# Statement of Objectives (SOO) Requirements Matrix

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| 10.1 | 1 | M | …Vendor, who shall also operate the system and perform other Medicaid-related functions as the State's Fiscal Agent. | | |
| 10.1 | 2 | M | The Replacement MMIS will expand claims payment functionality to include the DPH, ORHCC, DMA, and DMH. | | |
| 10.2 | 2 | M | The State requires the implementation of a common, unified, and flexible multi-payer functionality for supporting the business requirements of the NC DHHS divisions involved in administering both Federal and State health care programs. | | |
| 10.2 | 2 | M | ...the Vendor shall provide a single Replacement MMIS solution to coordinate recipient benefit processing among DMA, DPH, DMH, and the Migrant Health Program. | | |
| 10.2 | 2 | M | ...ensure the proper assignment of the financially-responsible payer, benefit plan, and pricing methodology for each service tendered in a claim. | | |
| 10.2 | 2 | M | The identification of the financially-responsible payer, benefit program and pricing methodology for the claim service(s) shall be conducted using benefits coverage, eligibility, and pricing criteria or rules that can be configured and administered with minimal and limited programmatic changes to the claims adjudication software. | | |
| 10.2 | 2 | M | The process of identifying the financially-responsible payer shall be transparent to a provider to the greatest extent possible. For example, the provider can submit multiple services for a recipient on one (1) claim that is paid by various payers. | | |

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| 10.2 | 2 | M | Each health benefit program offered and administered by the State shall_ be realized by one or more concurrent benefit plan(s) that define the scope of benefits, eligibility criteria, and pricing methods applicable to a health benefit program. | | |
| 10.2 | 2 | M | The selected Vendor shall use a hierarchy of payment criteria to determine the correct payer when multiple payers are involved. | | |
| 10.3.1 | 3 | M | North Carolina requires a replacement solution that will support and manage the Medicaid program as well as other health coverage programs offered across NC DHHS. | | |
| 10.3.1 | 3 | M | The successful Offeror shall present a solution to support health coverage programs for DMA, DPH, DMH, and ORHCC that is flexible in technological design. | | |
| 10.3.1 | 3 | M | The solution(s) shall provide timely and accurate access to shared information while maintaining multi-payer measurements of recipient healthcare outcomes and services. | | |
| 10.3.1 | 3 | M | ...the successful Offeror shall coordinate the transition of supporting business processes from operating in silos using legacy systems and/or manual processes, to a more streamlined enterprise that leverages technological advances. | | |
| 10.3.2 | 3 | M | ...the Replacement MMIS Vendor shall be required to provide interfacing support to the data warehouse and will participate in and provide technical support and execution in the development of the R&A Interface Plan with the selected R&A vendor during the DDI and Operations Phases. This will include format definitions, content, data extraction, transmission methods and protocols, scheduling, auditing, and transformation validation. | | |
| 10.3.3 | 3 | M | ...the Replacement MMIS shall interact with DHSR processes and exchange data, beginning with early implementation services (as defined in subsection 10.6 ). | | |

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| 10.3.3 | 4 | M | ...the Replacement MMIS Vendor must collaborate with DHSR during Replacement MMIS development and operations to accommodate the integration of the two functional groups' business needs. | | |
| 10.4 | 4 | M | Offerors shall propose a pool of software modification labor for use during DDI based on their historical experience. This labor shall be used for additions and changes to the State's requirements that were not previously specified in the Contract. | | |
| 10.4 | 5 | M | Offerors shall propose appropriate implementation dates based on their specific strategies. | | |
| 10.4 | 5 | M | The Contract term for the Operations Phase of the Replacement MMIS functional group shall be for four (4) years with an additional one (1)-year option. | | |
| 10.5 | 5 | M | Offerors shall thoroughly describe their bases of estimates in conjunction with all submissions in the Cost Proposal, and the successful Offeror shall continue this practice throughout the life of the Contract. | | |
| 10.5 | 5 | M | For software development and configuration, the bases of estimates must address software sizing; amount of new, modified, reused, and deleted software; other pertinent measurements of the scope of the work (e.g., evaluations of the scope of the work itself); productivity estimates and how they drive labor estimates; labor costs; and non-labor costs. | | |
| 10.5 | 5 | M | For Operations, the bases of estimates shall include descriptions of how labor quantities and productivities were derived and how prices for material solutions were developed. | | |

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| 10.5 | 5 | M | The State requires measuring software size in terms of function points as defined by the International Function Point Users Group (IFPUG) where practical. While there may be substantial software customization and configuration efforts that are not well-represented by function points, the sizing of new, modified, and deleted code shall be measured in function points, wherever practical, for consistency. | | |
| 10.5 | 5 | M | Offerors shall define key deliverables and appropriate payments associated with those activities for DDI. | | |
| 10.5 | 8 | M | All payments shall be associated with milestones or deliverables, and their amounts shall be proportionate to the effort required to achieve those milestones and deliverables (including allocations of level-of-effort tasks, such as project management and systems engineering) | | |
| 10.5 | 5 | M | Payments shall be scheduled no more frequently than once per month. If multiple milestones or deliverables are scheduled or actually occur more than once a month, they shall be grouped into a single payment. | | |
| 10.5 | 5 | M | Milestone or delivery approval dates shall reflect a reasonable duration for the State to review and approve any necessary items required for payment. | | |
| 10.5 | 6 | M | Offerors shall not include the licensing, maintenance, or support costs of such software products [that the State intends to acquire through Enterprise License Agreements] in its Cost Proposal. | | |
| 10.7 | 6 | M | The Replacement MMIS requires additional services and technological enhancements that are not currently offered by the Legacy MMIS+ and/or legacy processes. | | |
| 10.7 | 6 | M | Offerors considering early implementation shall detail the options, benefits, costs, risks and impact on the Replacement MMIS. | | |

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| 10.7 | 7 | M | The Vendor shall take over responsibility for performing provider enrollment, credentialing, and verification as soon as practical after Contract Award and continue throughout the life of the Contract. | | |
| 10.7 | 7 | M | While the State prefers that the Vendor use its provider IT solution immediately, if that system will not be available for an extended period after Contract Award, the Vendor shall initiate the enrollment, credentialing, and verification services manually and migrate the data to the provider system when it is ready for implementation. | | |
| 10.7 | 7 | M | The Vendor shall also validate existing provider information with the providers, complete the update of this information, and make this and all new provider information available to the legacy Fiscal Agent. | | |
| 10.8 | 7 | M | Offerors shall describe how they perform planning and how they control execution via the use of cost, schedule, performance (scope and quality), staffing, risk, and issue metrics and reporting, as well as methods they use to ensure the quality of these data. | | |
| 10.8 | 7 | M | The Vendor shall provide the State on-line access to current versions of all of this information. [as listed in the row directly above] | | |
| 10.8 | 7 | M | The Offerors shall create and maintain an Integrated Master Plan (IMP) that describes events and accomplishments, along with their success criteria and their relationships to other items in the plan. | | |
| 10.8 | 7 | M | The Offerors shall create and maintain an Integrated Master Schedule (IMS) that time phases the IMP elements and identifies dependencies. Dates associated with events and activities resulting in payments shall be contractually binding. | | |
| 10.8 | 7 | M | The Offerors shall create and maintain financial reporting via an Earned Value Management System (EVMS). | | |

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| 10.8 | 8 | M | Perfect compliance with ANSI/EIA-748A is not required, but Offerors shall identify any elements of that standard they do not meet or do not intend to meet and explain why. | | |
| 10.8 | 8 | M | The Offerors shall create and maintain a risk and issue management system in which the State is integrated as a partner. | | |
| 10.8 | 8 | M | This process [risk and issue management system] shall include elements of risk and issue identification, evaluation, mitigation, and reporting, and shall be responsive across the spectrum of risks and issues. | | |
| 10.8 | 8 | M | The formats of documents created during DDI are at the discretion of the Vendors; samples shall be provided as part of the Technical Proposals. | | |
| 10.8 | 8 | M | Per North Carolina statute, the Office of Medicaid Management Information System Services (OMMISS) must report cost, schedule, performance, risk, and issue status monthly. Therefore, at a minimum, these elements must be conveyed no less frequently. | | |
| 10.8 | 8 | M | Vendors may use additional tools and processes to manage the project, and all results and reports from those tools and processes shall be made available to the State. | | |
| 10.8 | 8 | M | Vendors shall maintain a collaborative online tool to facilitate information sharing. | | |
| 10.8 | 8 | M | The formats of posted data shall be coordinated with and approved by the State to ensure compatibility with applications used by the State. | | |
| 10.8 | 8 | M | The Offerors shall propose a plan for Program Management Reviews to include their planned content and frequency. | | |
| 10.8 | 8 | M | ...during execution the Vendor shall report all changes to milestones and deliverables for State concurrence sufficiently in advance to allow the State to assess the changes. | | |

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| 10.8 | 8 | M | The Vendor shall support the State in providing other reasonable data needed for budgeting and reporting. | | |
| 10.8 | 8 | M | The State requires the successful Offeror to ensure timely and appropriate communications among all stakeholders during DDI, including the provider community. | | |
| 10.8 | 8 | M | ...each Offeror shall propose an overall DDI Communications Approach. After Contract Award, the Vendor and the State shall develop a mutually acceptable Joint Communications Plan. | | |
| 10.8 | 8 | M | ...the MMIS Replacement Vendor shall serve as the the System Integrator. | | |
| 10.8 | 8 | M | ...the Vendor shall support future solicitations for the R&A and DHSR projects by presenting requirements and design information (e.g., database schema, application programming interfaces, etc.) in a timely fashion to allow other vendors, under a non-disclosure agreement, sufficient information in order to bid. The Vendor shall provide reasonable support to other potential bidders to understand the nature and contents of this information. | | |
| 10.8 | 9 | M | The Vendor shall manage the Change Control Board process. | | |
| 10.8 | 9 | M | Offerors shall propose a process that efficiently and effectively manages technical, programmatic, and operational changes within the overall program. | | |
| 10.9 | 9 | M | The Vendor shall maintain engineering processes that support requirements analysis, design, construction, testing, data conversion and data migration, and implementation of the system. | | |
| 10.9 | 9 | M | The Vendor shall also establish practices suitable for life-cycle support of the system including change management. | | |
| 10.9 | 9 | NM | The Vendor's systems engineering processes should include active management of those technical elements influencing Total Cost of Ownership (TCO), and seek to minimize them while still meeting the State's requirements. | | |

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| 10.9 | 9 | M | Offerors shall describe the State's role in their systems engineering processes. | | |
| 10.9 | 9 | M | To reduce risk on the project, the State requires a staged-delivery process. | | |
| 10.9 | 9 | M | Offerors shall describe their strategies for this [Staged-Delivery] process to include the number of stages and their contents as well as the key risks to be mitigated. | | |
| 10.9 | 9 | M | ...the Vendor shall provide remote access to the software from the latest completed stage to the State. | | |
| 10.9 | 9 | M | During requirements analysis, the Vendor shall provide remote access to the baseline system to facilitate the users' understanding of it. | | |
| 10.9 | 9 | M | Offerors shall propose systems that align with [the principles and practices of the State Technical Architecture (STA ) as much as is technically and fiscally reasonable. | | |
| 10.9 | 9 | M | The State encourages Web-based solutions that are designed using either a 3/N-tier or Service- Oriented Architecture (SOA) approach. Offerors shall identify any elements of their designs that appropriately would not meet these constraints and explain why this is so. | | |
| 10.9 | 10 | NM | Offerors are encouraged to consider MITA principles, standards, and architecture configuration in their technical approach to the North Carolina Replacement MMIS. | | |
| 10.9 | 10 | M | Offerors shall propose solutions that externalize the management of these [business] rules as much as practical, such as using a business rules engine. | | |
| 10.9 | 10 | M | Offerors shall propose methods to allow the analysis of changes to these [business] rules without changing the production system, and shall describe how changes will be tested thoroughly prior to their implementation in the production system. | | |

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| 10.9 | 10 | NM | Offerors should propose systems and operations that are as compliant with the Statewide Information Technology Security Manual and Federal requirements as is practical. | | |
| 10.9 | 10 | M | …to the greatest extent practical, the proposed systems shall use a single sign-on for users, particularly those users who are not State employees (e.g., providers, recipients, etc.). | | |
| 10.9 | 10 | M | Offerors shall describe their strategies for successfully completing data conversion and data migration to support development, testing, certification, and long-term operations. | | |
| 10.9 | 10 | M | The Vendor shall plan and execute complete and coherent testing and quality assurance programs. These efforts shall include process controls, defect removal, and a full-range of testing activities from unit testing through system and parallel testing. | | |
| 10.9 | 10 | M | ...testing within a realistic operating environment-to include load testing and security testing-is required | | |
| 10.9 | 10 | NM | The testing and quality assurance programs should emphasize the removal of defects at the earliest practical stage as well as continual improvement. | | |
| 10.9 | 11 | M | Offerors should assume that this [User Acceptance Testing (UAT)] testing will take approximately ninety (90) business days, during which the Vendor shall participate by performing the duties of the Fiscal Agent in as realistic fashion as is practical (limited in scope to the testing activities). | | |
| 10.9 | 11 | M | ...the Vendor shall be required to perform planning and evaluation on detailed activities normally performed by the Fiscal Agent. | | |
| 10.9 | 11 | M | The Vendor will be asked to make at least one change to the system during this test to evaluate the change management process and its impact on operations | | |

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| 10.9 | 11 | M | To support early testing on the system (not associated with acceptance testing) as well as UAT, the Vendor shall provide facilities, equipment, and support personnel in the Raleigh, NC, area at appropriate times. | | |
| 10.9 | 11 | M | The Vendor shall support this [early] testing with equipment, data, facilities, and streamlined training during early development as well as the Operations Phase. | | |
| 10.9 | 11 | M | The Vendor shall provide Internet access at the Vendor's facility for use by State personnel. | | |
| 10.10 | 11 | M | The Vendor shall provide a warranty after final delivery of the system. The scope and duration of this warranty shall be identified in the Offeror's Technical Proposal. | | |
| 10.10 | 11 | M | …[this warranty] shall include at minimum the provisions set forth in Section 30.21(b) and 30.21(g) of this RFP. | | |
| 10.10 | 11 | M | The Vendor shall retain an organizational structure capable of maintaining and updating the system software during the Operations Phase. | | |
| 10.10 | 11 | M | Offerors shall plan for 100,080 hours per year for software CSRs and indicate the cost of those hours in their Cost Proposals. | | |
| 10.10 | 11 | M | The State requires a cohesive and responsive training program to ensure that users can be efficient and effective while using the system as well as understand the State-specific policies for claims payment. | | |
| 10.10 | 11 | M | The Vendor shall develop training materials and conduct training classes for all types of users to include State employees and contractors as well as external users, such as providers. | | |
| 10.10 | 11 | M | This training capability must be available in time to support testing and remain current and available throughout the Operations Phase. | | |

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| 10.10 | 12 | NM | The State is looking for innovative, yet proven methods of training that will encourage on-demand self-training where practical, backed up with face-to-face training for topics and/or trainees that need this level of contact. | | |
| 10.10 | 12 | M | This [training] solution shall include online access to materials and training news. | | |
| 10.10 | 12 | M | ...the Vendor must manage the training program to include identifying and tracking needs and training access for the target audience and evaluating trainee feedback to improve the course materials and methods. | | |
| 10.10 | 12 | M | The Vendor shall establish a local facility for its staff to be used during DDI and Operations within (15) miles of the NC DHHS headquarters. | | |
| 10.10 | 12 | M | This [local] facility shall house the Vendor's key personnel and requirements analysis staff. | | |
| 10.10 | 12 | M | The Vendor shall provide [the space for hosting of large meetings]. | | |
| 10.10 | 12 | M | The vendor shall hire sufficient numbers of qualified personnel to support the Operations Phase. | | |
| 10.10 | 12 | M | The Vendor shall be responsible for all costs associated with operating and maintaining its Fiscal Agent operations. | | |
| 10.10 | 12 | M | Offerors shall identify Contract deliverables as required by the RFP or any other data and documents that the Offeror proposes to deliver and deems necessary to perform the services effectively. | | |
| 10.10 | 12 | M | These [Contract] deliverables shall be included in a Contract Data Requirements List (CDRL). | | |
| 10.10 | 12 | M | All data and documents required for the proper operation and maintenance of the system and proper conduct of the Fiscal Agent operations shall be included in the CDRL. | | |

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| 10.10 | 12 | M | ...the vendor shall maintain a Data Accession List (DAL). This list shall include all data and documents (to include software), that have been created under this Contract that are not part of the CDRL. | | |
| 10.11 | 12 | M | ...the State must secure sufficient rights to all custom and customized software to allow it to support the system internally or via another vendor. | | |
| 10.11 | 12 | M | Offerors must provide rights sufficient for the State to perform these activities, and shall identify all intellectual property for which the State will have less than these rights. | | |
| 10.11 | 12 | M | Commercial licenses shall be provided for products and services for which the Vendor does not have greater rights. | | |
| 10.12.1 | 12 | M | The Vendor shall be responsible for the Fiscal Agent delivery and support of all operational services in the most efficient and effective manner. | | |
| 10.12.1 | 13 | M | Offerors shall describe their approach to operations management and how it will succeed. | | |
| 10.12.1 | 13 | M | The Vendor shall acquire and maintain the required staff needed to perform Fiscal Agent duties. | | |
| 10.12.1 | 13 | M | ...the Vendor shall be responsible for all training and education required to ensure qualified and competent staff. This includes any continuing education and training requirements needed to address future changes. | | |
| 10.12.1 | 13 | M | Offerors shall describe their planned organization, along with the key roles and responsibilities. | | |
| 10.12.1 | 13 | M | Offerors shall propose a plan for operations management reviews, including their frequency and general content. | | |
| 10.12.1 | 13 | M | Offerors shall develop metrics to these performance standards speicified by the State or accepted by the State from the Offeror's Proposal]. | | |

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| 10.12.1 | 13 | M | The Offerors shall describe the methods and metrics to be used for evaluating performance as well as the method for communicating this information to the State. | | |
| 10.12.1 | 13 | M | The Vendor shall give the State on-line access to current versions of these performance metrics and the metrics developed by the Vendor as well as its internal performance measurements. | | |
| 10.12.1 | 13 | M | The Vendor shall also provide the State with significant visibility into ongoing operations. | | |
| 10.12.1 | 13 | M | The risk and issue management process used during DDI shall continue into Fiscal Agent operations. This process must continue to address those items associated with new software development and modification as well as operational risk and issue management. | | |
| 10.12.1 | 13 | M | Operations-unique concerns—such as continuity of operations, disaster recovery, operations security (e.g., data, facilities) and risks to ongoing business operations—must be addressed. | | |
| 10.12.1 | 13 | M | Issue management during the Operations Phase must be refined to deal with short notice and rapidly changing issues. Mitigation plans of action must be created quickly and effectively and communicated to the State in a timely manner. | | |
| 10.12.1 | 13 | M | The Vendor shall continue the change management process initiated during DDI into Fiscal Agent operations. | | |
| 10.12.1 | 13 | M | The Vendor shall ensure that all artifacts required to maintain the systems and properly perform operations and training are updated as part of the change management process. | | |
| 10.12.1 | 14 | M | The Vendor shall continue to manage the Change Control Board [during operations] with the State retaining the position of chairperson. | | |
| 10.12.1 | 14 | M | The Vendor shall serve in the role of system integrator during Fiscal Agent operations. | | |

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| 10.12.1 | 14 | M | The Vendor shall also continue to support coordination efforts of organizations and business processes [during operations]. | | |
| 10.12.1 | 14 | M | The Vendor shall be responsible for initiating and coordinating all workflow processes, including those having responsibilities assigned to the State and external organizations | | |
| 10.12.1 | 14 | M | Consistent with the technical requirements, the State requires automated online management and reporting of those workflows [as stated in the line directly above] where practical and appropriate. | | |
| 10.12.1 | 14 | M | The Vendor shall be responsible for the scheduling and monitoring of system-related and business-related activities needed to support Fiscal Agent and State operational requirements | | |
| 10.12.1 | 14 | M | Scheduling shall include system job flow activities, distribution activities, and other periodic activities such as training and audits. | | |
| 10.12.1 | 14 | M | The Vendor shall ensure that product inventories and State-specific forms inventories needed to perform Fiscal Agent operational requirements are maintained at consistent levels. | | |
| 10.12.1 | 14 | M | The Vendor shall staff, operate, and monitor mail room activity at the Fiscal Agent operational site. | | |
| 10.12.1 | 14 | M | The Vendor shall be accountable for all incoming and outgoing mail and shall ensure appropriate workflows are established for the correct distribution of incoming and outgoing material. | | |
| 10.12.1 | 14 | M | The Vendor shall provide and maintain a secure operations environment as defined by the DHHS Security Policies and Standards. Vendor operations and systems shall be subject to an internal audit any time deemed necessary by the State. | | |

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| 10.12.1 | 14 | M | The Vendor shall be responsible for providing accurate monthly invoices to the State for reimbursement of services performed. Invoices shall represent individual cost by NC DHHS multi-payer entity, program, and budget codes and reflect any appropriate Federal Funding Participation (FFP) splits. | | |
| 10.12.1 | 14 | M | The selected Offeror will contract annually with an independent qualified audit firm to perform a Statement on Auditing Standards (SAS) 70 audit of the Replacement MMIS and will accommodate and provide information and facilities necessary for the external auditor to complete the audit and produce a SAS 70 Type 2 report. | | |
| 10.12.1 | 14 | M | The [SAS 70] audit and report shall include the operations of the Fiscal Agent's local site as well as any other sites used by the Fiscal Agent for Replacement MMIS processing or related activities. | | |
| 10.12.2 | 15 | M | ...the new and legacy operating entities must work jointly to ensure that these [turnover and implementation] activities are as transparent to users as feasible. | | |
| 10.12.2 | 15 | M | ...it [the MMIS system] shall have no down time that affects the users' ability to conduct their day-to-day business during [deployment/rollout and turnover]... | | |
| 10.12.2 | 15 | M | Both deployment/rollout and turnover approaches shall be part of the proposals submitted by each Offeror followed by completed plans during the DDI Phase. | | |
| 10.12.2 | 15 | M | Offerors shall describe the activities that will be performed [during deployment/rollout and turnover] to ensure that required system and operational documentation will be created, maintained, and available to support a knowledge transfer of the information. | | |

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| 10.12.2 | 15 | M | Offerors shall propose a high-level timeline that provides for a responsible and successful turnover and/or deployment rollout with contingency planning. This shall include conversion and migration of all pertinent information—online, paper, in-place work agreements, leases, etc. | | |
| 10.12.2 | 15 | M | Offerors shall define their turnover duties, the structure of the turnover support organization, the roles of the team in this organization, and the workflow between the incoming and outgoing teams to enable the incoming entity to staff and organize at appropriate levels. | | |
| 10.12.2 | 15 | M | Offerors shall develop and maintain a separate IMP and IMS for the Turnover Phase and may reuse existing plans as necessary to avoid duplication with the IMP and the IMS for the DDI effort. | | |
| 10.12.2 | 15 | M | Offerors shall provide a warranty under which they will provide continuing system operational support to the incoming entity after expiration or termination of the Contract. Offerors shall propose the duration of this warranty, as well as terms that ensure that its expert staff will be on call for a sufficient amount of time to respond to questions or address any issues that arise during the warranty period. | | |
| 10.12.2 | 15 | M | The successful Offeror will be responsible for communications to all stakeholders, interface agents, and the user community to present its plans to ensure the continuity of services. | | |
| 10.12.3 | 15 | M | the Vendor shall perform managed care and other benefit plan enrollment processing and consolidate the data into a common recipient database. | | |
| 10.12.3 | 15 | M | For DPH recipients, the Vendor shall electronically store images of the submitted financial application and accompanying documentation to support online financial eligibility determination, workflow processing, and division updates to recipient records. | | |

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| 10.12.3 | 15 | M | The Vendor shall manage processes and activities related to the MMA, SCHIP, and EPSDT Program. | | |
| 10.12.3 | 15 | M | the Vendor shall manage the determination billing and collection of premium payments and cost-sharing amounts. | | |
| 10.12.3 | 15 | M | ...the system must capture the FFP [Federal Financial Participation] rate for each recipient based on program eligibility and category of service. | | |
| 10.12.3 | 16 | M | The Recipient business area must include the availability of an Eligibility Verification System (EVS) for use by providers and Value Added Networks (VANs) to verify recipient eligibility and enrollment information. | | |
| 10.12.3 | 16 | M | It [Recipient business area] must also include an Automated Voice Response System (AVRS) for use by providers and recipients to verify recipient eligibility and enrollment information. | | |
| 10.12.3 | 16 | M | ...the AVRS must support inquiry by providers for information on claim status, provider checkwrite, drug coverage, prior approval submissions, pricing, and managed care overrides and referrals. This capability must also include the ability to receive and adjudicate prior approval requests. | | |
| 10.12.4 | 16 | M | The Vendor shall provide an enrollment process that is streamlined and easy to understand and complete | | |
| 10.12.4 | 16 | M | The Vendor shall conduct provider enrollment and maintenance activities for NC DHHS health care and atypical providers. | | |
| 10.12.4 | 16 | M | Operational activities must include enrollment, disenrollment, sanction updates and related suspend flags, credentialing, verification, and certification for all provider types through the use of online and manual processes. | | |
| 10.12.4 | 16 | M | Enrollment processes must employ a consolidated provider agreement that is flexible and scalable enough for use by all provider types including atypical providers. | | |

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| 10.12.4 | 16 | M | Providers must be able to enroll in NC DHHS programs and participate in the management of their provider data through the use of a consistent, user-friendly, Web-accessible interface; however, paper enrollment forms shall also be accepted and processed by the Vendor. | | |
| 10.12.4 | 16 | M | The Vendor shall perform activities that include credentialing and source verification from appropriate licensure, certification or other authorities to support NC DHHS participation criteria and requirements. | | |
| 10.12.4 | 16 | M | Many data elements required to support credentialing processes are not present in the legacy Provider File and must be solicited from the provider. These data must be collected and entered into a database prior to start up of the new solution. | | |
| 10.12.4 | 16 | M | Provider maintenance processes must include validation that health care providers continue to meet and maintain NC DHHS participation standards. | | |
| 10.12.4 | 16 | M | The Vendor shall conduct ongoing recertification of licensing status as provider credentials expire and at regular intervals to assure that credentials are free of adverse actions. | | |
| 10.12.4 | 16 | NM | Enrollment and maintenance processes conducted by the Fiscal Agent staff should be enhanced and expedited by automated work queue functionality featuring first-in/first out processing and correspondence imaging and tracking. | | |
| 10.12.4 | 16 | M | The Vendor shall support continuing provider communication, outreach, and training activities to ensure providers have access to the most current Replacement MMIS information and associated business policies for prior approval and submissions. | | |

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| 10.12.4 | 16 | M | Vendor representatives shall conduct multiple training workshops; participate in an annual Medicaid Fair; participate in the semi-annual DMH LME FARO meetings; and initiate and conduct individual on-site provider training as appropriate and/or requested by the provider or the State. | | |
| 10.12.4 | 17 | M | The system must support the establishment of provider affiliations within and across lines of business, associating individual providers with provider groups, billing agents, managed care administrative entities, and Mental Health LMEs. | | |
| 10.12.4 | 17 | M | The system must also support the ability to accept provider enrollment records for attending providers from LMEs for participation within the DMH program. | | |
| 10.12.4 | 17 | M | ...the system must include conversion of the intelligence embedded in the legacy provider identification numbers and in provider type and specialty categories. | | |
| 10.12.5 | 17 | M | The Vendor shall implement claims processing procedures that facilitate processing efficiencies through claims control, data verification, and flexible, business rules management. | | |
| 10.12.5 | 17 | M | The Vendor shall receive and process all claims and encounters in a variety of media including paper, electronic, Web Portal, and point-of-sale. The vendor's solution shall support online real-time adjudication and inquiry of claims. | | |
| 10.12.5 | 17 | M | The system shall ensure the tracking and timely processing of claims (including crossover and secondary adjustment claims) and encounters while supporting the maintenance of a comprehensive audit history. | | |
| 10.12.5 | 17 | M | The system shall adjudicate claims by determining service line item benefit plan eligibility, service rules, and limitations. | | |
| 10.12.5 | 17 | M | The system shall edit claims using the enrolled provider, benefit plan, recipient history, and correct coding rules. | | |

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| 10.12.5 | 17 | M | The system shall determine claims pricing, funding source, financial encumbrance, and reporting. | | |
| 10.12.5 | 17 | M | The system shall process and differentiate the non-claim related transactions that are system generated to capture management fees associated with various types of services. | | |
| 10.12.5 | 17 | M | All claims, including point-of-sale claims shall be processed in concert with MMIS claims to avoid duplicate payments for the same services. | | |
| 10.12.5 | 17 | M | The Vendor shall support utilization management functions by ensuring that NC DHHS clinical and practitioner coverage policies are applied correctly during the prior approval adjudication process. | | |
| 10.12.5 | 17 | M | The Vendor shall provide processing efficiency through the use of online, real-time Web entry and adjudication of prior approval requests in addition to requests received via paper and telephone. | | |
| 10.12.5 | 18 | M | The Vendor shall also receive and process managed care referrals, override requests, and crossover claims. | | |
| 10.12.5 | 18 | M | For non-Fiscal Agent directed prior approval requests, the Vendor shall receive and manage adjudicated prior approval information from external interfaces. | | |
| 10.12.5 | 18 | M | The solutions must accommodate the ability to accept, review, and adjudicate claims for non-covered services and services for children covered under the EPSDT requirement. | | |
| 10.12.5 | 18 | M | The Vendor shall ensure that the DHHS programs are the payers of last resort, and that real-time information is maintained on third party carriers, facilities, and recipient resources and used in claims processing to cost avoid and to flag for later recovery activities. | | |
| 10.12.5 | 18 | M | The Vendor shall support these [EPSDT] requirements in the system as well as in Fiscal Agent operations. | | |

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| 10.12.6 | 18 | M | The Vendor shall provide an enterprise-wide financial management and accounting solution that will allocate all financial transactions by Federal, State, and county shares. | | |
| 10.12.6 | 18 | M | The Vendor shall maintain accurate control of payments, reconcile bank accounts, perform internal audits, and process provider payments, refund checks, adjustments, and recoupments across NC DHHS programs. | | |
| 10.12.6 | 18 | M | The system must provide for the integration of current legacy Medicaid Accounting System (MAS) functions and processes in a manner that makes data available system-wide in an online, real-time environment, minimizing duplication of program data and interfaces. | | |
| 10.12.6 | 18 | M | [The system] must allow authorized users to maintain, track, and recover account receivable balances from providers and provide for the creation and maintenance of NC DHHS-authorized payouts to providers for non-claim-related activity. | | |
| 10.12.6 | 18 | M | The system shall interface with the North Carolina Accounting System (NCAS) to update financial transactions and determine fund balances. | | |
| 10.12.6 | 18 | M | The Vendor shall perform and manage all processes necessary to produce and submit Drug Rebate invoices and adjustments to drug manufacturers, receive and record payments, and represent the State in disputes related to the invoices. | | |
| 10.12.6 | 18 | M | If a manufacturer invoice requires adjustment, the system must ensure that the appropriate claim adjustments are also made. | | |
| 10.12.6 | 18 | M | Regardless of the source, Replacement MMIS shall be the repository for all Medicaid-related financial transactions (including system-generated management fees) so that all CMS and management reports may be produced with data residing in the Replacement MMIS. | | |

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| 10.12.7 | 19 | M | The Vendor shall maintain the Replacement MMIS Reference File, respond to file maintenance requests from NC DHHS, and perform quality control reviews. | | |
| 10.12.7 | 19 | M | The system should be configurable to adapt to changes in NC DHHS policies and services and must allow for centralized control over data modifications. | | |
| 10.12.8 | 19 | M | ...the Vendor shall support Medicaid Eligibility Quality Control (MEQC) requirements. | | |
| 10.12.8 | 19 | M | The MEQC activity is based on random-sampling techniques. The Vendor's solution shall support the processing required to accumulate, select, and report the data in the sample. | | |
| 10.12.9 | 19 | M | The Vendor shall produce all Medicaid Management and Administrative Reports required for CMS certification and, quarterly produce the Federal Medicaid Statistical Information System (MSIS) extract files, as required by CMS, using only Medicaid data. | | |
| 10.12.9 | 19 | M | ...both the State and the counties participate in the Medicaid cost; therefore, the State seeks a solution that incorporates this breakdown in MARS reporting. | | |

## SOO Requirements Matrix

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