | Installation and Access | | | | Total Cost |
| **Claims Solution Installation for Agency** | $ - | N/A | N/A | N/A | $0.00 |
| **Total Claim Solution Installation Cost** | **$ -** | N/A | N/A | N/A | **$0.00** |
| **Total Percentage By Phase** | 0.00% | N/A | N/A | N/A | N/A |
| Minimum percent of Total DDI Cost cannot be less than the following percentages for each phase.* | 5% | N/A | N/A | N/A | N/A |
| Maximum percent of Total DDI Cost cannot exceed the following percentages for each phase.* | 10% | N/A | N/A | N/A | N/A |

**** The Claims Solution Installation is complete once the Contractor completes the Claim Solution Installation, provides access to designated Agency staff, and makes the solution ready for requirements confirmation and design session. The Claim Solution Installation percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total Core DDI Costs = $10,000,000, the Claim Solution Installation Cost must be between $500,000 and $1,000,000 ($500,000/$10,000,000= 5% and $1,000,000/$10,000,000=10%)***

### Schedule B-2: Claims Processing and Management Services Core Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claim Solution Implementation** | $ - | $ - | $ - | $ - | $0.00 | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 39,018,115.08 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **Grand Total** | $0.00 | | | | | |

**** The Grand Total cost for Schedule B-2 cannot exceed the "Total Core DDI Cost" from Schedule F-1 less the total cost from Schedule B-1 above. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%***

## Attachment G - Tier 5 Claims Pricing Schedules

# Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-3: Claims Processing and Management Services Option A (Financial) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI Phase | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option A** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 2,914,966.53 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-3 cannot exceed the "Total Option A DDI Cost" from Schedule G-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-4: Claims Processing and Management Services Option B (Call Center) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option B** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 1,321,556.02 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-4 cannot exceed the "Total Option B DDI Cost" from Schedule H-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

## Attachment G - Tier 5 Claims Pricing Schedules

## Claims Processing and Management Services Schedule B DDI Payment Milestones by Phase

### Schedule B-5: Claims Processing and Management Services Option C (Federal Reporting) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option C** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ 8,404,794.04 |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-5 cannot exceed the "Total Option C DDI Cost" from Schedule I-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

### Schedule B-6: Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work
### Design, Development & Implementation (DDI) Payment Milestone by Phase

| Payment Milestone | DDI | | | | | |
|---|---|---|---|---|---|---|
| | Development, Configuration and Build | User Acceptance Testing and Integration Testing | Implementation and Acceptance | Certification | Total Cost | Check Sum |
| **Claims Processing and Management Services Option D** | $ - | $ - | $ - | $ - | $ - | |
| **Total Cost By Phase** | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $ - |
| **Total Percentage By Phase** | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | |
| Minimum percent of total DDI cost cannot be less than the following percentages for each phase.* | 5% | 15% | 25% | 10% | | |
| Maximum percent of total DDI cost cannot exceed the following percentages for each phase.* | 35% | 30% | 50% | 25% | | |
| **GRAND TOTAL** | $0.00 | | | | | |

*** The Grand Total cost for Schedule B-6 cannot exceed the "Total Option D DDI Cost" from Schedule M-1. The sum of four phases must equal the grand total (100% ). The phase percentage must be greater than or equal to the minimum percentage and less than or equal to the maximum percentage. Example: Total DDI Cost = $1,000,000, the Development Configuration and Build Cost must be between $50,000 and $350,000 ($50,000/$1,000,000= 5% and $350,000/$1,000,000=35%). The sum of four phase percentages must equal 100%. Example: Development Configuration and Build = 25% User Acceptance Testing and Integration Testing = 20% Implementation and Acceptance = 40% Certification = 15%**

## Attachment G - Tier 5 Claims Pricing Schedules

# Claims Processing and Management Services Schedule C - Cost of Operations

### Schedule C-1: Cost of Operations Core

| Phase | Cost |
|---|---|
| Core Operations Year 1 | $29,459,073.26 |
| Core Operations Year 2 | $24,412,201.97 |
| Core Operations Year 3 | $23,936,589.24 |
| Core Operations Year 4 | $23,155,099.24 |
| **Core TOTAL** | **$100,962,963.71** |
| Core Operations Optional Year 5 | $22,850,783.93 |
| Core Operations Optional Year 6 | $21,437,144.60 |
| Core Operations Optional Year 7 | $21,342,833.22 |
| Core Operations Optional Year 8 | $21,505,494.87 |
| Core Operations Optional Year 9 | $21,943,178.25 |
| **Core TOTAL** | **$109,079,434.87** |
| **Core GRAND TOTAL** | **$210,042,398.58** |

$ 210,042,398.58 **<--- Check Sum**

***Operations Year one begins the first day of the month following the implementation of the Claims Solution***

### Schedule C-2: Cost of Operations Option A (Financial)

| Phase | Cost |
|---|---|
| **Option A** Operations Year 1 | $1,336,218.14 |
| **Option A** Operations Year 2 | $414,305.32 |
| **Option A** Operations Year 3 | $423,718.42 |
| **Option A** Operations Year 4 | $411,785.56 |
| **Option A (Financial) TOTAL** | **$2,586,027.44** |
| **Option A** Operations Optional Year 5 | $421,926.06 |
| **Option A** Operations Optional Year 6 | $431,916.89 |
| **Option A** Operations Optional Year 7 | $427,995.34 |
| **Option A** Operations Optional Year 8 | $439,452.33 |
| **Option A** Operations Optional Year 9 | $448,697.84 |
| **Option A (Financial) TOTAL** | **$2,169,988.46** |
| **Option A (Financial) GRAND TOTAL** | **$4,756,015.89** |

$ 4,756,015.89 **<--- Check Sum**

***Operations Year one begins the first day of the month following the implementation of the Financial Solution***

## Attachment G - Tier 5 Claims Pricing Schedules

# Claims Processing and Management Services Schedule C - Cost of Operations

### Schedule C-3: Cost of Operations Option B (Call Center)

| Phase | Cost |
|---|---|
| **Option B** Operations Year 1 | $1,631,613.93 |
| **Option B** Operations Year 2 | $1,215,913.59 |
| **Option B** Operations Year 3 | $1,231,464.17 |
| **Option B** Operations Year 4 | $1,228,088.82 |
| **Option B (Call Center) TOTAL** | **$5,307,080.52** |
| **Option B** Operations Optional Year 5 | $1,235,441.38 |
| **Option B** Operations Optional Year 6 | $1,243,808.05 |
| **Option B** Operations Optional Year 7 | $1,245,456.95 |
| **Option B** Operations Optional Year 8 | $1,254,942.84 |
| **Option B** Operations Optional Year 9 | $1,266,444.08 |
| **Option B (Call Center) TOTAL** | **$6,246,093.30** |
| **Option B (Call Center) GRAND TOTAL** | **$11,553,173.82** |

$ 11,553,173.82 **<--- Check Sum**

***Operations Year one begins the first day of the month following the implementation of the Call Center Solution***

### Schedule C-4: Cost of Operations Option C (Federal Reporting)

| Phase | Cost |
|---|---|
| Option C Operations Year 1 | $3,705,967.15 |
| Option C Operations Year 2 | $2,876,072.30 |
| Option C Operations Year 3 | $2,950,365.69 |
| Option C Operations Year 4 | $2,975,444.86 |
| **Option C (Federal Reporting) TOTAL** | **$12,507,850.00** |
| Option C Operations Optional Year 5 | $3,071,555.14 |
| Option C Operations Optional Year 6 | $3,152,042.21 |
| Option C Operations Optional Year 7 | $3,216,076.65 |
| Option C Operations Optional Year 8 | $3,319,405.75 |
| Option C Operations Optional Year 9 | $3,407,327.99 |
| **Option C (Federal Reporting) TOTAL** | **$16,166,407.74** |
| **Option C (Federal Reporting) GRAND TOTAL** | **$28,674,257.74** |

$ 28,674,257.74 **<--- Check Sum**

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

## Attachment G - Tier 5 Claims Pricing Schedules

## Claims Processing and Management Services Schedule C - Cost of Operations

### Schedule C-5: Cost of Operations Option D (State Specific Requirements)

| Phase | Cost | |
|---|---|---|
| Option D Operations Year 1 | $0.00 | |
| Option D Operations Year 2 | $0.00 | |
| Option D Operations Year 3 | $0.00 | |
| Option D Operations Year 4 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| Option D Operations Optional Year 5 | $0.00 | |
| Option D Operations Optional Year 6 | $0.00 | |
| Option D Operations Optional Year 7 | $0.00 | |
| Option D Operations Optional Year 8 | $0.00 | |
| Option D Operations Optional Year 9 | $0.00 | |
| | | |
| **Option D (State Specific Requirements) TOTAL** | **$0.00** | |
| | | |
| **Option D (State Specific Requirements) GRAND TOTAL** | **$0.00** | $ - **<--- Check Sum** |

***Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution***

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-1: Enhancement Pool Hours Core | | |
|---|---|---|
| **Phase** | **Cost** | |
| Core DDI - 7,500 hours | $0.00 | |
| **Total Core DDI** | **$0.00** | |
| Core Operations Year 1 - 4,000 hours | $0.00 | |
| Core Operations Year 2 - 4,000 hours | $0.00 | |
| Core Operations Year 3 - 4,000 hours | $0.00 | |
| Core Operations Year 4 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 1 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 2 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 3 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 4 - 4,000 hours | $0.00 | |
| Core Optional Operations Year 5 - 4,000 hours | $0.00 | |
| **Total Core Operations** | **$0.00** | |
| **Core Grand Total** | $0.00 | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Claims Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-2: Enhancement Pool Hours Option A (Financial) | | |
|---|---|---|
| **Phase** | **Cost** | |
| Option A DDI - 3,000 hours | $0.00 | |
| **Total Option A (Financial) DDI** | **$0.00** | |
| Option A Operations Year 1 - 2,000 hours | $0.00 | |
| Option A Operations Year 2 - 2,000 hours | $0.00 | |
| Option A Operations Year 3 - 2,000 hours | $0.00 | |
| Option A Operations Year 4 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 1 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 2 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 3 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 4 - 2,000 hours | $0.00 | |
| Option A Optional Operations Year 5 - 2,000 hours | $0.00 | |
| **Total Option A (Financial) Operations** | **$0.00** | |
| **Option A (Financial) Grand Total** | $0.00 | $ - **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the Financial Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-3: Enhancement Pool Hours Option B (Call Center) | |
|---|---|
| **Phase** | **Cost** |
| Option B DDI - 3,000 hours | $0.00 |
| **Total Option B (Call Center) DDI** | **$0.00** |
| Option B Operations Year 1 - 2,000 hours | $0.00 |
| Option B Operations Year 2 - 2,000 hours | $0.00 |
| Option B Operations Year 3 - 2,000 hours | $0.00 |
| Option B Operations Year 4 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option B Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option B (Call Center) Operations** | **$0.00** |
| **Option B (Call Center) Grand Total** | **$0.00** |

$ - **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the Call Center Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

### Schedule D-4: Enhancement Pool Hours Option C (Federal Reporting)

| Phase | Cost |
|---|---|
| Option C DDI - 3,000 hours | $0.00 |
| **Total Option B (Federal Reporting) DDI** | **$0.00** |
| Option C Operations Year 1 - 2,000 hours | $0.00 |
| Option C Operations Year 2 - 2,000 hours | $0.00 |
| Option C Operations Year 3 - 2,000 hours | $0.00 |
| Option C Operations Year 4 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 1 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 2 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 3 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 4 - 2,000 hours | $0.00 |
| Option C Optional Operations Year 5 - 2,000 hours | $0.00 |
| **Total Option C (Federal Reporting) Operations** | **$0.00** |
| **Option C (Federal Reporting) Grand Total** | **$0.00** |

$ - **<--- Check Sum**

**Operations Year one begins the first day of the month following the implementation of the Federal Reporting Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule D Enhancement Pool Hours

| Schedule D-5: Enhancement Pool Hours Option D (State Specific Requirements) | | | |
|---|---|---|---|
| **Phase** | **Cost** | | |
| Option D DDI - 3,000 hours | $0.00 | | |
| **Total Option B (State Specific Requirements) DDI** | **$0.00** | | |
| Option D Operations Year 1 - 2,000 hours | $0.00 | | |
| Option D Operations Year 2 - 2,000 hours | $0.00 | | |
| Option D Operations Year 3 - 2,000 hours | $0.00 | | |
| Option D Operations Year 4 - 2,000 hours | $0.00 | | |
| Option D Optional Operations Year 1 - 2,000 hours | $0.00 | | |
| Option D Optional Operations Year 2 - 2,000 hours | $0.00 | | |
| Option D Optional Operations Year 3 - 2,000 hours | $0.00 | | |
| Option D Optional Operations Year 4 - 2,000 hours | $0.00 | | |
| Option D Optional Operations Year 5 - 2,000 hours | $0.00 | | |
| **Total Option D (State Specific Requirements) Operations** | **$0.00** | | |
| | | | |
| **Option D (State Specific Requirements) Grand Total** | **$0.00** | $ - | **<--- Check Sum** |

**Operations Year one begins the first day of the month following the implementation of the State Specific Requirements Solution and overlaps with the year of Certification.**

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule E - Resource Hourly Rates

### Schedule E - Resource Hourly Rates

| Type of Resource | Phases | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DDI | DDI * CPI-U Adjust | Operations Year 1 | Year 1 * CPI-U Adjust | Operations Year 2 | Year 2 * CPI-U Adjust | Operations Year 3 | Year 3 * CPI-U Adjust | Operations Year 4 | Year 4 * CPI-U Adjust | Operations Year 5 | Operations Year 5 | Operations Year 6 | Operations Year 6 | Operations Year 7 | Operations Year 7 | Operations Year 8 | Operations Year 8 | Operations Year 9 | Operations Year 9 |
| Project Manager | $ 198.65 | $ 198.65 | $ 243.03 | $ 243.03 | $ 255.31 | $ 255.31 | $ 262.57 | $ 262.57 | $ 270.04 | $ 270.04 | $ 277.74 | $ 277.74 | $ 285.67 | $ 285.67 | $ 293.84 | $ 293.84 | $ 302.25 | $ 302.25 | $ 310.91 | $ 310.91 |
| Technical Manager | $ 163.97 | $ 163.97 | $ 213.09 | $ 213.09 | $ 223.77 | $ 223.77 | $ 230.08 | $ 230.08 | $ 236.57 | $ 236.57 | $ 243.27 | $ 243.27 | $ 250.16 | $ 250.16 | $ 257.26 | $ 257.26 | $ 264.58 | $ 264.58 | $ 272.11 | $ 272.11 |
| Contract Manager | $ 188.78 | $ 188.78 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Integration Lead | $ 146.02 | $ 146.02 | $ 170.17 | $ 170.17 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Claims Manager | $ 162.50 | $ 162.50 | $ 191.08 | $ 191.08 | $ 191.91 | $ 191.91 | $ 197.26 | $ 197.26 | $ 202.78 | $ 202.78 | $ 208.46 | $ 208.46 | $ 214.31 | $ 214.31 | $ 220.33 | $ 220.33 | $ 226.54 | $ 226.54 | $ 232.93 | $ 232.93 |
| Operations Manager | $ 167.98 | $ 167.98 | $ 195.48 | $ 195.48 | $ 196.33 | $ 196.33 | $ 201.82 | $ 201.82 | $ 207.47 | $ 207.47 | $ 213.29 | $ 213.29 | $ 219.29 | $ 219.29 | $ 225.46 | $ 225.46 | $ 231.82 | $ 231.82 | $ 238.37 | $ 238.37 |
| Security Lead | $ 113.63 | $ 113.63 | $ 132.58 | $ 132.58 | $ 133.14 | $ 133.14 | $ 136.73 | $ 136.73 | $ 140.43 | $ 140.43 | $ 144.23 | $ 144.23 | $ 148.16 | $ 148.16 | $ 152.20 | $ 152.20 | $ 156.36 | $ 156.36 | $ 160.65 | $ 160.65 |
| Security Analyst | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Architecture Lead | $ 225.08 | $ 225.08 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Architect | $ 147.47 | $ 147.47 | $ 170.17 | $ 170.17 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. System Architect | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Configuration Specialist | $ 100.62 | $ 100.62 | $ 80.07 | $ 80.07 | $ 80.63 | $ 80.63 | $ 82.47 | $ 82.47 | $ 81.10 | $ 81.10 | $ 83.25 | $ 83.25 | $ 76.11 | $ 76.11 | $ 77.32 | $ 77.32 | $ 79.40 | $ 79.40 | $ 81.13 | $ 81.13 |
| Sr. Configuration Specialist | $ 115.37 | $ 115.37 | $ 133.14 | $ 133.14 | $ 133.70 | $ 133.70 | $ 137.31 | $ 137.31 | $ 141.02 | $ 141.02 | $ 144.85 | $ 144.85 | $ 148.79 | $ 148.79 | $ 152.85 | $ 152.85 | $ 157.03 | $ 157.03 | $ 161.34 | $ 161.34 |
| Infrastructure Lead | $ 173.49 | $ 173.49 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Infrastructure Analyst | $ 105.25 | $ 105.25 | $ 123.41 | $ 123.41 | $ 123.93 | $ 123.93 | $ 127.24 | $ 127.24 | $ 130.65 | $ 130.65 | $ 134.17 | $ 134.17 | $ 140.04 | $ 140.04 | $ 143.84 | $ 143.84 | $ 147.75 | $ 147.75 | $ 151.78 | $ 151.78 |
| Developer | $ 90.47 | $ 90.47 | $ 91.94 | $ 91.94 | $ 90.45 | $ 90.45 | $ 93.26 | $ 93.26 | $ 94.11 | $ 94.11 | $ 97.07 | $ 97.07 | $ 100.16 | $ 100.16 | $ 102.62 | $ 102.62 | $ 105.77 | $ 105.77 | $ 108.99 | $ 108.99 |
| Sr. Developer | $ 148.16 | $ 148.16 | $ 170.32 | $ 170.32 | $ 172.48 | $ 172.48 | $ 177.25 | $ 177.25 | $ 182.17 | $ 182.17 | $ 187.23 | $ 187.23 | $ 192.44 | $ 192.44 | $ 197.81 | $ 197.81 | $ 203.34 | $ 203.34 | $ 209.04 | $ 209.04 |
| Database Lead | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Database Administrator | $ 111.45 | $ 111.45 | $ 134.31 | $ 134.31 | $ 134.88 | $ 134.88 | $ 138.52 | $ 138.52 | $ 141.91 | $ 141.91 | $ 145.77 | $ 145.77 | $ 149.54 | $ 149.54 | $ 152.73 | $ 152.73 | $ 156.90 | $ 156.90 | $ 161.21 | $ 161.21 |
| Database Analyst | $ 134.50 | $ 134.50 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Sr. Database Administrator | $ 150.85 | $ 150.85 | $ 171.74 | $ 171.74 | $ 172.48 | $ 172.48 | $ 177.25 | $ 177.25 | $ 182.17 | $ 182.17 | $ 187.23 | $ 187.23 | $ 192.44 | $ 192.44 | $ 197.81 | $ 197.81 | $ 203.34 | $ 203.34 | $ 209.04 | $ 209.04 |
| Testing Lead | $ 151.85 | $ 151.85 | $ 172.32 | $ 172.32 | $ 165.57 | $ 165.57 | $ 170.13 | $ 170.13 | $ 174.83 | $ 174.83 | $ 179.67 | $ 179.67 | $ 184.66 | $ 184.66 | $ 189.79 | $ 189.79 | $ 195.08 | $ 195.08 | $ 200.53 | $ 200.53 |
| Tester | $ 70.32 | $ 70.32 | $ 83.15 | $ 83.15 | $ 84.81 | $ 84.81 | $ 86.51 | $ 86.51 | $ 88.24 | $ 88.24 | $ 90.00 | $ 90.00 | $ 91.80 | $ 91.80 | $ 93.64 | $ 93.64 | $ 95.51 | $ 95.51 | $ 97.42 | $ 97.42 |
| Technical Writer | $ 89.86 | $ 89.86 | $ 97.47 | $ 97.47 | $ 97.87 | $ 97.87 | $ 101.36 | $ 101.36 | $ 103.01 | $ 103.01 | $ 105.69 | $ 105.69 | $ 109.01 | $ 109.01 | $ 111.87 | $ 111.87 | $ 114.83 | $ 114.83 | $ 117.87 | $ 117.87 |
| Sr. Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Scientist | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Analyst | $ 128.79 | $ 128.79 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Data Engineer | $ 134.09 | $ 134.09 | $ 141.79 | $ 141.79 | $ 140.34 | $ 140.34 | $ 144.57 | $ 144.57 | $ 147.52 | $ 147.52 | $ 152.00 | $ 152.00 | $ 156.66 | $ 156.66 | $ 161.37 | $ 161.37 | $ 166.20 | $ 166.20 | $ 171.15 | $ 171.15 |
| Data Architect | $ 150.29 | $ 150.29 | $ 170.60 | $ 170.60 | $ 172.48 | $ 172.48 | $ 177.25 | $ 177.25 | $ 182.17 | $ 182.17 | $ 187.23 | $ 187.23 | $ 192.44 | $ 192.44 | $ 197.81 | $ 197.81 | $ 203.34 | $ 203.34 | $ 209.04 | $ 209.04 |
| Data Developer | $ 134.09 | $ 134.09 | $ 141.79 | $ 141.79 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| System Analyst | $ 137.43 | $ 137.43 | $ 130.27 | $ 130.27 | $ 130.98 | $ 130.98 | $ 134.42 | $ 134.42 | $ 138.44 | $ 138.44 | $ 142.41 | $ 142.41 | $ 140.87 | $ 140.87 | $ 145.64 | $ 145.64 | $ 149.59 | $ 149.59 | $ 153.86 | $ 153.86 |
| Sr. System Analyst | $ 171.26 | $ 171.26 | $ 194.74 | $ 194.74 | $ 195.53 | $ 195.53 | $ 201.23 | $ 201.23 | $ 207.05 | $ 207.05 | $ 212.86 | $ 212.86 | $ 217.43 | $ 217.43 | $ 223.68 | $ 223.68 | $ 230.04 | $ 230.04 | $ 236.60 | $ 236.60 |
| Business Analyst | $ 73.46 | $ 73.46 | $ 72.53 | $ 72.53 | $ 104.63 | $ 104.63 | $ 107.20 | $ 107.20 | $ 109.76 | $ 109.76 | $ 112.47 | $ 112.47 | $ 115.30 | $ 115.30 | $ 118.15 | $ 118.15 | $ 121.01 | $ 121.01 | $ 124.00 | $ 124.00 |
| Sr. Business Analyst | $ 120.26 | $ 120.26 | $ 144.18 | $ 144.18 | $ 145.73 | $ 145.73 | $ 149.69 | $ 149.69 | $ 153.78 | $ 153.78 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Certification Lead | $ 168.12 | $ 168.12 | $ 193.23 | $ 193.23 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Training Lead | $ 126.78 | $ 126.78 | $ 151.43 | $ 151.43 | $ 152.08 | $ 152.08 | $ 156.23 | $ 156.23 | $ 160.52 | $ 160.52 | $ 164.93 | $ 164.93 | $ 169.47 | $ 169.47 | $ 174.15 | $ 174.15 | $ 178.98 | $ 178.98 | $ 183.94 | $ 183.94 |
| Trainer | $ 104.05 | $ 104.05 | $ 117.78 | $ 117.78 | $ 118.27 | $ 118.27 | $ 121.42 | $ 121.42 | $ 124.65 | $ 124.65 | $ 127.99 | $ 127.99 | $ 131.43 | $ 131.43 | $ 134.97 | $ 134.97 | $ 138.61 | $ 138.61 | $ 142.37 | $ 142.37 |
| Claims Resolutions/Adjustment Staff | $ 63.97 | $ 63.97 | $ 72.96 | $ 72.96 | $ 73.24 | $ 73.24 | $ 75.03 | $ 75.03 | $ 76.88 | $ 76.88 | $ 78.78 | $ 78.78 | $ 80.74 | $ 80.74 | $ 82.76 | $ 82.76 | $ 84.84 | $ 84.84 | $ 86.98 | $ 86.98 |
| Prior Authorization Staff | $ 63.97 | $ 63.97 | $ 72.96 | $ 72.96 | $ 73.24 | $ 73.24 | $ 75.03 | $ 75.03 | $ 76.88 | $ 76.88 | $ 78.78 | $ 78.78 | $ 80.74 | $ 80.74 | $ 82.76 | $ 82.76 | $ 84.84 | $ 84.84 | $ 86.98 | $ 86.98 |
| Correspondence and Appeals Staff | $ 63.97 | $ 63.97 | $ 72.96 | $ 72.96 | $ 73.24 | $ 73.24 | $ 75.03 | $ 75.03 | $ 76.88 | $ 76.88 | $ 78.78 | $ 78.78 | $ 80.74 | $ 80.74 | $ 82.76 | $ 82.76 | $ 84.84 | $ 84.84 | $ 86.98 | $ 86.98 |
| Claims Supervisor | $ 115.06 | $ 115.06 | $ 133.14 | $ 133.14 | $ 133.70 | $ 133.70 | $ 137.31 | $ 137.31 | $ 141.02 | $ 141.02 | $ 144.85 | $ 144.85 | $ 148.79 | $ 148.79 | $ 152.85 | $ 152.85 | $ 157.03 | $ 157.03 | $ 161.34 | $ 161.34 |
| * Support Personnel | $ 114.62 | $ 114.62 | $ 134.29 | $ 134.29 | $ 134.85 | $ 134.85 | $ 138.49 | $ 138.49 | $ 142.24 | $ 142.24 | $ 146.11 | $ 146.11 | $ 150.09 | $ 150.09 | $ 154.19 | $ 154.19 | $ 158.41 | $ 158.41 | $ 162.76 | $ 162.76 |
| Financial Manager | $ 165.91 | $ 165.91 | $ 194.40 | $ 194.40 | $ 196.33 | $ 196.33 | $ 201.82 | $ 201.82 | $ 207.47 | $ 207.47 | $ 213.29 | $ 213.29 | $ 219.29 | $ 219.29 | $ 225.46 | $ 225.46 | $ 231.82 | $ 231.82 | $ 238.37 | $ 238.37 |
| Provider Relations Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Enrollment Manager | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Federal Reporting Manager | $ 173.53 | $ 173.53 | $ 195.48 | $ 195.48 | $ 196.33 | $ 196.33 | $ 201.82 | $ 201.82 | $ 207.47 | $ 207.47 | $ 213.29 | $ 213.29 | $ 219.29 | $ 219.29 | $ 225.46 | $ 225.46 | $ 231.82 | $ 231.82 | $ 238.37 | $ 238.37 |
| Quality Assurance / Business Process Engineering | $ 91.12 | $ 91.12 | $ 104.40 | $ 104.40 | $ 104.83 | $ 104.83 | $ 107.57 | $ 107.57 | $ 110.39 | $ 110.39 | $ 113.30 | $ 113.30 | $ 116.30 | $ 116.30 | $ 119.38 | $ 119.38 | $ 122.56 | $ 122.56 | $ 125.83 | $ 125.83 |
| Business Analyst Lead | $ 144.16 | $ 144.16 | $ 164.48 | $ 164.48 | $ 165.57 | $ 165.57 | $ 170.13 | $ 170.13 | $ 174.83 | $ 174.83 | $ 179.67 | $ 179.67 | $ 184.66 | $ 184.66 | $ 189.79 | $ 189.79 | $ 195.08 | $ 195.08 | $ 200.53 | $ 200.53 |
| Sr. Infrastructure Analyst | $ 146.02 | $ 146.02 | $ 171.74 | $ 171.74 | $ 172.48 | $ 172.48 | $ 177.25 | $ 177.25 | $ 182.17 | $ 182.17 | $ 187.23 | $ 187.23 | $ 192.44 | $ 192.44 | $ 197.81 | $ 197.81 | $ 203.34 | $ 203.34 | $ 209.04 | $ 209.04 |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| | | | | | | | | | | | | | | | | | | | | |
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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-1 Claims Processing and Management Services Core DDI Costs

**Claims Processing and Management Services Core DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **Total Members:** | | | | - | | - | | - | | - | | - | | - | | - |
| | ***Base Cost Amount*** | ***Base Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** | ***Variable Rate*** | ***Variable Cost * CPI-U Adjust*** |
| **DDI Base Fixed Cost:** | $39,018,115.08 | $ 39,018,115.08 | $ 0.2234 | $ - | $ 0.2234 | $ - | $ 3.1517 | $ - | $ 2.9075 | $ - | $ 2.8403 | $ - | $ 2.5139 | $ - | $ 1.6418 | $ - |
| **Core Base DDI * CPI-U Costs:** | **$ 39,018,115.08** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Core Base + Group DDI * CPI-U Costs:** | **$ 39,018,115.08** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-2 Claims Processing and Management Services Core Operations Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | | + | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $2,454,922.77 | $ 29,459,073.26 | $ 0.1004 | $ - | $ - | $ 0.1472 | $ - | $ - | $ 0.1837 | $ - | $ - | $ 0.1664 | $ - | $ - | $ 0.1627 | $ - | $ - | $ 0.1618 | $ - | $ - | $ 0.1330 | $ - | $ - | $ 29,459,073.26 |
| Operations Year 2: | $2,034,350.16 | $ 24,412,201.97 | $ 0.0898 | $ - | $ - | $ 0.1369 | $ - | $ - | $ 0.1742 | $ - | $ - | $ 0.1561 | $ - | $ - | $ 0.1525 | $ - | $ - | $ 0.1517 | $ - | $ - | $ 0.1226 | $ - | $ - | $ 24,412,201.97 |
| Operations Year 3: | $1,994,715.77 | $ 23,936,589.24 | $ 0.0919 | $ - | $ - | $ 0.1396 | $ - | $ - | $ 0.1779 | $ - | $ - | $ 0.1593 | $ - | $ - | $ 0.1556 | $ - | $ - | $ 0.1548 | $ - | $ - | $ 0.1253 | $ - | $ - | $ 23,936,589.24 |
| Operations Year 4: | $1,929,591.60 | $ 23,155,099.24 | $ 0.0980 | $ - | $ - | $ 0.1461 | $ - | $ - | $ 0.1854 | $ - | $ - | $ 0.1661 | $ - | $ - | $ 0.1624 | $ - | $ - | $ 0.1617 | $ - | $ - | $ 0.1319 | $ - | $ - | $ 23,155,099.24 |
| Operations Optional Year 5: | $1,904,231.99 | $ 22,850,783.93 | $ 0.0919 | $ - | $ - | $ 0.1406 | $ - | $ - | $ 0.1809 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1574 | $ - | $ - | $ 0.1566 | $ - | $ - | $ 0.1263 | $ - | $ - | $ 22,850,783.93 |
| Operations Optional Year 6: | $1,786,428.72 | $ 21,437,144.60 | $ 0.0920 | $ - | $ - | $ 0.1420 | $ - | $ - | $ 0.1835 | $ - | $ - | $ 0.1636 | $ - | $ - | $ 0.1596 | $ - | $ - | $ 0.1588 | $ - | $ - | $ 0.1276 | $ - | $ - | $ 21,437,144.60 |
| Operations Optional Year 7: | $1,778,569.44 | $ 21,342,833.22 | $ 0.0918 | $ - | $ - | $ 0.1425 | $ - | $ - | $ 0.1851 | $ - | $ - | $ 0.1646 | $ - | $ - | $ 0.1606 | $ - | $ - | $ 0.1598 | $ - | $ - | $ 0.1280 | $ - | $ - | $ 21,342,833.22 |
| Operations Optional Year 8: | $1,792,124.57 | $ 21,505,494.87 | $ 0.0924 | $ - | $ - | $ 0.1438 | $ - | $ - | $ 0.1876 | $ - | $ - | $ 0.1665 | $ - | $ - | $ 0.1624 | $ - | $ - | $ 0.1617 | $ - | $ - | $ 0.1293 | $ - | $ - | $ 21,505,494.87 |
| Operations Optional Year 9: | $1,828,598.19 | $ 21,943,178.25 | $ 0.0969 | $ - | $ - | $ 0.1486 | $ - | $ - | $ 0.1935 | $ - | $ - | $ 0.1720 | $ - | $ - | $ 0.1679 | $ - | $ - | $ 0.1672 | $ - | $ - | $ 0.1344 | $ - | $ - | $ 21,943,178.25 |
| **Core Base Operations * CPI-U Costs:** | | **$ 210,042,398.58** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 210,042,398.58 |

| | |
|---|---|
| **Total Core Base + Group Operations * CPI-U Costs:** | **$ 210,042,398.58** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |

**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-3 Claims Processing and Management Services Core DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Core DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - | $131.34 | $ - |
| **Core DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Core DDI Enhancement Pool * CPI-U Costs:** | **$ -** |

| | |
|---|---|
| **Consumer Price Index Urban (CPI-U) Adjustment:** | |
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC30: The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule F - Claims Processing and Management Services Core Scope of Work Costs
## Schedule F-4 Claims Processing and Management Services Core Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Core Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ 148.4519 | $ - | $ - |
| Operations Year 2: | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ 149.1447 | $ - | $ - |
| Operations Year 3: | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ 153.6191 | $ - | $ - |
| Operations Year 4: | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ 158.2276 | $ - | $ - |
| Operations Optional Year 5: | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ 162.9744 | $ - | $ - |
| Operations Optional Year 6: | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ 167.8636 | $ - | $ - |
| Operations Optional Year 7: | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ 172.8994 | $ - | $ - |
| Operations Optional Year 8: | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ 178.0867 | $ - | $ - |
| Operations Optional Year 9: | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ 183.4295 | $ - | $ - |
| **Core Operations Enhancement Pool Hour:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Core Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date Mi | **0.000000** |
| B. CPI-U for Participating Addendum D | **0.000000** |
| C. Index Point Change equals B minus | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B | **1.000000** |

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC31:The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-1 Claims Processing and Management Services Option A (Financial) DDI Costs

**Claims Processing and Management Services Option A (Financial) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $2,914,966.53 | $ 2,914,966.53 | $ - | $ - | $ - | $ - | $ 0.1522 | $ - | $ 0.0677 | $ - | $ 0.1353 | $ - | $ 0.1692 | $ - | $ 0.0761 | $ - |
| Option A (Financial) Base DDI * CPI-U Costs: | **$ 2,914,966.53** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Base + Group DDI * CPI-U Costs:** | **$ 2,914,966.53** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-2 Claims Processing and Management Services Option A (Financial) Operations Costs

**Claims Processing and Management Services Option A (Financial) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | *0* | | *249,999* | *250,000* | | *399,999* | *400,000* | | *899,999* | *900,000* | | *1,349,999* | *1,350,000* | | *1,799,999* | *1,800,000* | | *3,999,999* | *4,000,000* | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $111,351.51 | $ 1,336,218.14 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0027 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 1,336,218.14 |
| Operations Year 2: | $34,525.44 | $ 414,305.32 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0027 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 414,305.32 |
| Operations Year 3: | $35,309.87 | $ 423,718.42 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0027 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 423,718.42 |
| Operations Year 4: | $34,315.46 | $ 411,785.56 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 411,785.56 |
| Operations Optional Year 5: | $35,160.51 | $ 421,926.06 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 421,926.06 |
| Operations Optional Year 6: | $35,993.07 | $ 431,916.89 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 431,916.89 |
| Operations Optional Year 7: | $35,666.28 | $ 427,995.34 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 427,995.34 |
| Operations Optional Year 8: | $36,621.03 | $ 439,452.33 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0062 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 439,452.33 |
| Operations Optional Year 9: | $37,391.49 | $ 448,697.84 | $ - | $ - | $ - | $ - | $ - | $ - | $ 0.0063 | $ - | $ - | $ 0.0028 | $ - | $ - | $ 0.0056 | $ - | $ - | $ 0.0069 | $ - | $ - | $ 0.0031 | $ - | $ - | $ 448,697.84 |
| **Option A (Financial) Base Operations * CPI-U Costs:** | | **$ 4,756,015.89** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 4,756,015.89 |

| | |
|---|---|
| **Total Option A (Financial) Base + Group Operations * CPI-U Costs:** | **$ 4,756,015.89** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | |
| Year 1 Variable Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-3 Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - | $134.51 | $ - |
| **Option A (Financial) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option A (Financial) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

OMC32: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule G - Claims Processing and Management Services Option A (Financial) Scope of Work Costs
## Schedule G-4 Claims Processing and Management Services Option A (Financial) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option A (Financial) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ 125.4500 | $ - | $ - |
| Operations Year 2: | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ 129.2135 | $ - | $ - |
| Operations Year 3: | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ 133.0899 | $ - | $ - |
| Operations Year 4: | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ 137.0826 | $ - | $ - |
| Operations Optional Year 5: | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ 141.1951 | $ - | $ - |
| Operations Optional Year 6: | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ 145.4309 | $ - | $ - |
| Operations Optional Year 7: | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ 149.7939 | $ - | $ - |
| Operations Optional Year 8: | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ 154.2877 | $ - | $ - |
| Operations Optional Year 9: | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ 158.9163 | $ - | $ - |
| **Option A (Financial) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option A (Financial) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC33:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-1 Claims Processing and Management Services Option B (Call Center) DDI Costs

**Claims Processing and Management Services Option B (Call Center) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $1,321,556.02 | $ 1,321,556.02 | $ 26.4015 | $ - | $ 10.6412 | $ - | $ 6.7011 | $ - | $ 3.0529 | $ - | $ 2.0800 | $ - | $ 1.5936 | $ - | $ 0.7910 | $ - |
| Option B (Call Center) Base DDI * CPI-U Costs: | **$ 1,321,556.02** | | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Base + Group DDI * CPI-U Costs:** | **$ 1,321,556.02** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-2 Claims Processing and Management Services Option B (Call Center) Operations Costs

**Claims Processing and Management Services Option B (Call Center) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| Total Members: | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $135,967.83 | $ 1,631,613.93 | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 0.1611 | $ - | $ - | $ 1,631,613.93 |
| Operations Year 2: | $101,326.13 | $ 1,215,913.59 | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 0.1274 | $ - | $ - | $ 1,215,913.59 |
| Operations Year 3: | $102,622.01 | $ 1,231,464.17 | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 0.1102 | $ - | $ - | $ 1,231,464.17 |
| Operations Year 4: | $102,340.73 | $ 1,228,088.82 | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 0.1093 | $ - | $ - | $ 1,228,088.82 |
| Operations Optional Year 5: | $102,953.45 | $ 1,235,441.38 | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 0.1110 | $ - | $ - | $ 1,235,441.38 |
| Operations Optional Year 6: | $103,650.67 | $ 1,243,808.05 | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 0.1104 | $ - | $ - | $ 1,243,808.05 |
| Operations Optional Year 7: | $103,788.08 | $ 1,245,456.95 | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 0.1060 | $ - | $ - | $ 1,245,456.95 |
| Operations Optional Year 8: | $104,578.57 | $ 1,254,942.84 | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 0.1066 | $ - | $ - | $ 1,254,942.84 |
| Operations Optional Year 9: | $105,537.01 | $ 1,266,444.08 | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 0.1130 | $ - | $ - | $ 1,266,444.08 |
| **Option B (Call Center) Base Operations * CPI-U Costs:** | | **$ 11,553,173.82** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 11,553,173.82 |

**Total Option B (Call Center) Base + Group Operations * CPI-U Costs: $ 11,553,173.82**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-3 Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | **-** | | **-** | | **-** | | **-** | | **-** | | **-** | | **-** |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - | $148.52 | $ - |
| **Option B (Call Center) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option B (Call Center) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | | | | | | | |
| Variable Rate Factor Group 1-7: | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

OMC34: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule H - Claims Processing and Management Services Option B (Call Center) Scope of Work Costs
## Schedule H-4 Claims Processing and Management Services Option B (Call Center) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option B (Call Center) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ 143.4739 | $ - | $ - |
| Operations Year 2: | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ 147.4392 | $ - | $ - |
| Operations Year 3: | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ 151.8624 | $ - | $ - |
| Operations Year 4: | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ 156.4181 | $ - | $ - |
| Operations Optional Year 5: | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ 161.1105 | $ - | $ - |
| Operations Optional Year 6: | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ 165.9440 | $ - | $ - |
| Operations Optional Year 7: | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ 170.9223 | $ - | $ - |
| Operations Optional Year 8: | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ 176.0496 | $ - | $ - |
| Operations Optional Year 9: | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ 181.3313 | $ - | $ - |
| **Option B (Call Center) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option B (Call Center) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC35:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-1 Claims Processing and Management Services Option C (Federal Reporting) DDI Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | | - | | - | | - | | - | | - | | - | | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $8,404,794.04 | $ 8,404,794.04 | $ - | $ - | $ 0.1622 | $ - | $ 0.1014 | $ - | $ 0.0451 | $ - | $ 0.0300 | $ - | $ 0.0225 | $ - | $ 0.0101 | $ - |
| Option C (Federal Reporting) Base DDI * CPI-U Costs: | $ 8,404,794.04 | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

| | |
|---|---|
| **Total Option C (Federal Reporting) Base + Group DDI * CPI-U Costs:** | **$ 8,404,794.04** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-2 Claims Processing and Management Services Option C (Federal Reporting) Operations Costs

**Claims Processing and Management Services Option C (Federal Reporting) Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| Total Members: | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $308,830.60 | $ 3,705,967.15 | $ - | $ - | $ - | $ 0.0074 | $ - | $ - | $ 0.0046 | $ - | $ - | $ 0.0020 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0010 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 3,705,967.15 |
| Operations Year 2: | $239,672.69 | $ 2,876,072.30 | $ - | $ - | $ - | $ 0.0076 | $ - | $ - | $ 0.0047 | $ - | $ - | $ 0.0021 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 2,876,072.30 |
| Operations Year 3: | $245,863.81 | $ 2,950,365.69 | $ - | $ - | $ - | $ 0.0078 | $ - | $ - | $ 0.0049 | $ - | $ - | $ 0.0022 | $ - | $ - | $ 0.0014 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 2,950,365.69 |
| Operations Year 4: | $247,953.74 | $ 2,975,444.86 | $ - | $ - | $ - | $ 0.0081 | $ - | $ - | $ 0.0050 | $ - | $ - | $ 0.0022 | $ - | $ - | $ 0.0015 | $ - | $ - | $ 0.0011 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 2,975,444.86 |
| Operations Optional Year 5: | $255,962.93 | $ 3,071,555.14 | $ - | $ - | $ - | $ 0.0083 | $ - | $ - | $ 0.0052 | $ - | $ - | $ 0.0023 | $ - | $ - | $ 0.0015 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 3,071,555.14 |
| Operations Optional Year 6: | $262,670.18 | $ 3,152,042.21 | $ - | $ - | $ - | $ 0.0085 | $ - | $ - | $ 0.0053 | $ - | $ - | $ 0.0024 | $ - | $ - | $ 0.0016 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0005 | $ - | $ - | $ 3,152,042.21 |
| Operations Optional Year 7: | $268,006.39 | $ 3,216,076.65 | $ - | $ - | $ - | $ 0.0088 | $ - | $ - | $ 0.0055 | $ - | $ - | $ 0.0024 | $ - | $ - | $ 0.0016 | $ - | $ - | $ 0.0012 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 3,216,076.65 |
| Operations Optional Year 8: | $276,617.15 | $ 3,319,405.75 | $ - | $ - | $ - | $ 0.0091 | $ - | $ - | $ 0.0057 | $ - | $ - | $ 0.0025 | $ - | $ - | $ 0.0017 | $ - | $ - | $ 0.0013 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 3,319,405.75 |
| Operations Optional Year 9: | $283,944.00 | $ 3,407,327.99 | $ - | $ - | $ - | $ 0.0093 | $ - | $ - | $ 0.0058 | $ - | $ - | $ 0.0026 | $ - | $ - | $ 0.0017 | $ - | $ - | $ 0.0013 | $ - | $ - | $ 0.0006 | $ - | $ - | $ 3,407,327.99 |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ 28,674,257.74** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ 28,674,257.74 |

**Total Option C (Federal Reporting) Base + Group Operations * CPI-U Costs: $ 28,674,257.74**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | | | | | | | | | |
| Year 1 Variable Rate: | | | | | | | | | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | 1 | | | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-3 Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** |
| **DDI:** | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - | $142.65 | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** |

**Total Option C (Federal Reporting) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | $0.00 | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC36: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule I - Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Costs
## Schedule I-4 Claims Processing and Management Services Option C (Federal Reporting) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option C (Federal Reporting) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Total Operations Pool Hour Cost* |
| Operations Year 1: | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ 161.2318 | $ - | $ - |
| Operations Year 2: | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ 161.9841 | $ - | $ - |
| Operations Year 3: | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ 166.8437 | $ - | $ - |
| Operations Year 4: | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ 171.8491 | $ - | $ - |
| Operations Optional Year 5: | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ 177.0041 | $ - | $ - |
| Operations Optional Year 6: | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ 182.3141 | $ - | $ - |
| Operations Optional Year 7: | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ 187.7837 | $ - | $ - |
| Operations Optional Year 8: | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ 193.4177 | $ - | $ - |
| Operations Optional Year 9: | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ 199.2201 | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option C (Federal Reporting) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC37:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule J - Integration Service Types

### Integration Services Types Fixed Hour Amounts

**Major Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 120 |
| Business Analyst | 55 |
| Configuration Lead | 12 |
| Sr. Developer | 419 |
| Developer | 99 |
| Database Administrator | 8 |
| Security Analyst | 8 |
| Test Lead | 50 |
| Tester | 150 |
| Technical Writer | 10 |
| **Total Fixed Hours for Each Major Service Integration:** | **931** |

**Complex Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 240 |
| Business Analyst | 80 |
| Configuration Lead | 10 |
| Sr. Developer | 780 |
| Developer | 185 |
| Database Administrator | 24 |
| Security Analyst | 8 |
| Test Lead | 100 |
| Tester | 300 |
| Technical Writer | 8 |
| **Total Fixed Hours for Each Complex Service Integration:** | **1,735** |

**Standard Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 60 |
| Business Analyst | 32 |
| Configuration Lead | 8 |
| Sr. Developer | 205 |
| Developer | 48 |
| Database Administrator | 4 |
| Security Analyst | 8 |
| Test Lead | 20 |
| Tester | 80 |
| Technical Writer | 6 |
| **Total Fixed Hours for Each Standard Service Integration:** | **471** |

**Simple Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 30 |
| Business Analyst | 24 |
| Configuration Lead | 6 |
| Sr. Developer | 96 |
| Developer | 25 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 10 |
| Tester | 38 |
| Technical Writer | 4 |
| **Total Fixed Hours for Each Simple Service Integration:** | **243** |

**On Boarding Integration Service Type Effort**

| Resource Type | Hours |
|---|---|
| Project Manager | 35 |
| Business Analyst | - |
| Configuration Lead | 20 |
| Sr. Developer | 90 |
| Developer | 60 |
| Database Administrator | 2 |
| Security Analyst | 8 |
| Test Lead | 30 |
| Tester | 30 |
| Technical Writer | 2 |
| **Total Fixed Hours for Each Onboarding Service Integration:** | **277** |

*NOTE: Please see RFP Section 3.10.1.4.1 titled "Integration Services Type Definition" for a more complete definition of each integration service type listed above.*

*The Contractor should allocate the hours across the Resource Types applicable for each Integration Service Type. If a Resource Type is not required for a specific Integration Service Type, put zero (0) in the Hours column. When an Integration Service is required, the Contractor will evaluate the Integration Service and document the detailed requirements. Using the detailed requirements, the Contractor will propose the Integration Service Type to the Department. Once the Department and Contractor mutually agree on the Integration Service Type, the value indicated in the "Total Fixed Hours..." row for each Integration Service Type will be the total hours that the Department will reimburse the Contractor for the respective Integration Service Type regardless of the actual level of effort required to complete the work.*

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Claims Processing and Management Services Schedule K - DDI Requisitioned Integration Services Pool Hours and Cost

### DDI Requisitioned Integration Services Pool Hours and Cost

| Integration Service Type Category | Number of Interfaces | Hours | | Cost | Cost * CPI-U Adjust |
|---|---|---|---|---|---|
| Major Services | 5 | 4,653 | * | | |
| Complex Services | 20 | 34,692 | * | | |
| Standard Services | 35 | 16,468 | * | | |
| Simple Services | 25 | 6,078 | * | | |
| Onboarding Services | 15 | 4,155 | * | | |
| **Total DDI Requisitioned Integration Services Pool Hours:** | | **66,045** | | | |
| **Total Cost for DDI Requisitioned Integration Services Pool Hours Cost & CPI-U Adjusted Cost:** | | | ** | **$ 8,629,932** | **$ 8,629,932** |
| **DDI Requisitioned Integration Services Pool Average Hourly Rate & CPI-U Adjusted Houry Rate:** | | | *** | **$ 130.67** | **$131** |

**** The values found in C7 through C11 are derived by multiplying the value in each cell in column B by the fixed hour amounts found in Schedule J.***
***** The Contractor should enter the total cost for the Integration Services Pool Hours in E14 for the total hours identified in cell C12.***
****** Cell F14 is a calculated by dividing the value in E14 by the value in C12.***

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule L - Data Conversion Optional Years of Data
## Schedule L-1 Claims Management and Processing Services Conversion Costs

**Claims Processing and Management Services Core Operations Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + | |
| **Total Members:** | | | | - | | - | | - | | - | | - | | - | | - | |
| **Operations Year** | ***Base Conversion Cost*** | ***Base Conversion Cost * CPI-U Adjust*** | ***Variable Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Conversion Rate*** | ***Total Variable Conversion Cost * CPI-U Adjust*** | ***Total Optional Conversion Cost*** |
| Conversion Year 1 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 2 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Conversion Year 3 (Included in Contractors Base Cost): | | | | | | | | | | | | | | | | | |
| Optional Conversion Year 4: | $3,489,853.57 | $ 3,489,853.57 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 3,489,853.57 |
| Optional Conversion Year 5: | $348,985.12 | $ 348,985.12 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 348,985.12 |
| Optional Conversion Year 6: | $348,985.12 | $ 348,985.12 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 348,985.12 |
| Optional Conversion Year 7: | $697,970.24 | $ 697,970.24 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 697,970.24 |
| Optional Conversion Year 8: | $697,970.24 | $ 697,970.24 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 697,970.24 |
| Optional Conversion Year 9: | $697,970.24 | $ 697,970.24 | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ 697,970.24 |
| **Conversion Costs:** | | **$ 6,281,734.54** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ 6,281,734.54** |

| | |
|---|---|
| **Total Optional Conversion Years of Data Costs * CPI-U Costs:** | **$ 6,281,734.54** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | | |
| Year 4 Variable Rate: | $ - | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | | 1.00 | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-1 Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Costs (Based on Number of Active De-duplicated Members)**

| Group: | Base Cost | | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Group Member Range: | | | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| Total Members: | | | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | *Base Cost Amount* | *Base Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* | *Variable Rate* | *Variable Cost * CPI-U Adjust* |
| DDI Base Fixed Cost: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Option C (Federal Reporting) Base DDI * CPI-U Costs: | $ - | | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Base + Group DDI * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Variable Rate: | $ - | | | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-2 Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Operations Costs (Based on Number of Active De-duplicated Members)**

| | Base Cost | | Group 1 | | | Group 2 | | | Group 3 | | | Group 4 | | | Group 5 | | | Group 6 | | | Group 7 | | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group:** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Group Member Range:** | | | 0 | | 249,999 | 250,000 | | 399,999 | 400,000 | | 899,999 | 900,000 | | 1,349,999 | 1,350,000 | | 1,799,999 | 1,800,000 | | 3,999,999 | 4,000,000 | + | | |
| **Total Members:** | | | | | - | | | - | | | - | | | - | | | - | | | - | | | - | |
| **Operations Year** | *Monthly Base Cost* | *Annual Base Cost * CPI-U Adjust* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost CPI-U Adjusted* | *Variable Rate* | *Monthly Variable Cost * CPI-U Adjust* | *Annual Variable Cost* | *Total Annual Operations Cost CPI-U Adjusted* |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Base Operations * CPI-U Costs:** | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | | | **$ -** | $ - |

**otal Option D (State Specific Requirements) Base + Group Operations * CPI-U Costs:** $ -

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | |
|---|---|---|
| COLA Percentage: | 3.00% | |
| Year 1 Variable Rate: | $ - | |
| Variable Rate Factor Group 1-7: | | 1 1 1 1 1 1 1 |

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-3 Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) DDI Enhancement Pool Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 0 | 249,999 | 250,000 | 399,999 | 400,000 | 899,999 | 900,000 | 1,349,999 | 1,350,000 | 1,799,999 | 1,800,000 | 3,999,999 | 4,000,000 | + |
| **DDI Enhancement Pool Hours:** | | - | | - | | - | | - | | - | | - | | - |
| | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* | *Pool Hour Rate* | *Pool Hour Cost * CPI-U Adjust* |
| **DDI:** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) DDI Enhancement Pool Hour * CPI-U Costs:** | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - | | $ - |

**Total Option D (State Specific Requirements) DDI Enhancement Pool * CPI-U Costs: $ -**

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 1-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 |

OMC38: The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort. The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

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**Attachment G - Tier 5 Claims Pricing Schedules**

## Schedule M - Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Costs
## Schedule M-4 Claims Processing and Management Services Option D (State Specific Requirements) Operations Enhancement Pool Hour Costs

**Claims Processing and Management Services Option D (State Specific Requirements) Scope of Work Operations Enhancement Pool Hour Costs (Based on Number of Active De-duplicated Members)**

| | Group 1 | | Group 2 | | Group 3 | | Group 4 | | Group 5 | | Group 6 | | Group 7 | | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Group Member Range:** | *0* | *249,999* | *250,000* | *399,999* | *400,000* | *899,999* | *900,000* | *1,349,999* | *1,350,000* | *1,799,999* | *1,800,000* | *3,999,999* | *4,000,000* | *+* | |
| **Operations Annual Enhancement Pool Hours:** | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| **Operations Year** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Pool Hour Rate*** | ***Pool Hour Cost * CPI-U Adjust*** | ***Total Operations Pool Hour Cost*** |
| Operations Year 1: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 2: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 3: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Year 4: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 5: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 6: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 7: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 8: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| Operations Optional Year 9: | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Option C (Federal Reporting) Operations Enhancement Pool Hour * CPI-U Costs:** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | | **$ -** | **$ -** |

| | |
|---|---|
| **Total Option D (State Specific Requirements) Operations Enhancement Pool * CPI-U Costs:** | **$ -** |

**Consumer Price Index Urban (CPI-U) Adjustment:**

| | |
|---|---|
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** |
| B. CPI-U for Participating Addendum Date: | **0.000000** |
| C. Index Point Change equals B minus A: | **0.000000** |
| D. Equals C divided by A: | **0.000000** |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| COLA Percentage: | 3.00% | | | | | | | | | | | | | |
| Year 1 Hourly Rate: | $ - | | | | | | | | | | | | | |
| Variable Rate Factor Group 2-7: | | 1 | | 1 | | 1 | | 1 | | 1 | | 1 | | |

OMC39:The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.

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## Attachment G - Tier 5 Claims Pricing Schedules

### Participating State Information

| | | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | Group 6 | Group 7 |
|---|---|---|---|---|---|---|---|---|
| **Total Number of De-duplicated Members (Total Members)** | | *0 249,999* | *250,000 399,999* | *400,000 899,999* | *900,000 1,349,999* | *1,350,000 1,799,999* | *1,800,000 3,999,999* | *4,000,000 +* |
| **Consumer Price Index Urban (CPI-U) Adjustment:** | | - | - | - | - | - | - | - |
| A. CPI-U for Master Agreement Date MM/DD/20YY: | **0.000000** | | | | | | | |
| B. CPI-U for Participating Addendum Date: | **0.000000** | | | | | | | |
| C. Index Point Change equals B minus A: | **0.000000** | | | | | | | |
| D. Equals C divided by A: | **0.000000** | | | | | | | |
| E. CPI-U Inflation Percentage equals B plus 1.00: | **1.000000** | | | | | | | |

| **Participating Addendum Options** | **Choose Yes/No** |
|---|---|
| Will the Participating State use Option A (Financial)? | **Yes** |
| Will the Participating State use Option B (Contact Center/Call Center)? | **Yes** |
| Will the Participating State use Option C (Federal Reporting)? | **Yes** |
| Will the Participating State use Option D (State Specific)?* | |

*This will be done in the Participating Addendum Process

| **Pool Hours by Schedule** | **Sch F (3, 4)** | **Sch G (3, 4)** | **Sch H (3, 4)** | **Sch I (3, 4)** | **Sch M (3, 4)** |
|---|---|---|---|---|---|
| DDI Enhancement Pool Hours (F-3, G-3, H-3, I-3, M-3) | **7,500** | **3,000** | **3,000** | **3,000** | **3,000** |
| Operations Enhancement pool hours (F-4, G-4, H-4, I-4, M-4) | **4,000** | **2,000** | **2,000** | **2,000** | **2,000** |

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## APPENDIX D. IRREVOCABLE LETTER OF CREDIT

Contractor shall provide an Irrevocable Letter of Credit using the attached form or a bank's Irrevocable Letter of Credit that contains substantially similar terms and conditions as approved by the Department.

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## APPENDIX D - IRREVOCABLE LETTER OF CREDIT

| **IRREVOCABLE LETTER OF CREDIT**<br>**Submitted to the State of Montana** | | | **DATE OF LETTER OF CREDIT** |
|---|---|---|---|
| | | | |
| **LETTER OF CREDIT NUMBER** | **CONTRACT NUMBER** | **AMOUNT (U.S. DOLLARS)** | **CONTRACT EXPIRATION DATE** |
| | | | |

| **CUSTOMER NAME AND ADDRESS** | **ISSUING FINANCIAL INSTITIUTION NAME AND ADDRESS** | **BENEFICIARY NAME AND ADDRESS** |
|---|---|---|
| | | |

The purpose of this Irrevocable Letter of Credit is to create a primary obligation on the part of the Issuing Financial Institution to the State of Montana relating to the above-captioned matter.

Funds in an amount up to but not exceeding the amount noted above are available prior to the contract expiration date, plus 60 calendar days thereafter. The Issuing Financial Institution agrees to honor this Irrevocable Letter of Credit upon receipt of a properly dated and signed letter demanding payment. No other documentation or substantiation will be requested or required. The check for the amount requested will be transmitted within 10 days of the receipt of a letter as long as it is presented to the Issuing Financial Institution on or before the close of business within 60 calendar days of the contract expiration date.

This Irrevocable Letter of Credit shall be deemed automatically extended without amendment for one year from the contract expiration date, or any future expiration date, unless 60 days prior to any expiration date, the Issuing Financial Institution notifies the State of Montana that they elect not to consider this Letter of Credit renewed for any such additional period. Notice of nonrenewal will be sent to the State Procurement Bureau, Department of Administration, P.O. Box 200135, Helena, MT 59620-0135.

This Letter of Credit is subject to and governed by the International Chamber of Commerce Uniform Customs and Practice for Commercial Documentary Credits (2007 Revision) (UCP No. 600), the laws of the State of Montana (Mont Code Ann. §§ 30-5-101, *et seq.*), and Administrative Rule of Montana 2.5.502. In the event of any conflict, the laws of the State of Montana will control with venue in Lewis and Clark County.

Sincerely,

Authorized Signature – Issuing Financial Institution

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## APPENDIX E. SOURCE CODE ESCROW AGREEMENT

This Appendix has been intentionally omitted as not being relevant unless and until the Department requests that Contractor deliver Custom Software to the Department as part of the Module. In that event, the parties will address clarifications to the Contract terms regarding Custom Software and the parties' related rights and obligations, to clarify the terms regarding source code escrow, for instance to provide that the Department would be made a beneficiary of Contractor's existing source code escrow agreement.

Upon mutual agreement, and subject to written acceptance, the Contractor shall provide Source Code for the current version of the Custom Software as a Deliverable on a quarterly basis in lieu of placing the source code in escrow.

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# APPENDIX E

## SOURCE CODE ESCROW AGREEMENT

THIS ESCROW AGREEMENT (the "Agreement") is made as of this __ day of _____, 20__ (the "Effective Date"), among _____ ("ESCROW AGENT"), _____ ("LICENSOR"), and the State of Montana acting by and through the Department of Public Health and Social Services ("LICENSEE").

## RECITALS

LICENSOR and LICENSEE have entered into a Contract dated the Effective Date (the "Medicaid Management Information System Contract") to license certain Application Software and Third-Party Software (as described in the Medicaid Management Information System Contract) (the "Software") upon specified terms and conditions; and

To assure the continued availability and usefulness of such Software, LICENSOR has agreed to establish and maintain in escrow with ESCROW AGENT the Software source code and certain documentation therefor.

NOW, THEREFORE, in consideration of the foregoing premises and the mutual covenants contained herein and other good and valuable consideration, receipt of which is hereby acknowledged, the parties agree as follows:

### 1. Deposit in Escrow.

**1.1** Within 30 days of the Effective Date as defined in the Medicaid Management Information System Contract, LICENSOR shall deliver to ESCROW AGENT a sealed package containing the same current version of the source code for the Software which is owned by third parties, licensed to LICENSEE by LICENSOR, and is described as the Contractor Software in the Medicaid Management Information System Contract, programmer notes, its database schema and architecture, and its related documentation (collectively, the "Source Materials"). LICENSOR shall identify each item in said package and certify the completeness and accuracy of the Source Materials in a letter forwarding the same to ESCROW AGENT, with a copy of each letter to LICENSEE. Immediately upon receipt of the package, ESCROW AGENT shall give notice to LICENSEE of such receipt.

**1.2** LICENSOR shall deliver revisions of the Source Materials, including the Source Code for the Software, to ESCROW AGENT as and when corresponding revisions of the Executable Code for the Software are delivered to LICENSEE in accordance with the Medicaid Management Information System Contract. At such time as any modifications or revisions to the Source Materials are deposited with ESCROW AGENT, LICENSOR shall give written notice of such deposits to LICENSEE.

**1.3** ESCROW AGENT shall acknowledge receipt of all revisions of or additions to the Source Materials by sending written acknowledgment thereof to both LICENSOR and LICENSEE.

**1.4** Upon receipt of a new revision, ESCROW AGENT agrees to return to LICENSOR all such Source Materials from previous revisions as specified by LICENSOR in writing to ESCROW AGENT.

### 2. Release From Escrow.

**2.1** ESCROW AGENT shall seven days following receipt of an affidavit, which is from an officer of LICENSEE to ESCROW AGENT sent via certified mail with return receipt requested, and which states that one of the following events has occurred, proceed in accordance with the procedure described in Sections 2.3 through 2.7 below if:

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**2.1.1** LICENSOR has made an assignment for the benefit of creditors; or

**2.1.2** LICENSOR institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind; or

**2.1.3** A receiver or similar officer has been appointed to take charge of all or part of LICENSOR's assets; or

**2.1.4** LICENSOR terminates its maintenance and support services for LICENSEE for the Software or breaches its support and maintenance obligations for the Software for LICENSEE, whether due to its ceasing to conduct business generally or otherwise; or

**2.1.5** LICENSOR fails to make timely payments of fees and other costs required under this Agreement.

**2.2** LICENSEE shall send a copy of the affidavit to LICENSOR via certified mail with return receipt requested, simultaneously with its affidavit to ESCROW AGENT. Upon its receipt of the affidavit as provided above in Section 2.1, ESCROW AGENT shall immediately give written notice to LICENSOR, attaching a copy of the affidavit to the notice, via certified mail with return receipt requested.

**2.3** Upon receipt of such notices in accordance with Sections 2.1 and 2.2, LICENSOR shall have 30 days to review LICENSEE's affidavit requesting release from escrow as provided for in Section 2.1 above.

**2.4** If LICENSOR does not give notice to ESCROW AGENT within the 30 days provided in Section 2.3 that LICENSEE's request for release from escrow is contested by LICENSOR, ESCROW AGENT shall automatically release the Source Materials to LICENSEE. The Source Materials shall be used by LICENSEE subject to the Medicaid Management Information System Contract and solely for support and maintenance for the Software within the provisions of the Medicaid Management Information System Contract. Delivery of the Source Materials to LICENSEE in accordance with provisions hereof shall automatically terminate this Escrow Agreement.

**2.5** If LICENSOR does give ESCROW AGENT notice within the 30 days provided in Section 2.3 that LICENSEE's request for release from escrow is contested by LICENSOR, ESCROW AGENT shall retain the Source Materials in escrow while LICENSOR and LICENSEE either:

**2.5.1** Settle the dispute among themselves and jointly give notice to ESCROW AGENT in writing of the result; or

**2.5.2** Submit the dispute to litigation for resolution in accordance with the terms of this Agreement.

**2.6** In the event of litigation, ESCROW AGENT shall dispose of the Source Materials as directed by the court of competent jurisdiction's finding given in writing to all parties.

**2.7** Each party shall bear its own costs incurred in any litigation as set forth in Section 2.5 above

**3. Ownership of Source Material.**

**3.1** The tangible medium comprising the escrowed Source Materials, but not the source code or technical specifications and other information embodied in such tangible media, shall be in the possession of ESCROW AGENT as soon as such material is received by ESCROW AGENT and at all times until the Source Materials are returned to LICENSOR or to LICENSEE as outlined in Section 2 above.

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**3.2** ESCROW AGENT, LICENSOR, and LICENSEE recognize and acknowledge that ownership of the source code itself shall remain the sole and exclusive proprietary property of LICENSOR at all times and that nothing in this Agreement shall be interpreted to deprive LICENSOR of any right, title or interest in or to the Source Materials.

**3.3** It is expressly understood and agreed that LICENSEE's right to obtain the source code and other documentation from escrow is subject to the terms described in Section 8 of the Medicaid Management Information System Contract and that LICENSEE shall have no right or claim to LICENSOR's proprietary rights in the Software.

**4. Storage and Security.**

**4.1** ESCROW AGENT will act as custodian of the Source Materials until the escrow is terminated. ESCROW AGENT shall establish, under its control, a secure receptacle for the purpose of storing the Source Materials.

**4.2** The Source Materials deposited with ESCROW AGENT by LICENSOR pursuant to this Escrow Agreement shall remain the exclusive property of the LICENSOR, except as otherwise provided in Section 2.

**4.3** Except as provided in this Agreement, ESCROW AGENT agrees that:

**4.3.1** It shall not divulge, disclose or otherwise make available to any parties other than LICENSOR or LICENSEE, or make any use whatsoever, of the Source Materials;

**4.3.2** It shall not permit any person access to the Source Materials, except as may be necessary for ESCROW AGENT's authorized representatives to perform its functions under this Agreement;

**4.3.3** Access to the Source Materials by LICENSOR shall be granted by ESCROW AGENT only to those persons duly authorized in writing by a competent officer of LICENSOR or as provided herein; and

**4.3.4** Access to the Source Materials shall not be granted without compliance with all security and identification procedures instituted by ESCROW AGENT.

**4.4** ESCROW AGENT shall, upon LICENSEE's request and pursuant to the Medicaid Management Information System Contract, verify or determine that the Source Materials deposited with ESCROW AGENT by LICENSOR do, in fact, consist of those items which LICENSOR is obligated to deliver under any agreement.

**4.5** ESCROW AGENT shall accept, store and deliver the Source Materials deposited with it by LICENSOR, in accordance with the terms and conditions of this Agreement.

**4.6** If any of the Source Materials held in escrow by ESCROW AGENT shall be attached, garnished or levied upon pursuant to an order of court, or the delivery thereof shall be stayed or enjoined by an order of court, or any other order, judgment or decree shall be made or entered by any court affecting the Source Materials or any part thereof of any act of ESCROW AGENT, ESCROW AGENT is hereby expressly authorized in its sole discretion to obey and comply with all orders, judgments or decrees so entered or issued by any court, without the necessity of inquiring whether such court had jurisdiction, and in case ESCROW AGENT obeys or complies with any such order, judgment or decree, ESCROW AGENT shall not be liable to LICENSEE, LICENSOR or any third party by reason of such compliance, notwithstanding that such order, judgment or decree may subsequently be reversed, modified or vacated.

4.7 ESCROW AGENT shall, at its expense, indemnify, defend, and hold harmless LICENSEE, its employees, officers, directors, contractors and agents from and against any losses, liabilities,

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damages, penalties, costs, fees, including without limitation reasonable attorneys' fees, and expenses from any breach of Section 4.3.

**5. Termination.** LICENSEE and LICENSOR may terminate this Agreement by mutual written agreement, giving 60 days notice to ESCROW AGENT. This Agreement may also be terminated in accordance with the terms of Section 2.

**6. Good Faith Reliance.** ESCROW AGENT shall act in good faith reliance upon any instruction, instrument, or signature believed in good faith to be genuine and may assume that any person purported to give any writing, notice, respect, advice, or instruction in connection with or relating to this Agreement has been duly authorized to do so.

**7. Fees.** ESCROW AGENT shall be entitled to reasonable compensation for performance of its duties hereunder and for establishment of the escrow described herein. LICENSOR shall pay for the costs to establish, maintain, and verify the escrow described herein.

**8. Entire Agreement.** Except to the extent this Agreement incorporates by reference specific sections of or definitions from the Medicaid Management Information System Contract, this Agreement constitutes the entire Agreement among the parties, including the subject matter hereof and shall supersede all previous communications, representations, understandings and agreements, either oral or written between the parties. This Escrow Agreement is intended to be and shall be treated as an agreement separate and distinct from the Medicaid Management Information System Contract.

**9. Notice.** Notice will deemed to be given by the parties under the Agreement if in writing and delivered personally or by messenger, by telecopier or facsimile, or mailed by first-class, registered, or certified mail, postage prepaid, to the addresses noted below the signatures on the Agreement. Each party will provide notice to the other of changes to such addresses.

**10. Governing Law.** This Agreement shall be governed by and construed according to the laws of the State of Montana. LICENSOR and ESCROW AGENT consent to personal jurisdiction in that State. The exclusive venue of any action hereunder, including arbitration (if any), shall be in the First Judicial District in and for the County of Lewis and Clark, State of Montana.

**11. Severability.** In the event any of the provisions of this Agreement shall be held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**12. Headings.** The headings in this Agreement do not form a part of it, but are for convenience only and shall not limit or affect the meaning of the provisions.

**13. Medicaid Management Information System Contract Terms.** Capitalized terms not defined in this Agreement shall have the meanings provided in the Medicaid Management Information System Contract. However, to the extent this Agreement is in conflict with the Medicaid Management Information System Contract, the terms of this Agreement shall prevail.

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IN WITNESS WHEREOF, the parties hereto have executed this Escrow Agreement as of the Effective Date.

STATE OF MONTANA,
DEPARTMENT OF PUBLIC
HEALTH AND SOCIAL SERVICES

Name: _____
Title: _____
Date: _____
Notice Address: _____
_____
_____
Attn: _____
Facsimile No.: _____

_____

Name: _____
Title: _____
Date: _____
Notice Address: _____
_____
_____
Attn: _____
Facsimile No.: _____

ESCROW AGENT

By: _____
Printed Name: _____
Title: _____
Date: _____

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# APPENDIX F. FEDERAL REQUIREMENTS

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# APPENDIX F.
# FEDERAL REQUIREMENTS

## 1 Generally

**1.1** Contractor, in addition to the federal requirements specified in this Contract and any appendices to this Contract, must comply with the applicable federal requirements and assurances for recipients of federal grants provided in the federal OMB 424B (Rev. 7-97) form, known as "ASSURANCES - NON-CONSTRUCTION PROGRAMS", and in the Department's "CERTIFICATION OF COMPLIANCE WITH CERTAIN REQUIREMENTS FOR DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES (MAY 2011)". Those assurance documents must be signed by Contractor and submitted to the Department prior to the signing of this Contract.

**1.2** Contractor is responsible for determining which requirements and assurances are applicable to Contractor.

**1.3** Contractor must ensure compliance of its subcontractors with the applicable federal requirements and assurances and any related reporting requirements.

## 2 Federal Financial Requirements

2.1 Contractor must maintain appropriate financial, accounting and programmatic records necessary to substantiate conformance with federal requirements governing fund expenditures, even if this Contract is not cost / budget based.
31.2.2 Contractor must comply with the federal audit requirements set forth in 2 CFR 200.201 through 200.521
31.2. 3 Contractor must comply with the federal cost and accounting principles set forth in 2 CFR 200,400 through 200.475.

## 3 Political and Lobbying Activities

**3.1** Federal monies received by Contractor under the terms of this Contract may not be used for any political activities by Contractor, its employees or agents except as expressly permitted by state and federal legal authorities.

**3.2** As required by 31 U.S.C. §1352 and 45 CFR §93.100 et seq., federally appropriated monies may not be used to influence or attempt to influence an officer or employee of any agency, a member of the U.S. Congress, an officer or employee of the U.S. Congress or an employee of a member of the U.S. Congress, in connection with the awarding of any federal Contract, grant or loan, the making of any cooperative agreement or the extension, continuation, renewal, amendment or modification of any federal Contract, grant, loan or cooperative agreement.

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**3.3** If any funds other than federally appropriated funds are paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of the U.S. Congress, an officer or employee of the U.S. Congress or an employee of a member of the U.S. Congress in connection with this Contract, Contractor must complete and submit to the Department the federally required form.

**3.4** Federally appropriated monies received through the programs of the federal Departments of Health and Human Services, Education, and Labor, as provided in Section 503 of H.R. 2029 – "Consolidated Appropriations Act, 2016", and as may be provided by congressional continuing resolutions or further budgetary enactments, may not be used:

**3.4.1** to fund publicity or propaganda, or for the preparation, distribution, or use of any kit, pamphlet, booklet, publication, electronic communication, radio, television, or video presentation designed to support or defeat legislation pending before the U.S. Congress or a state legislature, except for presentations to the U.S. Congress or a state or local legislative body as an aspect of normal and recognized executive-legislative relationships;

**3.4.2** to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any State or local government, except in presentation to the executive branch of any state or local government itself;

**3.4.3** to pay the salary or expenses of any grant or contract recipient, or agent acting for the recipient, related to any activity designed to influence enactment of legislation, appropriation, regulation, administrative action, or executive order proposed or pending before the U.S. Congress or a state government, state legislature, or local legislature or legislative body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes with the executive brand of that government;

**3.4.4** To promote any proposed, pending or future federal, state or local tax increase; or

**3.4.5** To promote any proposed, pending or future requirement or restriction on any legal consumer product including its sale or marketing, including the advocacy or promotion of gun control.

**3.4.6** Contractor must cooperate with any investigation undertaken regarding the expenditure of funds for political or lobbying activities.

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## 4 General Prohibition on Contracting With Federally Debarred Entities or Persons

**4.1** The Department, in accordance with The Federal Acquisition Streamlining Act of 1994, P.L. 103-355, and Executive Orders #12549 and #12689, is prohibited from contracting with any entity that is debarred, suspended, or otherwise excluded from participating in procurement activities funded with federal monies. This prohibition also extends to contracting with an entity that has a director, officer, partner, person with beneficial ownership of more than 5 percent of the entity's equity, employee, consultant, or person otherwise providing items and services that are significant and material to the entity's obligations under this Contract with the Department if that person has been debarred, suspended or otherwise excluded from participating in procurement activities funded with federal monies. The general federal listing of debarred persons and entities for contracting purposes is maintained by the federal General Services Administration (GSA) at www.epls.gov.

**4.2** If the Department finds that Contractor is not in compliance with these contract related federal debarment requirements, the Department:

**4.2.1** must notify the federal government;

**4.2.2** may continue this Contract for its current term unless the Secretary of the federal Department of Health and Human Services or other authorizing federal authority directs otherwise; and

**4.2.3** may only renew or otherwise extend the duration of the existing contract with Contractor if the federal government provides to the Department and to Congress a written statement describing compelling reasons that exist for renewing or extending this Contract.

## 5 Prohibition In Relation To Expenditures of Medicaid Monies on Contracting With Entities or Persons Listed As Debarred By the Federal Department of Health & Human Services

**5.1** At the time of engagement and on a regular basis thereafter, Contractor must check the "List of Excluded Individuals/Entities" maintained by the Office of Inspector General for the federal Department of Health & Human Services at http://exclusions.oig.hhs.gov/ to determine whether any person or entity engaged with or employed by Contractor appears on the list and will immediately report to the Department any person or entity who appears on the list and will take appropriate action to terminate Contractor's relationship with the debarred person.

**5.2** The Department will terminate this Contract immediately if Contractor:

**5.2.1** is an entity is debarred, suspended, or otherwise excluded by the federal Office of Inspector General ["OIG"] or by the Department under federal or state

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legal authority from participating in federally funded procurement activities or from receiving reimbursement through a health care program unless the OIG provides a lawful waiver of the debarment exclusion; or

**5.2.2** employs or engages a person who is debarred or subject to debarment from receiving reimbursement through federal and state health care programs, including a director, officer, partner, person with beneficial ownership of more than 5 percent of Contractor's equity, employee, consultant, or person otherwise providing items and services that are significant and material to Contractor's obligations under this Contract with the Department.

**6** Reporting for compliance with the federal transparency act. Contractor must comply with the reporting requirements of the Federal Funding Accountability And Transparency Act (FFATA or Transparency Act), P.L. 109-282, as amended by Section 6202(a), P.L. 110-252-1 and provide the information listed on Contract Appendix L, which is incorporated in the Contract by reference.

**7** Contractor is required by the Transparency Act to report to the Department in some circumstances the compensation, as specified in this subsection, of Contractor's top 5 officers/executives, If a compensation report is required by this subsection it is to be titled "Officers/Executive Compensation Report" and sent to the Business and Financial Services Division of the Department through the following means:

the Department
Attn: BFSD - FFATA Reporting
P.O. Box 4210
Helena, MT 59604-4210

**7.1** Contractor, in lieu of compiling this report for the Department may submit, as may be currently available from Contractor, the most current public report of compensation information as reported to the Security And Exchange Commission (SEC) under sections 13(a) or 15(d) of the Securities Exchange Act of 1934 through Contractor's annual proxy statement or as reported to the Internal Revenue Service under section 6104 of the Internal Revenue Code of 1986 through Section VII of Contractor's Form 990.

**7.2** The compensation report submitted to the Department by Contractor must include Contractor's Data Universal Numbering System (DUNS) number issued through Dun and Bradstreet.

**7.3** The compensation report submitted to the Department by Contractor is due by the end of the month that follows the month in which the total of the monies obligated through this Contract is at $25,000 or more whether it occurs at the time of signing or at some later date due to a contractual amendment. Even if the total consideration for the Contract should be amended later to be less than $25,000, Contractor is required to continue to provide the compensation report.

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## 8 Text Messaging While Driving

**8.1** A Contractor and its subcontractors are requested to adopt and enforce policies, in accordance with Presidential Executive Order 13513, October 1, 2009, that ban text messaging by owners, officers, employees, agents and subcontractors while driving in contractor or employee owned or leased vehicles for purposes of the work contracted for through this Contract.

**8.2** Contractors and subcontractors receiving funding through this Contract originating with the Centers For Disease Control And Prevention (CDC) of the federal Department Of Health And Human Services are prohibited from texting while driving a government owned vehicle or when using government furnished electronic equipment while driving ay vehicle.

**8.3** Texting includes reading from or entering data into any handheld or other electronic device, Including SMS texting, e-mailing, instant messaging, obtaining navigational information, or engaging in any other form of electronic data retrieval or electronic data communication.

**8.4** Driving includes operating a motor vehicle on an active roadway with motor running, including while temporarily stationary due to traffic, a traffic light, stop sign or otherwise. It does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary.

**8.5** Contractor and its subcontractors are responsible for ensuring that owners, officers, employees, agents and subcontractors are aware of Contractor's adopted policies and adhere to the requirements and prohibitions of those policies.

**9 Certification Of Tax Compliance** If Contractor receives $5,000,000 or more in funding from the federal appropriations for the programs of the federal Departments of Health and Human Services, Education, and Labor, as provided in Section 503 of H.R. 3547,"Consolidated Appropriations Act, Division H, Departments Of Labor, Health And Human Services, And Education, And Related Agencies Appropriations Act, 2014", Pub. L. No. 113-76, Contractor must certify in writing to the Department that to the best of its knowledge or belief Contractor has filed all federal tax returns required during the 3 years preceding the certification, has not been convicted of a criminal offense under the Internal revenue Code of 1986, and has not, more than 90 days prior to certification, been notified of any unpaid federal tax assessment for which the liability remains unsatisfied unless the assessment is the subject of an installment agreement or offer in compromise that has been approved by the Internal Revenue Service and is not in default, or the assessment is the subject of a non-frivolous administrative or judicial proceeding.

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# APPENDIX G. WORK PLAN

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## APPENDIX H. REQUEST FOR PROPOSALS

The State of Montana's Request for Proposal (RFP) DPHHS-RFP-2020-0254T, dated October 29, 2019

This is a place holder for the RFP and any attachments or amendments.

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## APPENDIX I. RESPONSE

This is a place holder for the response to the Request for Proposal (DPHHS-RFP-2020-0254T), October 29, 2019 and any attachments or amendments including all documents and artifacts submitted by Client Network Services, LLC ("CNSI") to the State of Montana eMACS on February 18, 2020.

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# APPENDIX J. BUSINESS ASSOCIATE AGREEMENT

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# APPENDIX J
# BUSINESS ASSOCIATE AGREEMENT

## PARTIES

This Business Associate Agreement (Agreement) is entered into between the Department of Public Health and Human Services, (the Department), State of Montana (State), 111 N. Sanders, P.O. Box 4210, Helena, Montana 59604, (406) 444-6902, e-mail HHSLEGALAFFAIRS@mt.gov and Client Network Services, whose nine (9) digit Federal ID Number is 52-1872098, and whose address, phone number, and e-mail address are: 600 Tysons Blvd., Suite 1000, McLean, VA 22102; 240-499-6416; and arnold.morse@cns-inc.com.

## THE PARTIES AGREE AS FOLLOWS:

### 1. Business Associate Status

a. The Department is subject to and must comply with provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as codified at 42 U.S.C. § 1320d-d8, and the Health Information Technology for Economic and Clinical Health Act (the "HITECH Act"), enacted as part of the American Recovery and Reinvestment Act of 2009, as codified at 42 U.S.C. §§ 300jj et seq. and §§ 17901, et seq. and the implementing regulations for the two acts at 45 CFR Parts 160, 162 and 164.

b. The Department has determined it is a hybrid entity as defined in the implementing regulations, that is a covered entity performing both covered and non-covered functions. Under the HIPAA and HITECH and the implementing regulations, the Business Associate, as an entity that performs or assists in the performance of an administrative or data function for the Department involving the use or disclosure of protected health information (PHI) for the Department, is acting as a business associate of a covered entity.

### 2. Definitions that Apply to This Agreement

Terms used in this Agreement have the same meaning as those terms in the HIPAA and HITECH Acts and the implementing regulations.

### 3. Status as a Business Associate

The Business Associate agrees that it is a Business Associate of the Department, as defined at 45 CFR § 160.103, and further agrees that it is obligated to comply with the terms of this Agreement and with the requirements of the HIPAA and HITECH Acts and the implementing regulations.

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## 4. Obligations of Business Associate

The Business Associate, as a business associate of the Department, must:

a. use or disclose PHI, including E-PHI, only as is permitted or required by this Agreement, in compliance with the Department's minimum necessary standard policies and procedures, or by applicable law inclusive of 45 CFR Parts 160, 162 and 164;

b. use appropriate safeguards to prevent use or disclosure of PHI and E-PHI other than as provided for by this Agreement or by law;

c. implement appropriate administrative, physical and technical security safeguards as set forth in § 164.306, § 164.308, and § 164.312, that reasonably and appropriately protect the confidentiality, integrity, and availability of PHI and prevent use or disclosure of the PHI other than as provided for by this Agreement;

d. mitigate to the extent practicable and as may be directed by the Department any harmful effect that is known to the Business Associate of a use or disclosure of PHI by the Business Associate that is in violation of the requirements of this Agreement;

e. report in a timely manner as required by law and this Agreement to the Department any use or disclosure of the PHI not provided for by this Agreement inclusive of uses and disclosures of information that are not in compliance with the minimum necessary standard;

f. report to the Department any security incident of which it becomes aware, and at the request of the Department must identify: i) the date of the security incident, ii) the scope of the security incident, iii) the Business Associate's response to the security incident, and iv) the identification of the party responsible for causing the security incident, if known;

g. enter, as required by 45 CFR § 164.504, into Business Associate Agreements containing the terms and conditions as required by the HIPAA and HITECH Acts and the implementing regulations and as are stated in this Agreement, with any subcontractors performing services in relation to the services being provided by the Business Associate for the Department that involve PHI; and

h. make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of the Department, available to the Department, or to the Secretary of the Federal Department of Health and Human Services in accordance with 45 CFR § 164.408, in a time and manner prescribed by the Department or designated by the Secretary, for purposes of the Secretary determining

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the Department's and the Business Associate's compliance with the Privacy Regulation, the Security Regulation, and the HITECH Act;

i. document disclosures of PHI and collect information related to those disclosures necessary for the Department to respond to a request by a person for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528 and Section 13405(c) of the HITECH Act;

j. provide to the Department or a person, in time and manner prescribed by the Department, documentation necessary for the Department to respond to a request by a person for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. Notwithstanding 45 CFR § 164.528(a)(1)(i), the Business Associate must document disclosures of PHI made through an electronic health record to carry out treatment, payment or health care operations as provided by 45 CFR § 164.506 in the six years prior to the date on which the accounting is requested, and to collect information related to such disclosures as required by the Secretary in regulation pursuant to Section 13405(c)(2) of the HITECH Act;

k. implement a response program, in compliance with Section 13402 of the HITECH Act and implementing regulations, and Subpart D of 45 CFR Part 164 that specifies the actions to be taken when the Business Associate detects or becomes aware of unauthorized access to information systems. The response program must include the following features:

(i) The Business Associate must notify the Department, by facsimile or telephone, of any breach or suspected breach of its security related to areas, locations, or computer system which contain unsecured PHI, including, without limitation, any instance of theft, unauthorized access by fraud, deception, or other malfeasance or inadvertent access (a Security Incident) in accordance to 45 CFR § 164.410, as promptly as possible, upon having reason to suspect that an incident may have occurred or determining the scope of any such Security Incident, but in no event later than two (2) calendar days upon having reason to suspect that an incident may have occurred;

(ii) In the event of any incident, the Business Associate must provide to the Department, in writing, those details concerning the incident as the Department may request, and must cooperate with the Department, its regulators and law enforcement to assist in regaining possession of the unsecured PHI and in preventing its further unauthorized use, and take any necessary remedial actions as may be required by the Department to prevent other or further incidents;

(iii) If the Department determines that it may need to notify any person(s) as a result of such incident that is attributable to the Business Associate's breach of its obligations under this Agreement, the Business Associate must bear all reasonable direct and indirect costs associated with the

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determination, including, without limitation, the costs associated with providing notification to the affected person, providing fraud monitoring or other services to affected persons and any forensic analysis required to determine the scope of the incident;

(iv) The Business Associate, working in cooperation with the Department, must update the notice provided to the Department under this Agreement of the incident to include, to the extent possible and as soon as possible, the identification of each person whose unsecured PHI has been, or is reasonably believed by the Business Associate or the Department to have been accessed, acquired, used or disclosed during the incident and must provide any of the following information the Department is required to include in its notice to the person pursuant to 45 CFR § 164.404(c):

(A) A brief description of what happened, including the date of the incident and the date of the discovery of the incident, if known;

(B) A description of the types of unsecured PHI that were involved in the incident (e.g., Social Security Number, full name, date of birth, address, diagnosis);

(C) Any steps the person should take to protect themselves from potential harm resulting from the incident;

(D) A brief description of what is being done to investigate the incident, mitigate the harm, and protect against future incidents;

(E) Contact procedures for persons to ask questions or learn additional information which shall include a toll-free number, an e-mail address, website, or postal address;

(F) This additional information must be submitted to the Department immediately at the time the information becomes available to the Business Associate;

(v) limit its use and disclosure of PHI created or received by the Business Associate from or on behalf of the Department to uses or disclosures as are permitted to the Business Associate under the applicable requirements of 45 CFR § 164.504(e) and the HITECH Act and the terms of this Agreement. The Business Associate must also comply with the additional requirements of Subtitle D of the HITECH Act that relate to privacy and that apply to covered entities and to the Business Associate as a business associate; and

(vi) respond to a person's request under 45 CFR § 164.522(a)(1)(i)(A) that the Business Associate restrict the disclosure of the person's PHI.

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## 5. Permitted Uses, Disclosures and Limitations

a. Except as otherwise limited in this Agreement, the Business Associate may use or disclose PHI on behalf of, or to provide services to, the Department for the following purposes, if such use or disclosure of PHI would not violate the requirements of the HIPAA and HITECH Acts and the implementing regulations if done by the Department or otherwise violate the minimum necessary policies and procedures of the Department as set forth in the Master Agreement.

b. The Business Associate may use PHI to report violations of federal and state laws to appropriate Federal and State authorities, consistent with 45 CFR § 164.502(j)(1) and (2).

c. The Business Associate, as required by 45 CFR § 164.504(e)(1)(iii), must terminate any business associate agreement with a subcontractor that violates the requirements of this Agreement or the applicable law.

d. The Business Associate shall not directly or indirectly receive remuneration in exchange for PHI that is created or received by the Business Associate from or on behalf of the Department.

## 6. Use and Disclosure for Business Associate's Purposes

a. The Business Associate must use and disclose PHI that is created or received by the Business Associate from or on behalf of the Department in compliance with each applicable requirement of 45 CFR § 164.504(e) and the HITECH Act.

b. The Business Associate may use and disclose PHI for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate provided that:

(i) the disclosures are required by law;

(ii) the disclosures are expressly authorized in this Agreement by the Department;

(iii) the Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only for the purpose for which it was disclosed to the person; and

(iv) the Business Associate requires the person to whom the information is disclosed to report immediately any incident of which it is aware in which the confidentiality of the information has been breached.

c. The Business Associate may only use PHI for Data Aggregation purposes if the Department in this Agreement expressly authorizes those purposes and the Data Aggregation is permitted in accordance with 42 CFR § 164.504(e)(2)(i)(B).

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d. To the extent otherwise permitted by this Agreement, a communication that is described in the definition of Marketing in 45 CFR § 164.501 for which the Department receives or has received Direct or Indirect Payment (excluding payment for Treatment) in exchange for making such communication, shall not be considered a Health Care Operation unless:

(i) such communication describes only a drug or biologic that is currently prescribed for the recipient of the communication and any payment received in exchange for making such a communication is reasonable in amount; or

(ii) the communication is made by the Business Associate on behalf of the Department and the communication is otherwise consistent with this Agreement. No communication may be made by the Business Associate without prior written authorization by the Department.

## 7. Obligations of the Department

a. The Department must notify the Business Associate of any limitation(s) in the Department's notice of privacy practices in accordance with 45 CFR § 164.520, to the extent that such limitation may affect the Business Associate's use or disclosure of PHI. A copy of the Department's Notice of Privacy Practice is attached to this Agreement and incorporated herein.

b. The Department must notify the Business Associate of any changes in, or revocation of, permission by a person to use or disclose PHI, to the extent that such changes may affect the Business Associate's use or disclosure of PHI.

c. The Department must notify the Business Associate of any restriction to the use or disclosure of PHI that the Department has agreed to in accordance with 45 CFR § 164.522, to the extent that such restriction may affect the Business Associate's use or disclosure of PHI.

d. The Department, except as may be expressly agreed to by the parties and stated in this Agreement, may not request the Business Associate to use or disclose PHI in any manner that would not be permissible under the requirements of the HIPAA and HITECH Acts and the implementing regulations if done by the Department.

## 8. Term and Termination

a. The term of this Agreement shall be effective as of the effective date that the Business Associate begins delivery of its services and shall terminate when all of the PHI provided by the Department to the Business Associate, or created or received by the Business Associate on behalf of the Department, is destroyed or returned to the Department, or, if it is infeasible to return or destroy PHI, protections are extended to such information, in accordance with the termination provisions in this subsection.

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b**.** Upon the Department's knowledge of a breach, as defined in § 164.402, by the Business Associate, the Department, as its sole discretion, must provide an opportunity for the Business Associate to:

(i) cure the breach; or
(ii) end the violation and terminate this Agreement if the Business Associate does not cure the breach; or
(iii) end the violation within the time specified by the Department; or
(iv) immediately terminate this Agreement if the Business Associate has breached a material term of this Agreement and cure is not possible; or
(v) if neither termination nor cure are feasible, the Department must report the violation to the Secretary.

c**.** Upon the Business Associate's knowledge of a material breach by the Department, the Business Associate must either:

(i) notify the Department of such breach in reasonable detail, and provide an opportunity for the Department to cure the breach or violation; or
(ii) if cure is not possible, the Business Associate may immediately terminate this Agreement; or
(iii) if neither termination nor cure is feasible, the Business Associate shall repot the violation to the Secretary.

d. The Department may unilaterally terminate this Agreement with the Business Associate upon thirty (30) days written notice in the event:

(i) the Business Associate does not promptly enter into negotiations to amend this Agreement when requested by the Department pursuant to the terms of this Agreement; or
(ii) the Business Associate does not enter into an amendment to this Agreement providing assurance regarding the safeguarding of PHI that the Department, in its sole discretion, deems sufficient to satisfy the standards and requirements of the HIPAA and HITECH Acts and the implementing regulations.

## 9. Effect of Termination.

a. except as provided in this subsection, upon termination of this Agreement, for any reason, the Business Associate shall at the Department's sole discretion return or destroy all PHI received from the Department, or created or received by Business Associate on behalf of the Department. This Agreement shall apply to PHI that is in the possession of subcontractors or agents of the Business Associate. The Business Associate shall retain no copies of the PHI.

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b. In the event that the Business Associate determines that returning or destroying the PHI is infeasible, the Business Associate must provide to the Department notification of the conditions that make return or destruction infeasible. Upon written agreement by the Department that return or destruction of PHI is infeasible, the Business Associate must extend the protections of this Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as the Business Associate maintains such PHI.

**10. Miscellaneous.**

a. Regulatory References.

A reference in this Agreement to a section in the Privacy Regulation or Security Regulation means the section as in effect or as amended.

b. Amendment.

The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for the Department to comply with the requirements of the HIPAA and HITECH Acts and the implementing regulations.

c. Survival.

The respective rights and obligations of the Business Associate under this Agreement shall survive the termination of this Agreement.

d. Interpretation.

Any ambiguity in this Agreement shall be resolved to permit the Department to comply with the requirements of the HIPAA and HITECH Acts and the implementing regulations.

**MONTANA DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES**

By: DocuSigned by: Marie Matthews 37F9830BF2584AD... Date: 12/8/2020

**Department of Public Health and Human Services**

**Marie Matthews** **Medicaid Director**

Typed/Printed Name Title

**111 N Sanders Street, Helena, MT 59601**

Address

**406.444.6902**

Phone Number

**BUSINESS ASSOCIATE**

By: DocuSigned by: Arnold Morse CDC83674C6B14A0... Date: 12/4/2020

**Arnold Morse** **General Counsel, Chief Privacy Officer**

Typed/Printed Name Title

**1600 Tysons Blvd., Suite 1000, McLean, VA 22102**

Address

**240-499-6416**

Phone Number

**52-1872098**

Federal I.D. Number

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# ATTACHMENT A - DPHHS HIPAA Privacy Policy – Minimum Necessary

Montana Department of Public Health and Human Services

Health Insurance Portability and Accountability Act (HIPAA) Privacy Policy

| | | |
|---|---|---|
| Policy Title: | Minimum Necessary | |
| Policy Number: | 003 | Version 2.0 |
| Approved By: | Marie Matthews | |
| Date Approved: | September 23, 2013 | |

**Purpose:**

This policy addresses reasonable efforts to limit the amount of protected health information (PHI) requested and disclosed about a client to the minimum amount that is necessary to accomplish the purpose of the use (see HIPAA Privacy Policy 002 on Uses and Disclosures of PHI).

**Exceptions:**

The minimum necessary rule does not apply in the following circumstances:

1. Information necessary to provide treatment;
2. As requested by the client;
3. As required by law; and
4. As required for compliance with federal or state program mandates.

**Policy:**

1. DPHHS will limit its use and disclosure of PHI to the minimum that is necessary to accomplish the need. DPHHS will also limit the amount of PHI it requests to the minimum that is necessary to accomplish the need.

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a. Routine Disclosures – Each program will develop procedures to determine the minimum amount of information it can request or disclose to accomplish its defined purposes. Programs may not use, disclose or request an entire medical record unless the entire medical record is specifically justified as the amount of information needed to accomplish the purpose of the use, disclosure, or request.
b. Non-routine Disclosures – Each program must develop criteria for non-routine disclosures and requests to assure that each request is evaluated against such criteria to limit the information used, requested, or disclosed to the minimum necessary to accomplish the purpose for the information.
c. Access to Information – Supervisors must determine levels of access to PHI required by each job classification and must limit access to those staff who require the information in order to perform their job duties.

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# APPENDIX K. ANNUAL DEPARTMENT CERTIFICATION FORM

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## Appendix K - ANNUAL DEPARTMENT CERTIFICATION FORM

**ANNUAL CERTIFICATION FOR DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES OF CONTRACTOR'S COMPLIANCE WITH CERTAIN STATE AND FEDERAL REQUIREMENTS**
**(JUNE 2011)**

This annual certification form is standardized for general use by the Department Of Public Health And Human Services (Department) in contracting relationships. Not all of these assurances may be pertinent to Contractor's circumstances. Contractor in signing this form is certifying compliance only with those requirements that are legally or contractually applicable to the circumstances of the contractual relationship of Contractor with the Department.

These assurances are in addition to those stated in the federal OMB 424B (Rev. 7-97) form, known as "ASSURANCES - NON-CONSTRUCTION PROGRAMS", issued by the federal Office of Management of the Budget (OMB). Standard Form 424B is an assurances form that must be signed by Contractor if Contractor is to be in receipt of federal monies.

There may be program specific assurances, not appearing either in this form or in the OMB Standard Form 424B, for which Contractor may have to provide additional certification.

This form and OMB Standard Form 424B are to be provided with original signatures to the Department's contract liaison. The completed forms are maintained by the Department in the pertinent procurement and contract files.

Further explanation of several of the requirements certified through this form may be found in the text of related contract provisions and in the Department's policies pertaining to procurement and contractual terms. In addition, detailed explanations of federal requirements may be obtained through the Internet at sites for the federal departments and programs and for the Office for Management of the Budget (OMB) and the General Services Administration (GSA).

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## ASSURANCES

Contractor, _____, for the purpose of contracting with the Montana Department of Public Health & Human Services, by its signature on this document certifies to the Department its compliance, as may be applicable to it, with the following requirements.

Contractor assures the Department:

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## GENERAL COMPLIANCE REQUIREMENTS

A. That Contractor does not engage in conflicts of interest in violation of any state or federal legal authorities, any price fixing or any other anticompetitive activities that violate the federal antitrust Sherman Act, 15 U.S.C. §§1 – 7, Anti-Kickback Act, 41 U.S.C. §§ 51-58, and other federal legal authorities. And that Contractor does not act in violation of 18-4-141, MCA or other legal authorities by colluding with other contractors for the purpose of gaining unfair advantages for it or other contractors or for the purpose of providing the services at a noncompetitive price or otherwise in a noncompetitive manner. (reference Contract Section titled "Antitrust Violations")

B. That Contractor does not act in violation of the federal False Claims Act at31 U.S.C. §§ 3729–3733( the "Lincoln Law") or of the Montana False Claims Act, at Title 17, chapter,8, part 4, MCA. And that Contractor and its employees, agents and subcontractors act to comply with requirements of the federal False Claims Act by reporting any credible evidence that a principal, employee, agent, contractor, subgrantee, subcontractor, or other person has submitted a false claim to the federal government. (reference Contract Section titled "Reporting Of False Claims, Fraud, And Other Criminal Matters")

C. That Contractor is solely responsible for and must meet all labor, tax, and other legal authorities requirements pertaining to its employment and contracting activities, inclusive of insurance premiums, tax deductions, unemployment and other tax withholding, overtime wages and other employment obligations that may be legally required with respect to it. (reference Contract Section titled "Compliance With Business, Tax, Labor, And Other Legal authorities")

D. That Contractor maintains necessary and appropriate workers compensation insurance coverage. (reference Contract Section titled "Compliance With Business, Tax, Labor, And Other Legal authorities")

E. That Contractor is an independent contractor and possesses, unless by law not subject to or exempted from the requirement, a current independent contractor certification issued by the Montana Department Of Labor And Industry in accordance with 39-71-417 through 39-71-419, MCA. (reference Contract Section titled "Compliance With Business, Tax, Labor, And Other Legal authorities")

F. That Contractor's subcontractors and agents are in conformance with the requirements of Sections B, C, and D of this Certification.

G. That Contractor, any employee of Contractor, or any subcontractor in the performance of the duties and responsibilities of the proposed contract: 1) are not currently suspended, debarred, or otherwise prohibited in accordance with 2 CFR Part

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180, OMB Guidelines To Agencies On Governmentwide Debarment and Suspension (nonprocurement) from entering into a federally funded contract or participating in the performance of a federally funded contract; and 2) are not currently removed or suspended in accordance with 18-4-241, MCA from entering into contracts with the State Of Montana. (reference Contract Section titled "Federal Requirements")

H. That Contractor is in compliance with those provisions of the privacy, security, electronic transmission, coding and other requirements of the federal Health Insurance Portability And Accountability Act of 1996 (HIPAA) and the federal Health Information Technology For Economic And Clinical Health (HITECH), a part of the American Recovery And Reinvestment Act Of 2009, and the implementing federal regulations for both acts that are applicable to contractual performance if Contractor is either a Covered Entity or a Business Associate as defined for purposes of those acts. (reference Contract Sections titled "Confidentiality Of Personal Information And Compliance With The Federal HIPAA And HITECH Privacy And Security Requirements" and "Business Associate Obligations")

I. That, as required by legal authorities or contract, Contractor maintains smoke and tobacco free public and work sites. And if the contract performance is related to the delivery of a human service, Contractor does not perform any work involved in the production, processing, distribution, promotion, sale, or use of tobacco products or the promotion of tobacco companies; or 3) accept revenues from the tobacco industry or subsidiaries of the tobacco industry if the acceptance results in the appearance that tobacco use is desirable or acceptable or in the appearance that Contractor endorses a tobacco product or the gifting tobacco related entity. (reference Contract Section titled "Tobacco-free Workplace And Other Restrictions")

## COMPLIANCE REQUIREMENTS FOR FEDERALLY FUNDED CONTRACTS

J. That Contractor, in conformance with the Pro-Children Act of 1994 (20 U.S.C. §6081 *et seq.*), prohibits smoking at any site of federally funded activities that serve youth under the age of 18. This federal prohibition is not applicable to a site where the only federal funding for services is through Medicaid monies or the federally funded activity at the site is inpatient drug or alcohol treatment.

K. That Contractor does not expend federal monies in violation of federal legal authorities prohibiting expenditure of federal funds on lobbying the United States Congress or state legislative bodies or for any effort to persuade the public to support or oppose legislation. (reference Contract Section titled "Federal Requirements")

L. That Contractor maintains in compliance with the Drug-Free Workplace Act of 1988, 41 U.S.C. 701, et seq., drug free environments at its work sites, providing required notices, undertaking affirmative reporting, and other requirements, as required by federal legal authorities.

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M. That Contractor is not delinquent in the repayment of any debt owed to a federal entity.

N. That Contractor, if expending federal monies for research purposes, complies with federal legal authorities relating to use of human subjects, animal welfare, biosafety, misconduct in science and metric conversion.

O. That Contractor, if receiving aggregate payments of medicaid monies totaling $5,000,000 or more annually, has established in compliance with 1902(a)(68) of the Social Security Act, 42 U.S.C. 1396a(a)(68), written policies with educational information about the federal False Claims Act at 31 U.S.C. §§ 3729–3733 (the "Lincoln Law") and presents that information to all employees. (reference Contract Section titled "Reporting Of False Claims, Fraud, And Other Criminal Matters")

P. That Contractor is in compliance with the executive compensation reporting requirement of the Federal Funding Accountability And Transparency Act (FFATA or Transparency Act), P.L. 109-282, as amended by Section 6202(a), P.L. 110-252-1, either in that Contractor does not meet the criteria necessitating the submittal of a report by an entity or in that, if Contractor meets the criteria mandating reporting, Contractor produces the information in a publicly available report to the Securities And Exchange Commission (SEC) or to the Internal Revenue Service and provides the report in a timely manner to the Department or produces a separate report with the information and submits that report to the in a timely manner to the Department. (reference Contract Section titled "Federal Requirements")

Q. That Contractor, if a contractor for the delivery of medicaid funded services, is in compliance with the requirements of 42 C.F.R. §§ 455.104, 455.105, and 455.106 concerning disclosures of ownership and control, business transactions, and persons with criminal convictions. (reference Contract Section titled "Federal Requirements").

R. That Contractor, if providing federally funded health care services, is not as an entity currently federally debarred from receiving reimbursement for the provision of federally funded health care services and furthermore does not currently have any employees or agents who are federally debarred from the receiving reimbursement for the provision of federally funded health care services. (reference Contract Section titled "Federal Requirements")

## COMPLIANCE REQUIREMENTS FOR FEDERALLY FUNDED CONTRACTS INVOLVING THE PURCHASE OR DEVELOPMENT OF PROPERTY

S. That Contractor manages any real, personal, or intangible property purchased or developed with federal monies in accordance with federal legal authorities.

T. That Contractor, if expending federal monies for construction purposes or otherwise for property development, complies with federal legal authorities relating to

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flood insurance, historic properties, relocation assistance for displaced persons, elimination of architectural barriers, metric conversion and environmental impacts.

U. That Contractor, if the contract exceeds $100,000, complies with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the federal Energy Policy and Conservation Act, Pub. L. 94-163, 42 U.S.C. §6321 et. seq.

V. That Contractor, if the contract exceeds $100,000, complies with all applicable standards, orders and requirements issued under Section 306 of the Clean Air Act, 42 U.S.C. 7607, Section 508 of the Clean Water Act, 33 U.S.C. 1368, Executive Order 11738, and U.S. Environmental Protection Agency regulations, 40 C.F.R. Part15 and that if Contractor enters into a subcontract that exceeds $100,000 these requirements are in that contract.

INSERT NAME OF CONTRACTOR

Signature Of Authorized Certifying Official

By: _____ Date _____

_____ as _____
Typed/Printed Name Title

_____

_____
Address

_____
email

_____
Phone Number

_____
Federal I.D. Number

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# APPENDIX L. REPORTING FOR COMPLIANCE WITH THE FEDERAL TRANSPARENCY ACT

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DPHHS-FB-180
(New 4/13)

**STATE OF MONTANA**
**DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES**
**BUSINESS AND FINANCIAL SERVICES**

# FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT

## Addendum A: FFATA SUMMARY

## FFATA Common Data Elements Report

**Section 1: Sub-Award Information Required for Reporting**

**This section must be completed upon contract obligation of $25,000 or more**

| MT Item | MT Data Element | | Description |
|---|---|---|---|
| FFATA–1–01 | Subrecipient DUNS Number | | Provide the subrecipient organization's 9 digit Data Universal Numbering System (DUNS) number or Central Contractor Registration plus 4 extended DUNS number. |
| FFATA-1–02 | DPHHS Contract Number | | Provide the contract/grant/award number (if any) assigned to the subrecipient award by the recipient. |
| FFATA-1-02A | Grant Award Name | | Provide the grant/award name assigned by the federal government (i.e. Child Abuse; VR-Independent Living; Immunization; Primary Care; Substance Abuse, etc.) |
| FFATA–1–03 | Subrecipient Name | | Provide the legal name of subrecipient as registered in the Central Contractor Registration (www.ccr.gov). |
| FFATA–1–04-A | Address Line 1 | | Physical location as listed in the Central Contractor Registration. |
| FFATA–1–04-B | Address Line 2 | | |
| FFATA–1–04-C | City | | |
| FFATA–1–04-D | State | | |
| FFATA–1–04-E | Zip + 4 | | |
| FFATA-1-04-F | Congressional District | | AL or 01 for District if Montana |
| FFATA–1–05 | CFDA (CATALOG OF FEDERAL DOMESTIC ASSISTANCE) NUMBER | | DPHHS will complete unless you know the CFDA number. |
| FFATA-1–06 | Total Contract | | Provide the total amount obligated to the subawardee or subcontractor for the contract period indicated. |
| FFATA-1–07 | Contract Period | | Indicate the project/grant period established in the subaward document during which sponsorship begins and ends. For multi-year awards for a project/grant period (e.g., 5 years) that are funded in increments known as budget periods or funding periods, please provide the total project/grant period, not the individual budget period or funding period. |
| FFATA-1–08-A | Primary Performance City | | Provide the city of primary performance. |
| FFATA-1–08-B | Primary Performance County | | Provide the county of primary performance. |
| FFATA--1-08-C | Primary Performance State | | Provide the state of primary performance |
| FFATA-1-08-D | Primary Performance Zip + 4 | | Provide the Zip of primary performance |
| FFATA–1-08-E | Congressional District | | Provide the congressional district of primary performance |
| FFATA-1-09 | Funding Agency | | DPHHS will complete unless you know the Federal Funding Agency. |
| FFATA-1-10 | Brief Description of purpose of funding action | | |

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(New 4/13)

**STATE OF MONTANA**
**DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES**
**BUSINESS AND FINANCIAL SERVICES**

# FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT

## Addendum A: FFATA SUMMARY

## FFATA Common Data Elements Report

| **Section 1: Sub-Award Informtaion Required for Reporting** | | | |
|---|---|---|---|
| **This section must be completed upon contract obligation of $25,000 or more** | | | |
| **MT Item** | **MT Data Element** | | **Description** |
| FFATA–1–01 | Subrecipient DUNS Number | | Provide the subrecipient organization's 9 digit Data Universal Numbering System (DUNS) number or Central Contractor Registration plus 4 extended DUNS number. |
| FFATA-1–02 | DPHHS Contract Number | | Provide the contract/grant/award number (if any) assigned to the subrecipient award by the recipient. |
| FFATA-1-02A | Grant Award Name | | Provide the grant/award name assigned by the federal government (i.e. Child Abuse; VR-Independent Living; Immunization; Primary Care; Substance Abuse, etc.) |
| FFATA–1–03 | Subrecipient Name | | Provide the legal name of subrecipient as registered in the Central Contractor Registration (www.ccr.gov). |
| FFATA–1–04-A | Address Line 1 | | Physical location as listed in the Central Contractor Registration. |
| FFATA–1–04-B | Address Line 2 | | |
| FFATA–1–04-C | City | | |
| FFATA–1–04-D | State | | |
| FFATA–1–04-E | Zip + 4 | | |
| FFATA-1-04-F | Congressional District | | AL or 01 for District if Montana |
| FFATA–1–05 | CFDA (CATALOG OF FEDERAL DOMESTIC ASSISTANCE) NUMBER | | DPHHS will complete unless you know the CFDA number. |
| FFATA-1–06 | Total Contract | | Provide the total amount obligated to the subawardee or subcontractor for the contract period indicated. |
| FFATA-1–07 | Contract Period | | Indicate the project/grant period established in the subaward document during which sponsorship begins and ends. For multi-year awards for a project/grant period (e.g., 5 years) that are funded in increments known as budget periods or funding periods, please provide the total project/grant period, not the individual budget period or funding period. |
| FFATA-1–08-A | Primary Performance City | | Provide the city of primary performance. |
| FFATA-1–08-B | Primary Performance County | | Provide the county of primary performance. |
| FFATA--1-08-C | Primary Performance State | | Provide the state of primary performance |
| FFATA-1-08-D | Primary Performance Zip + 4 | | Provide the Zip of primary performance |
| FFATA–1-08-E | Congresstional District | | Provide the congressional district of primary performance |
| FFATA-1-09 | Funding Agency | | DPHHS will complete unless you know the Federal Funding Agency. |
| FFATA-1-10 | Brief Description of purpose of funding action | | |

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DPHHS-FB-181
(New 4/13)

**STATE OF MONTANA**
**DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES**
**BUSINESS AND FINANCIAL SERVICES**

# FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT
## FFATA Common Data Elements Report

### Section 2: Officers/Executive Compensation Report

**Must be completed and submitted upon obligation of $25,000 and yearly thereafter**

| | Name | Total Compensation | Title |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |

**IF SUBRECIPIENT(CONTRACTOR) IS EXEMPT PLEASE MARK AN "X" IN THE BOX, SIGN AND RETURN TO:** ☐

**DPHHS**
**Attn: BFSD-FFATA Reporting**
**PO Box 4210**
**Helena, MT 59604-4210**
**or**
**e-mail: hhsffata@mt.gov**

Contract Name: _____

Contract Number: _____

DUNS # _____

Submitted By: _____

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## APPENDIX M. NASPO VALUEPOINT COOPERATIVE PROCUREMENT PROVISIONS

A. NASPO ValuePoint™ is a cooperative purchasing program of all 50 states, the District of Columbia and the territories of the United States. It is the cooperative contracting arm of the National Association of State Procurement Officials (NASPO), a non-profit organization formed in 1947 to promote public procurement throughout the country. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states, the District of Columbia, and territories of the United States. NASPO ValuePoint is identified in the Master Agreement as the recipient of reports and the NASPO ValuePoint administrative fee; and may perform contract administration functions relating to collecting and receiving reports and fees, as well as other contract administration functions, as assigned by the Lead State.

B. In addition to the State of Montana, the Lead State conducting this solicitation, the following Participating States have requested to be named in this RFP as potential users of the resulting Master Agreement: Colorado, Connecticut, Georgia, Hawaii, Idaho, Illinois, Maryland, Missouri, New Mexico, Oregon, South Dakota, Utah, Vermont. Other entities may become Participating Entities after award of the Master Agreement. Some Participating States may have included special or unique policies, practices, or terms and conditions considered important to disclose in this RFP. Those provisions may be included in their state Participating Addendum and would be negotiated with the supplier after award of the Master Agreement. Those policies, practices, or terms and conditions will not be addressed during this solicitation; therefore, the Lead State will not address questions or concerns or negotiate other States' terms and conditions. State-specific policies, practices, and terms and conditions will be included in the state-specific Participating Addendum to this Master Agreement.

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# NASPO ValuePoint Master Agreement Terms and Conditions

**1. Master Agreement and Order of Precedence**

a. Any Order placed under this Master Agreement consists of the following documents:

(1) A Participating Entity's Participating Addendum ("PA");
(2) The State of Montana Agreement titled, "Contract between the Montana Department of Public Health and Human Services and [the Contractor]," subject to the order of precedence in subsection 24.9 of the agreement.

b. These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Appendix or Attachment.

c. Except where otherwise agreed in the Participating Addendum, the Participating Entity shall have all the rights and obligations of the "Department", "DPHHS," or "State" in Montana's Contract between the Montana Department of Public Health and Human Services and the Contractor.

References to MPATH, the Montana Program for Automating Transforming Healthcare, are relevant to performance in the State of Montana and would be replaced in a Participating Addendum to the extent needed to define requirements of the Participating Entity.

**2. Definitions**

**Contractor** means the person or entity delivering products or performing services under the terms and conditions set forth in the Master Agreement.

**Department** as used in the State of Montana Agreement refers to the Participating Entity in Participating Addenda under this Master Agreement.

**Lead State** means the State of Montana.

**Master Agreement** means the Contract (also referred to as an Agreement) executed between the State of Montana, acting by and through the Department of Public Health and Human Services, and the Contractor, as now or hereafter amended, including these Master Agreement Terms and Conditions.

**NASPO ValuePoint** is the NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, a 501(c)(3) limited liability company that is a subsidiary organization the National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint. NASPO ValuePoint facilitates administration of ValuePoint®, the NASPO cooperative contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states, the District of Columbia, and territories of the United States. NASPO ValuePoint will be the recipient of reports and may perform contract administration functions relating to collecting and receiving reports as well as other contract administration functions as assigned by the Lead State.

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**Order** means the contract or other document used by a Participating Entity to order the Deliverables or Services under the State of Montana Agreement. The Participating Addendum may serve as the contractual ordering instrument.

**Participating Addendum** means a bilateral agreement executed by a Contractor and a Participating Entity incorporating the Master Agreement and any other additional Participating Entity requirements or terms/conditions specific to the Participating Entity. If so agreed by the parties, the Participating Addendum may also serve as the Order.

**Participating Entity** means a state or other authorized public entity that has signed a Participating Addendum.

**Participating State** means a state, the District of Columbia, or one of the territories of the United States that is listed in the Request for Proposal as intending to participate. Upon execution of the Participating Addendum, a Participating State becomes a Participating Entity. A Participating State listed in the Request for Proposals is not required to participate through execution of a Participating Addendum.

**NASPO ValuePoint Program Provisions**

**3. Term of the Master Agreement**
The Term is defined in section 2 of the Master Agreement. Where the Term of Contact is referred to in any provision of the Master Agreement, it means the earlier of the expiration or termination of the Master Agreement.

**4. Participants and Scope**
a. Contractor may not deliver Deliverables or Services under this Master Agreement until a Participating Addendum acceptable to the Participating Entity and Contractor is executed. The Program Provisions of the NASPO ValuePoint Master Agreement Terms and Conditions are applicable to any Order by a Participating Entity. Statutory or constitutional requirements relating to availability of funds may require specific language in some Participating Addenda in order to comply with applicable law.

b. Obligations under this Master Agreement are limited to those Participating Entities who have signed a Participating Addendum. Entities permitted to participate may use an informal competitive process to determine which Master Agreements to participate in before execution of a Participating Addendum. Contractor shall email a fully executed PDF copy of each Participating Addendum to PA@naspovaluepoint.org to support documentation of participation and posting in appropriate data bases.

c. NASPO ValuePoint, is not a party to the Master Agreement. It is a nonprofit cooperative purchasing organization assisting states in administering the NASPO cooperative purchasing program for state government departments for all 50 states, the District of Columbia and the territories of the United States.

d. Participating Addenda shall not be construed to amend the following provisions in this Appendix M that prescribe NASPO ValuePoint Program requirements: Term of the Master Agreement; Participants and Scope; Administrative Fee; Right to Publish; NASPO ValuePoint Summary and Detailed Reports; NASPO ValuePoint Cooperative Program Marketing and Performance Review; and Individual Customers. Any such language is void and of no effect.

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**5. Administrative Fee**

The Offeror will be required to pay two separate procurement administrative fees as part of this procurement (NASPO ValuePoint Administrative Fee and Participating State Procurement Administrative Fee) for Design, Development, and Implementation (DDI) services portion of the Participating Addendum. Procurement administrative fees will not be assessed on the Operations portion of the Participating Addendum. Procurement administrative fees will not be paid by the Participating State. Therefore, the Offeror's total proposed cost must account for the Offeror's responsibility to pay these fees to the respective entity at the time their invoices are paid. These procurement administrative fees support either the administration of the ValuePoint multi-state cooperative procurement program or they support the Participating State procurement activities in support of the multi-state cooperative procurement. The details of each administrative fee are as follows:

a. NASPO ValuePoint Administrative Fee: The Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) on DDI payments received from the Participating Entity no later than sixty (60) days following the end of each calendar quarter. The NASPO ValuePoint Administrative Fee shall be submitted quarterly and is based on all sales of products and services under the Master Agreement (less any charges for taxes or shipping) performed up until the time Design, Development, and Implementation (DDI) is completed. This fee is to be included as part of the pricing submitted with any proposal to a potential Participating Entity.

b. Participating State Procurement Administrative Fee: If required by the Participating State, the Contractor shall pay to the Participating State Chief Procurement Officer, or its assignee, a Participating State Procurement Administrative Fee of no more than two and one-quarter percent (2.25% or 0.0225) on DDI payments received from the Participating Entity no later than sixty (60) days following the end of each calendar quarter (or subject to the terms of the Participating Addendum whichever is sooner). The Participating State Procurement Administrative Fee shall be submitted quarterly and is based on all sales of products and services under the Master Agreement (less any charges for taxes or shipping) performed up until the time Design, Development, and Implementation (DDI) is completed. This fee is to be included as part of the pricing submitted with any proposal to a potential Participating Entity. If a Participating State chooses to assess a procurement administrative fee in excess of two percent, the Offeror will be allowed to adjust their proposed cost for the Participating Sate to account for the difference. If the Participating State does not choose to assess a Procurement Administrative fee or if the Participating State Procurement Administrative Fee is less than 2.25%, the Contractor shall reduce their cost proportionally as part of the Participating Addendum.

**6. NASPO ValuePoint Summary and Detailed Usage Reports**

In addition to other reports that may be required by this solicitation, the Contractor shall provide the following NASPO ValuePoint reports:

a. Summary Sales Data. The Contractor shall submit quarterly reports, on payments received from the Participating Entity, directly to NASPO ValuePoint using the NASPO ValuePoint Quarterly Sales/Administrative Fee Reporting Tool found at http://www.naspo.org/WNCPO/Calculator.aspx. Any/all sales made under this Master Agreement shall be reported as cumulative totals by state. Even if Contractor experiences zero sales during a calendar quarter, a report is still required. Reports shall be due no later than thirty (30) days following the end of the calendar quarter (as specified in the reporting tool).

b. Detailed Sales Data. The Contractor and NASPO ValuePoint shall negotiate suitable detailed reporting formats to facilitate reporting of usage and administrative fees.

c. The Lead State and NASPO ValuePoint shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.

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**7. NASPO ValuePoint Cooperative Program Marketing and Performance Review**
Contractor acknowledges that the NASPO ValuePoint logos may not be used by Contractor in sales and marketing until a logo use agreement is executed with NASPO ValuePoint.

**8. Right to Publish**
Throughout the duration of this Master Agreement, Contractor must secure from the Lead State prior approval for the release of information that pertains to the potential work or activities covered by the Master Agreement. This limitation does not preclude publication about the award of the Master Agreement or marketing activities consistent with any proposed and accepted marketing plan. The Contractor shall not make any representations of NASPO ValuePoint's opinion or position as to the quality or effectiveness of the services that are the subject of this Master Agreement without prior written consent. Failure to adhere to this requirement may result in termination of the Master Agreement for cause.

**9. Individual Customers**
Each Participating Entity will be responsible for its own charges, fees, and liabilities.

**Administration of Orders**

**10. Ordering**
a. Potential Participating Entities may define project-specific requirements and informally compete the requirement among companies having a Master Agreement in order to determine whether and with whom a Participating Addendum should be executed. This procedure may also be used when requirements are aggregated or other firm commitments may be made to achieve reductions in pricing. The potential Participating Entity may in its sole discretion determine which Master Agreement Contractors should be solicited for a quote.

b. Each Participating Entity will identify and utilize its own appropriate purchasing procedure and documentation.

c. Contractor shall not begin work without a valid contract or other appropriate commitment document (the Order) under the law of the Participating Entity.

d. Orders may be placed consistent with the terms of this Master Agreement during the Term of the Master Agreement.

e. All communications concerning administration of Orders placed shall be furnished solely to the authorized purchasing agent within the Participating Entity, or to such other individual identified in writing in the Order.

f. Notwithstanding the expiration, cancellation or termination of the Master Agreement, Contractor agrees to perform in accordance with the terms of any Orders then outstanding at the time of such expiration or termination. Contractor shall not honor any Orders placed after the expiration, cancellation or termination of this Master Agreement, or otherwise inconsistent with its terms.

**11. Payment**
Payment and other financial provisions are prescribed in Section 3 of the State of Montana Agreement, except the laws of Participating Entities may require a different late-payment period or other requirements as specified in the Participating Addendum. Contractors shall confer with Participating Entities regarding the applicable taxes and documents available to establish tax exemptions.

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## General Provisions

### 12. Records Retention and Access

The rights and obligations in Subsection 4.7 of the State of Montana Agreement apply to Participating Entities also. Unless otherwise prescribed in the Participating Addendum, the state agencies granted access for any Order in a Participating Entity's state include the cognizant audit agency, and records retention and access requirements shall be consistent with applicable state statutes.

### 13. Public Information

This Master Agreement and all related documents are subject to disclosure requirements pursuant to the Participating Entity's public information laws.

### 14. Debarment

The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. This certification represents a recurring certification made at the time Participating Addendum is executed under this Master Agreement.

### 15. Governing Law and Venue

a. The construction and effect of any Participating Addendum to the Master Agreement shall be governed by and construed in accordance with the laws of the Participating Entity's state.

b. Venue for any claim, dispute, or action concerning the effect of a Participating Addendum shall be in the Participating Entity's State.

### 16. Tailored Application of State of Montana Agreement Provisions

**Preface: Wherever there is a reference to Montana law in this Master Agreement, a Participating Entity may substitute the applicable law of its state. This includes but is not limited to:**

a. Subsection 3.2, Maximum Amount and No Increases. The Maximum Amount under the Master Agreement and Appendix A shall be as specified in the Participating Addendum.

b. Subsection 3.7, Funding. Funding conditions refer to the Participating Entity's state for Orders outside the State of Montana.

c. Subsection 4.4, Participating Entity's Contract Manager and Project Manager. The Participating Entity will designate its Contract Manager and Project Manager in the Participating Addendum.

d. Subsection 4.5, Employment of State Personnel. With respect to Orders by Participating Entities outside the State of Montana, prohibitions on hiring current or past state employees shall be governed by the Participating Entity's state law.

e. Subsection 4.11, CIO Oversight. The Participating Addendum will identify the appropriate Participating Entity officer who will perform oversight activities.

f. Section 9, Ownership. Ownership by and assignment of rights to the Participating Entity shall be effective only insofar as ownership and assignment rights are not vested in the State of Montana with a right to further assign such rights (or grant adequate license rights) to the Participating Entity.

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g. Subsection 13.2.3, Violation of State or Federal Law. This provision governing prohibited noncompetitive practices refers to applicable statutes in the Participating Entity's state.

h. Section 18, Insurance. The provisions of this section apply equally to Participating Entities, with the same insurance coverage required upon execution of a Participating Addendum.

i. Section 19, Protection of Proprietary Information of the Contractor and Proprietary Information of the Participating Entity. The open records and freedom of information laws of any Participating Entity shall govern in the event of conflict with this section 19.

j. Subsection 21, Indemnification. Unless modified in a Participating Addendum, the indemnification rights and obligations in Section 21 apply equally to any Participating Entity.

k. Subsection 23.8, Termination for Non-allocation of Funds. Applicable provisions to non-appropriation or non-allocation of funds by Participating Entities other than the State of Montana will be specified in the Participating Addendum.

l. RFP Attachment G – Pricing Schedules. Schedules A (Cost Summary), B (DDI Payment Milestones), C (Cost of Operations) and D (Enhancement Pool Hours) to Attachment G of the RFP shall be as specified in the Participating Addendum.

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## APPENDIX N. Third-Party Pass Through Provisions

The information provided in this Appendix N, below, describes Third-Party Pass Through Provisions that relate to agreements entered into between Contractor and third parties. Nothing in this Appendix N shall be construed to take precedence over, or to contradict any requirement of the Contract. In the event there is any conflict between the information provided in this Appendix N and the Contract, including the RFP, the Contract shall control.

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## APPENDIX O. SOLUTION DESCRIPTIONS

The information provided in this Appendix O, below, describes in part how Contractor plans to meet the requirements of the Contract. Nothing in this Appendix O shall be construed to take precedence over, or to contradict any requirement of the Contract. In the event there is any conflict between the information provided in this Appendix O and the Contract, including the RFP, the Contract shall control.

The solution description for the Contractor's proposed solution is set forth in the Contractor's Response to the Request for Proposal, as well as in the Request for Proposal, both of which are incorporated by reference.