Member Eligibility

Req #	Category	Description	Type	Contract Penalty Indicator	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
ME-0001	Audit Reporting	The Contractor shall provide a solution that provide an audit trail of member H2O eligibility maintenance and discrepancy activities and processing in agreement with AHCCCS.	Functional		Meets Requirement	Contractor's records systems have audit logging functionality enabled. Auditing includes seeing which field was changed, at what time, and by whom.	2	
ME-0002	Eligibility and Enrollment	The Contractor shall provide a solution that will retrieve and process a potential H2O member eligibility file from AHCCCS on a weekly basis.	Functional		Meets Requirement	Contractor has the capability to retrieve and process this file in a variety of formats and will discuss methodology upon award.	2	
ME-0003	Eligibility and Enrollment	The Contractor shall provide a solution that maintains a current list of AHCCCS Complete Care Regional Behavioral Health Authority (ACC-RBHA) contacts, Arizona Long Term Care System (ALTCS) and Tribal ALTCS contacts, Behavioral Health Home (BHH) contacts, Tribal Regional Behavioral Health Authority (TRBHA) contacts & American Indian Medical Home (AIMH) contacts to integrate with the potential member list for outreach and enrollment.	Functional		Meets Requirement	Contractor currently has a solution in place to track and manage contacts. This solution will discuss methodology upon award.	2	
ME-0004	Eligibility and Enrollment	The Contractor shall provide a solution that will create a H2O master member record and track all activities and communications with potential H2O members identified on the weekly eligibility file sent to the Contractor from AHCCCS.	Functional		Meets Requirement	Contractor understands this requirement and will design the database architecture with this in mind. Contractor currently has a weekly eligibility file solution with a third-party vendor following this methodology.	2	
ME-0005	Eligibility and Enrollment	The Contractor shall provide a solution that will provide the following according to AHCCCS and H2O Program policy and procedure: a. Verify accuracy and completeness of the HVL b. Verify required documentation is submitted with the HVL c. Confirm member's Medicaid & SMI enrollment *Reference RFP Section7 "Relevant Contract and Program Policies" H2O Implementation Plan - Table 1: Eligibility Criteria	Functional		Meets Requirement	Contractor has reviewed these requirements and will design policies and procedures that meet these items.	2	
ME-0006	Eligibility and Enrollment	The Contractor shall provide a solution in which the Contractor will act as the single statewide entity responsible for evaluation and determination of member eligibility for H2O services using AHCCCS parameters and data.	Functional		Meets Requirement	Contractor is prepared to provide this solution. Contractor has experience building a program very similar to this in the SMI/SED eligibility determination program. This includes the systems to receive applications for eligibility determination, electronic data records tracking documentation and decisions, staffing to execute determinations, and the reporting to support and analyze data.	2	
ME-0007	Eligibility and Enrollment	The Contractor shall provide a solution having organizational, management, staffing and administrative systems capable of meeting all Contract requirements with clearly defined lines of responsibility, authority, communication, and coordination within, between and among Contractor's departments, units, or functional areas of operation. *Reference RFP Section 7 "Relevant Contract and Program Policies" ACOM Policy 438 - Subcontractor requirements	Functional		Meets Requirement	Contractor meets all requirements. Contractor has the teams and systems to implement and support all areas of function for member eligibility and enrollment. These functions are in line with another program that Contractor was able to successfully design, develop, implement and maintain: the statewide Serious Mental Illness (SMI) and Serious Emotional Disturbance (SED) eligibility determination program.	2	
ME-0008	Eligibility and Enrollment	The Contractor shall provide a solution that ensures its member communications comply with Title VI of the Civil Rights Act of 1964, Section 1557 of the ACA, 45 CFR Part 92, 42 CFR Part 457, 42 CFR Part 438 and related State requirements including ACOM Policy 404 and ACOM Policy 406. *Reference RFP Section 7 "Relevant Contract and Program Policies" ACOM Policy 404; Policy 406	Functional		Meets Requirement	Contractor has a policy in place to make every effort to uphold communication standards which provide consistency and availability in all internal and external communications. All of Contractor's materials are required to be vetted through the Communications and Marketing department to verify the materials meet plain language, branding, and reading level requirements.	2	
ME-0009	Eligibility and Enrollment	The Contractor shall provide a solution that will approve the member enrollment and an initial assignment to an H2O Service Provider should the member not select from the H2O Service Provider list. Members who do not exercise their right to choose are assigned to a H2O Service Provider through an intial auto assignment method. The method is based upon equitable and consistent assignment methods to distribute members to the various H2O Service Providers in a manner that is in alignment with AHCCCS goals. This includes identifying a H2O Service Provider with capacity within the Member's GSA.	Functional		Meets with Enhancements	Contractor will implement member assignment using this described protocol in a new module of the UniteUs tool that will be configured to complete this requirement post award.	1	
ME-0010	Eligibility and Enrollment	The Contractor shall provide a solution that will determine and document the Member enrollment start date for H2O services based on the eligibility approval date and H2O Service Provider assignment. The solution will allow for a start date to be any date within a month (rather than the first date of the month only), according to AHCCCS policy and procedure. *Reference RFP Section 7 "Relevant Contract and Program Policies" FFS Manual Ch. 2 Eligibility, and Medical Assistance Policy Manual Chapter 100	Functional		Meets Requirement	Contractor will implement tracking of H2O eligibility data in an internal EHR system. These will be separate fields that will be configured to complete this requirement post award.	2	
ME-0011	Eligibility and Enrollment	The Contractor shall provide a solution that will capture within the Member's H2O master member record, the authorized representative name, contact information, and contact type for the member's health plan and care coordination team as well as the H2O Service Provider to ensure consistent communication for each member's H2O care plan.	Functional		Meets with Enhancements	Contractor plans to implement these fields in the UniteUs tool making these fields visible to all parties working with the client. Contractor is also prepared to make these fields available via flat file if that is the preference of a party. This solution will be designed and configured to complete this requirement post award.	1	
ME-0012	Eligibility and Enrollment	The Contractor shall provide a solution that exchanges data with AHCCCS relating to the information requirements of the H2O Program and as required to support the data elements to be provided to AHCCCS. All data exchanged shall be in the formats prescribed by AHCCCS, which include those required/covered by HIPAA. Details for the formats may be found in the AHCCCS TIG and EDI guidelines available on the AHCCCS website. *Reference RFP Section 7 "Relevant Contract and Program Policies" AHCCCS Technical Interface Guidelines (TIG) and AHCCCS Electronic Data Interchange Guidelines (EDI)	Functional		Meets Requirement	Contractor is prepared to provide this solution. Contractor's IT and BI teams have experience building applications that can exchange data in the prescribed formats.	2	
ME-0013	Eligibility and Enrollment	The Contractor shall provide a solution that will support address verification and validation in accordance with USPS standards.	Functional		Meets Requirement	Contractor has implemented all of these tools in previous projects. Contractor's electronic record system utilizes a zip code lookup API solution that queries a national database to ensure that zip code, city, state, and county are accurate and compatible with USPS standards. When this API is not usable or the client does not have a valid address, contractor will implement procedures to manually address and review the address.	2	
ME-0014	Eligibility and Enrollment	The Contractor shall provide a solution that will utilize the member AHCCCS ID to standardize member identification across programs and systems.	Functional		Meets Requirement	Contractor is prepared to provide this solution. Contractor has experience with utilizing the AHCCCS ID standard member identification in our current data warehouse solution for HMIS related verification activities.	2	
ME-0015	Eligibility and Enrollment	The Contractor shall provide a solution that will utilize multiple methods of communication to ensure timely outreach to H2O participating members, to include but not limited to email, phone, and cell phone (talk or text).	Functional		Meets Requirement	Contractor meets this requirement for timely outreach and documentation in our SMI Determination program and will implement these same systems to complete this requirement post award.	2	
ME-0016	Eligibility and Enrollment	The Contractor shall provide a solution that will provide the ability to alert AHCCCS, specified contractors, or key stakeholders, when a type of provider or entity, such as a hospital, department of corrections or county and city jail, has processed or admitted the H2O Member (Red Flag indicators that client is in trouble or may have AHCCCS benefits suspended).	Functional		Meets with Enhancements	Contractor will work with identified stakeholders to make such information available via automated mechanisms. Contractor currently provides daily flat files to all MCOs and RBHAs plans for members that call the statewide crisis lines and a similar process could be configured to complete this requirement post award.	1	Upgrade to a 2 based on Offeror's Comments
ME-0017	Eligibility and Enrollment	The Contractor shall provide a solution that will capture, store, display, track, and report all appropriate client data (e.g., client AHCCCS ID, enrollment date, eligibility date, demographic information, housing location, etc.) while providing appropriate communications and workflow alerts to the appropriate H2O service management staff and work queue.	Functional		Meets Requirement	Contractor meets the requirement with existing data warehouse solutions and automated reporting.	2	
ME-0018	Eligibility and Enrollment	The Contractor shall provide a solution with the capability to support the H20 Eligibility Check process and provide responses as defined by the AHCCCS.	Functional		Meets Requirement	Contractor is prepared to provide this solution. Contractor has experience building a program very similar to this in the SMI/SED eligibility determination program. This includes the systems to receive applications for eligibility determination, electronic data records tracking documentation and decisions, staffing to execute determinations, and the reporting to support and analyze data. This solution will be designed and configured to complete this requirement post award.	2	
ME-0019	Eligibility and Enrollment	The Contractor shall provide a solution with the ability to re-establish a previous H2O Service Provider assignment when a new H2O eligibility record is sent from AHCCCS and a Member has already transitioned out of H2O and still qualifies for future services, in accordance with AHCCCS defined business rules.	Functional		Meets with Enhancements	Contractor understands the constantly changing information as a result of a client's complex homelessness situation. Contractor's tools allow for the tracking of provider assignment with independent start and end dates. Contractor will work with AHCCCS to implement the business rules for these situations. Contractor's solution will be designed and configured to complete this requirement post award.	1	
ME-0020	Eligibility and Enrollment	The Contractor shall provide a solution that will perform mass reassignment of Members, if contract with an H2O Service Provider is terminated or Members disenroll for any reason other than ineligibility for H2O.	Functional		Meets Requirement	Contractor's systems allow for this functionality through scripting or through manual data entry if necessary.	2	
ME-0021	Eligibility and Enrollment	The Contractor shall provide a solution that notifies AHCCCS and affected H2O Members when a H2O Service Provider is terminated and reassignment has occurred. A transition of care plan shall be required for each Member.	Functional		Meets Requirement	Contractor's systems are able to provide automated files and alerts to parties based on pre-defined criteria in the systems.	2	
ME-0022	Eligibility and Enrollment	The Contractor shall provide a solution that has the capability to flag a Member who is disenrolled solely because he or she loses AHCCCS eligibility for a period determined by the AHCCCS in order to reevaluate the member's homeless status and determine if he / she is still eligible for H2O services.	Functional		Meets Requirement	Contractor is able to ingest this eligibility information and configure the system to alert members for this type of review. The solution will be designed and configured to complete this requirement with AHCCCS' feedback post award.	2	
ME-0023	Eligibility and Enrollment	The Contractor shall provide a solution that will disenroll Members from the H2O Program based upon specific policy and program criteria outlined by AHCCCS.	Functional		Meets Requirement	Contractor's systems are able to alert staff to review cases where a client may no longer be eligible for services based upon these criteria. This solution will be designed and configured when more information is provided by AHCCCS.	2	
ME-0024	Eligibility and Enrollment	The Contractor shall provide a solution that will disenroll a Member from the H2O Program when a death date has been entered in the PMMIS.	Functional		Meets Requirement	Contractor is able to ingest this type of information and complete this disenrollment as long as Contractor's systems have sufficient automated access to PMMIS. This solution will be designed and configured to complete this requirement post award.	2	
ME-0025	Eligibility and Enrollment	The Contractor shall provide a solution that will perform periodic reconciliation of Member eligibility data and enrollment information with AHCCCS and the Member's health plan and care coordination team	Functional		Meets Requirement	Contractor's systems are configurable to trigger reviews of information at defined requirements. The reviews can be automated or the system can flag a file for manual review. This solution will be configured to complete this requirement post award when more information on timing and necessary updates are available.	2	

ME-0026	Eligibility and Enrollment - SLA	The Contractor shall provide a solution that will ensure the ability to contact the AHCCCS Complete Care Regional Behavioral Health Authority (ACC-RBHA), Arizona Long Term Care System (ALTCS) and Tribal ALTCS, Regional Behavioral Health Authority (RBHA), the Behavioral Health Home (BHH) including the IHS/638 tribal facility or FFS provider, the Tribal Regional Behavioral Health Authority (TRBHA) and the American Indian Medical Home (AIMH) of the potential member on the weekly H2O eligibility file within 5 business days to initiate the Housing Verification Letter and enrollment process.	Functional	X	Meets Requirement	Contractor will work with identified stakeholders to make such information available via automated mechanisms. Contractor currently provides daily flat files to all MCOs and RBHAs plans of members that call the statewide crisis lines and a similar process could be configured to complete this requirement post award.	**2**	
ME-0027	Eligibility and Enrollment - SLA	The Contractor shall provide a solution that will ensure a H2O Provider contracted to perform community based outreach is dispatched to a potential H2O non-contact Serious Mental Illness (SMI) member to initiate the Housing Verification Letter (HVL) and enrollment process within 10 business days.	Functional		Meets Requirement	Contractor will work with identified stakeholders to make such information available via automated mechanisms. Contractor currently provides a live tracking of behavioral health mobile team dispatches and a similar process could be configured to complete this requirement post award.	**2**	
ME-0028	Eligibility and Enrollment - SLA	The Contractor shall provide a solution that will complete the enrollment process within the following time frames: a. Establishing eligibility within 30 - 45 days b. Member selected H2O Service Provider or initial auto-assignment to H2O Service Provider within 7 days of establishing eligibility c. First service occurs with H2O Service Provider within 15 days of provider assignment	Functional	X	Meets with Enhancements	Contractor will work with AHCCCS and H2O providers to ensure this is met. Contractor has no concerns around establishing eligibility or provider assignment. Contractor requests flexibility with penalties associated with the service delivery requirement at the start of the contract as that is not a service provided by the TPA.	**1**	
						total	**51**	**1**

Provider Enrollment

Req #	Category	Description	Type	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
PE-0001	Provider Enrollment	The Contractor shall provide a solution that identifies potentially qualifying H2O Service Providers / Enhanced Shelters and assist them with completing AHCCCS provider enrollment process.	Functional	Meets Requirement	Contractor outlines this full process extensively in the narrative. In summary, Contractor will work closely with AHCCCS and leverage current relationships with continuums of care to identify housing providers for services. Contractor will provide substantial technical assistance throughout the enrollment and onboarding process.	2	
PE-0002	Provider Enrollment	The Contractor shall provide a solution that will interact and interface with AHCCCS Provider Enrollment process and systems in order to complete contracting with the H2O Service Providers / Enhanced Shelters.	Functional	Meets with Enhancements	Contractor does not have an automated process in place that interacts with AHCCCS Provider Enrollment processes or systems. Since the provider pool is relatively small, Contractor will take a phased approach conducting manual enrollment in all systems and manual tracking and later implement a technical interface solution between the Contractor and AHCCCS' systems.	1	
PE-0003	Provider Enrollment	The Contractor shall provide a solution that maintains contracts with designated H2O Provider types, this includes H2O Provider and Enhanced Shelter. Types of organizations may include CBO's, BH Outpatient, CSA's, Municipalities, Shelter Providers.	Functional	Meets Requirement	Sub-Contractor has an existing process to maintain contracts with all provider types and load providers into the database based on their registered AHCCCS provider type. Sub-Contractor is able to create a directory of providers based on their Provider Type.	2	
PE-0004	Provider Enrollment	The Contractor shall provide a solution with a mechanism of tracking to ensure H2O Service Providers have contracted directly with the H2O-PA and have appropriate BAA in place.	Functional	Meets Requirement	Sub-Contractor currently performs these functions with all contracted providers. All provider agreements between provider and Sub-Contractor cover all requirements of a BAA.	2	
PE-0005	Provider Enrollment	The Contractor shall provide a solution with a mechanism of tracking potential new H2O Service Providers with status indicators monitoring progress of the AHCCCS provider enrollment process through APEP.	Functional	Meets Requirement	Sub-Contractor will establish a process and IT connections to monitor potential new H2O providers with status indicators to inform AHCCCS provider enrollment process through APEP.	2	
PE-0006	Provider Enrollment	The Contractor shall provide a solution that documents with a standardized reason explanation if an H2O Service Provider does not successfully complete the AHCCCS provider enrollment process via APEP to ensure the provider will not be engaged in the future.	Functional	Meets Requirement	Contractor will establish a process, including documentation with standardized reason explanation to an H2O provider if they do not successfully complete the AHCCCS provider enrollment process via APEP to ensure the provider will not be engaged in the future.	2	
PE-0007	Provider Enrollment	The Contractor shall provide a solution to ensure that all sub-contractors that have access to protected health information/confidential data sign and comply with a Business Associate Agreement (BAA), which contains all requirements mandated by the BAA on file between the Contractor and the State, and comply with HIPAA regulations for such agreements	Functional	Meets Requirement	Sub-Contractor has an existing process in place ensuring all Sub-Contractors have a BAA in place as well as all contracts that includes language enforcing HIPAA Compliance.	2	
PE-0008	Provider Enrollment	The Contractor shall provide a solution to ensure that all sub-contractors are in good standing with AHCCCS, Federal and State requirements and will comply with the same terms and conditions as the Contractor.	Functional	Meets Requirement	Sub-Contractor has existing processes in place to monitor providers to ensure they are in good standing with all AHCCCS, Federal and State requirements. This monitoring takes place at initial credentialing, recredentialing, compliance FWA, compliance monitoring federal, state and AHCCCS.	2	
					total	15	0

Provider Management Services (helpdesk services, recruitment, onboarding, and

Req #	Category	Description	Type	Contract Penalty Indicator	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
PM-0001	Administrative Requirements - Training	The Contractor shall provide a solution that will collaborate with AHCCCS for on-going training, technical knowledge transfer, and assessment of program effectiveness based on the frequency determined by AHCCCS.	Functional		Meets Requirement	Contractor will collaborate with AHCCCS in the development of on-going training for H2O providers and technical knowledge transfer. Sub-Contractor and Contractor will develop in collaboration with AHCCCS program effectiveness metrics and create reporting based on the frequency determined by AHCCCS. RFP budget includes an optional consulting fee to CSH to assist in the development of these materials.	2	
PM-0002	Administrative Requirements - Training	The Contractor shall provide a solution that will collaborate with AHCCCS to follow and execute industry leading practices, standards, and trends for delivery and focus of training.	Functional		Meets Requirement	Contractor will collaborate with AHCCCS on the creation of a solution to execute industry leading practices, standards and trends for a focused delivery of training. Contractor has existing processes to train both new and existing providers. Contractor utilizes new provider onboard training, quarterly training updates, fax blasts, on-site provider visits, and executive to executive leadership meetings to disseminate policy changes, provider reminders and continuously ensure the network of providers are educated on AHCCCS and internal Contractor processes.	2	
PM-0003	Administrative Requirements - Training	The Contractor shall provide a solution that will collaborate with AHCCCS to develop and provide a Training Plan, for AHCCCS approval, that details all the activities required to efficiently, accurately, and effectively train all H2O Service Providers, Enhanced Shelters and Outreach Team and any other approved personnel in the complete use and operation of the Contractor's support system in accordance with AHCCCS training strategy.	Functional		Meets Requirement	Contractor has existing training programs and processes as well as a training platform that can all be utilized and enhanced to meet this requirement. Contractor has included the Training Plan in the detailed project plan.	2	
PM-0004	Administrative Requirements - Training	The Contractor shall provide a solution that is responsible for implementing the Training Plan, as approved by AHCCCS to comply with all system and business operational standards and service levels of the solution over the life of the Contract.	Functional		Meets Requirement	Contractor has existing processes in place to implement a training plan for both new and existing providers. Contractor utilizes new provider onboard training, quarterly training updates, fax blasts, on-site provider visits, and executive to executive leadership updates as well as one on one provider cadences as needed.	2	
PM-0005	Administrative Requirements - Training	The Contractor shall provide a solution that will amend or update its Training Plan at no additional cost to AHCCCS as directed by and within the timeframes provided by AHCCCS.	Functional		Meets Requirement	Contractor has existing processes to amend or update as necessary all training plans as directed by AHCCCS and within any timeframe provided by AHCCCS at no additional cost to AHCCCS.	2	
PM-0006	Administrative Requirements - Training	The Contractor shall provide a solution that incorporates the State Learning Management System (LMS) for virtual and remote user training options.	Functional		Meets Requirement	Contractor has existing processes currently incorporating the LMS for virtual and remote user training options.	2	
PM-0007	Administrative Requirements - Training	The H2O-PA will maintain capacity to provide standard and customized training for all H2O Service Providers, and ensure consistency as well as sharing of best practices across the State of Arizona	Functional		Meets Requirement	Contractor has existing processes and teams established to provide standard and customized training for providers to ensure consistency as well as sharing of best practices across the state of Arizona. Contractor will add additional team members dedicated to this program.	2	
PM-0008	Administrative Requirements - Training	The Contractor shall provide a solution to deliver PRAPARE and HRSN screening tool training as necessary to H2O Service Providers and staff.	Functional		Meets Requirement	All contracted providers will receive training on the requirement of screening all eligible members for HRSNs. Providers will be trained on how to complete the PARPARE or other AHCCCS approved screening tools. Housing plans will be reviewed to ensure HRSNs are incorporated into the plan with actions to mitigate the HRSN. This will also be included in the provider chart audit to ensure the use of an approved HRSN screening tool is being completed.	2	
PM-0009	Administrative Requirements - Training	The Contractor shall provide a solution to establish their H2O Service Provider network and will be responsible for developing continuous education opportunities for H2O Service Providers.	Functional		Meets Requirement	Contractor has existing teams and processes in place to establish and maintain a network of service providers. Contractor will develop continuous education opportunities specific to H2O service providers	2	
PM-0010	Administrative Requirements - Training	The Contractor shall provide a solution that enables the H2O-PA to solicit feedback on training quality, effectiveness and completeness of delivered training programs.	Functional		Meets Requirement	Contractor has existing mechanisms in place to obtain external feedback from providers and community partners to ensure training and programs offered are high quality, effective and valuable.	2	
PM-0011	Call center support	The Contractor shall provide a solution to ensure the call center is accessible by phone with live person-based communications during Arizona normal business hours for AHCCCS staff, H2O Service Providers and H2O Key stakeholders to use in support of H2O business services. The solution will also provide Text Telephone Devices (TTY/TDD) telephone numbers in compliance with the Americans with Disabilities Act. *Reference RFP Section 7 "Relevant Contract and Program Policies" RBHA Contract Section 17 Member Information	Functional	X	Meets Requirement	Contractor is able to meet all requirements related to the call center and support teams. Contractor's solution includes the advanced telephony system to route and answer calls, the records system to log outcomes, the staff to operate the line, and the reporting capabilities to track calls.	2	
PM-0012	Collaboration	The Contractor shall provide a solution that ensures all H2O Service Providers achieve statewide standardization supporting best practices for the H2O Program through methods of continuous feedback, evaluation and instruction including but not limited to: a. Peer-to-Peer Learning Opportunities b. Surveys c. Communities of Practice d. Forums e. Guidance documents, FAQs, etc.	Functional		Meets Requirement	Contractor has existing processes and methods in place to ensure a standardized and effective solution is in effect to support best practices for all providers through various avenues such as but not limited to: Peer to Peer Learning Activities, Surveys, Forums, JOCs, Guidance Documents, FAQs, etc.	2	
PM-0013	Collaboration	The Contractor and their key staff will serve as the centralized contact for AHCCCS & H2O Service Providers by providing communication and coordination efforts to Member's health plan and care coordination team and other key H2O stakeholders as referenced in AMPM Policy 541 (Coordination of Care with Other Government Agencies). *Reference RFP Section 7 "Relevant Contract and Program Policies" AMPM Policy 541 (Coordination of Care with Other Government Agencies)	Functional		Meets Requirement	Contractor is an active partner and advocate in ensuring effective communication and coordination efforts. The centralized phone line established in this program will allow for access to required staff as required by AMPM Policy 541.	2	
PM-0014	Collaboration	The Contractor shall provide a solution that will ensure they contract and work in close coordination with the Statewide Housing Administrator for the administration of the short-term rental assistance, one-time transition and move in costs, and home remediation/modification services.	Functional		Meets Requirement	Contractor has long standing and positive relationships with the current Statewide Housing Administrator (ABC and HOM). Contractor has met with their executive leadership during the preparation of this proposal. Contractor will set regular meetings with the SHA to ensure all requirements of the program are being met.	2	
PM-0015	Contractor Assets	The Contractor shall provide a solution that is responsible for all costs related to securing and maintaining the Contractor's program assets (physical and electronic) for the life of the contract, including, but not limited to.: • Leasehold requirements including improvements • Utilities • Telephone and data service (lines will terminate at the point of demarcation on the HHS network) • Office equipment and supplies • Janitorial services • Security including Physical Security and Access to Medicaid Data Warehouse Facility • Storage, transportation, shredding and HIPAA compliant disposal of confidential documents and other media; • Insurance • Sufficient electrical outlets, electrical power and distribution system • Hardware and software acquisition and maintenance • Installation and maintenance of data lines for the PC network	Functional		Meets Requirement	Contractor, as part of working practices, will ensure all the listed items are provided as appropriate to ensure a safe and comfortable environment.	2	
PM-0016	Grievance / Appeal process	The Contractor shall provide a solution to administer grievance / appeal processes which includes but is not limited to the following: a. Providing the ability for H2O Members, H2O Service Providers or any H2O key stakeholders to file a grievance or appeal verbally or in writing b. Providing appropriate notification to grievance / appeal submitters c. Notify and escalate to OIG as required by AHCCCS policy & procedures d. Tracking the reporting and resolution outcome of grievance / appeal e. Abiding by privacy policies as outlined by AHCCCS policy & procedures f. Abiding by grievance policies and procedures as outlined by AHCCCS g. Maintaining accurate records of grievance / appeal details; efforts to resolve grievance / appeal and the final resolution of the grievance / appeal * Reference RFP Section 7 "Relevant Contract and Program Policies" ACOM 444 and MCO Contract Attachment F1	Functional		Meets Requirement	Contractor is able to meet all requirements. Contractor currently has the processes/procedures, operations, systems, and reporting to track grievance/appeals for the SMI/SED program. That program is similar to how this grievance and appeal process would operate.	2	

PM-0017	Grievance / Appeal process	The Contractor shall provide a solution to provide AHCCCS with any grievance and appeal inquires, information, report, or document within the time specified by the AHCCCS request.	Functional		Meets Requirement	Contractor is committed to ensuring our operations follow all applicable Federal and State laws, rules, and regulations. Contractor has developed a formalized compliance program based on the OIG 7 elements of an effective compliance program which includes adhering to all notification requirements. Contractor has an open-door policy on member complaints with a 24/7 hotline and email address available to all members. The Contractor compliance department is responsible for reviewing each complaint and submitting the requirement notification to the necessary entities (AHCCCS, health plans, etc.).	**2**	
PM-0018	H2O Service Coordination	The Contractor shall provide a solution that shall include, but not be limited to, the following: a. Conducts training on the person-centered planning processes, cultural competence, accessibility and accommodations, independent living and recovery, and wellness principles for current and potential H2O Service Providers, initially and on an annual basis. b. Has a policy for documenting completion of training by H2O Service Providers, including both employed and contracted personnel and has specific policies to address non-completion. c. Retain all training documentation according to the AHCCCS & State data record document and artifact retention policies and procedures and be able to support AHCCCS and State audits	Functional		Meets Requirement	Contractor has experience doing this work in the HMIS department with homeless services providers and will design relevant policies and hire competent staff to build the necessary training and documentation framework required of the H2O program.	**2**	
PM-0019	Member Consent	The Contractor shall provide a solution that ensures Member consent is tracked and reported for consent of information disclosures that fall outside of HIPAA TPO.	Functional		Meets Requirement	Contractor utilizes an electronic record system which allows for member consent (or changes to the consent) to be documented and tracked for program and data tracking purposes. The Contractor compliance department maintains and oversees Contractor's disclosure log to ensure all disclosures are reviewed and tracked for compliance.	**2**	
PM-0020	Member Enrollment	The Contractor shall provide a solution ensuring H2O services cannot be contingent based on a selection of specific providers according to state and federal provisions.	Functional		Meets Requirement	This requirement will be added to the policies of the program upon award.	**2**	
PM-0021	Member Enrollment	The Contractor shall provide a solution that ensures the administration of H2O services, including the ability to track and report on services provided by H2O Service Providers such as covered H2O Health Related Social Needs (HRSN) services and housing-related supportive wrap-around services, including but not limited to: a. Outreach and Education Services, b. Transitional Housing - Apartment or Rental Unit (Rental Assistance), c. Transitional Housing - Transitional Housing Setting (Enhanced Shelter), d. One-time Transition and Moving Costs, e. Home Accessibility Modifications and Remediation, f. Housing Pre-Tenancy Services, and g. Housing Tenancy Services.	Functional		Meets Requirement	The flow of data including tracking and reporting are outlined extensively in the narrative. In summary, all elements of coordination, collaboration and claims will be entered into the UniteUs Platform. All service delivery information and notes will be recorded in a provider's local EHR or HMIS system as long as that information can be uploaded to DWEL-AZ. Contractor will aggregate date from the UniteUs Platform, DWEL-AZ and other required data sources from the SHA to complete all necessary reporting.	**2**	Downgrade to a 1
PM-0022	Member Enrollment	The Contractor shall provide a solution that will ensure their contracted providers provide services under the H2O benefit that will be personally furnished to individuals who reside and receive services in their home or in the community, not in an institution.	Functional		Meets Requirement	This requirement will be added by Sub-Contractor to the contracts of service providers and will be monitored following existing provider monitoring protocols.	**2**	
PM-0023	Provider Assignment	The Contractor will provide a system and process to ensure initial assignments are managed on a rotational basis of all available H2O Service Providers within a geographical service area.	Functional		Meets Requirement	Contractor will work with UniteUs to set up an automated function of rotational assignment or this will be completed manually.	**2**	
PM-0024	Provider Compliance	The Contractor shall provide a solution to ensure that H2O services are meeting all AHCCCS approved outcomes as defined in the final H2O Policy equitably across all geographic service areas (GSAs) to prevent demographic and / or regional disparities of service.	Functional		Meets Requirement	Contractor is well equipped in performance reporting through the lens of geographic, regional and demographic disparities via the work done in the Balance of State Continuum of Care.	**2**	
PM-0025	Provider Compliance	The Contractor shall provide a solution that stores and maintains all required H2O Service Provider enrollment contract documentation supporting the H20 Service Provider enrollment contract.	Functional		Meets Requirement	Sub-Contractor has an existing process and repository where all enrollment contract documentation supporting programs is stored.	**2**	
PM-0026	Provider Compliance	The Contractor shall provide a solution that updates the required H2O Service Provider enrollment contract documentation at the time of AHCCCS provider revalidation.	Functional		Meets Requirement	Sub-Contractor has an existing process to support the updates to the providers contract documentation at the time of AHCCCS provider revalidations.	**2**	
PM-0027	Provider Compliance	The Contractor shall provide a solution that updates the required H2O Service Provider enrollment contract documentation in support of the provider's submission of their annual attestation form indicating the outcome of their self-assessment.	Functional		Meets Requirement	Sub-Contractor has an existing process to support the updates to any documentation in support of the provider's submission of their annual attestation form indicating the outcome of their self-assessment.	**2**	
PM-0028	Provider Compliance	The Contractor shall provide a solution that monitors and verifies through a document submission process that H2O Service Providers are completing an annual self-assessment of program compliance.	Functional		Meets Requirement	Sub-Contractor has an existing process in place supporting annual assessments. Our contracts, with the H2O providers, will have the H2O self-assessment into the existing processes to ensure program compliance.	**2**	
PM-0029	Provider Directory	The Contractor shall provide a solution that collects basic administrative information, including, but not limited to: a. The identification of an H2O Service Provider or other contractual entity that must coincide with the identification provided to APEP under the AHCCS PPA and AMPM 610 b. Contract start and end dates c. Contract period/year d. Contact information e. General service area f. H2O services offered g. Supporting AHCCCS contract & enrollment information *Reference RFP Section 7 "Relevant Contract and Program Policies" PPA and AMPM 610	Functional		Meets Requirement	Sub-Contractor has existing processes and data team set up to take in, track and update this information currently. Contractor would expand the existing processes to bring in the H2O specific services.	**2**	
PM-0030	Provider Enrollment	The Contractor shall ensure new providers are enrolled in alignment with the AHCCCS Provider Participating Agreement and H2O Program Provider expectations.	Functional		Meets Requirement	Contractor has existing processes in place to ensure providers are enrolled with the AHCCCS requirements and are in compliance with AHCCCS program expectations. Contractor would scale these processes to meet the needs of the H2O Program Provider expectations and the AHCCCS Provider Participating Agreement.	**2**	
PM-0031	Provider Enrollment	The Contractor shall provide a solution to ensure that all individuals having access to confidential data will, at the time of employee onboarding and at a minimum annually, complete necessary compliance training and provide written attestation to State and Federal confidentiality and data privacy policies.	Functional		Meets Requirement	Employees receive necessary compliance training upon hire, annually, and as needed based on need determined through auditing, monitoring or investigations. Additionally, all Contractor and Sub-Contractor's employees must review and attest to agree to follow the respective Code of Conducts and all required PHI/HIPAA policies upon hire and annually thereafter. Any violations of the Code of Conduct or HIPAA policies must be reported to the compliance department for investigation.	**2**	
PM-0032	Provider Reporting	The Contractor shall provide a solution that ensures it receives Member data from H2O Service Providers to report on the service outcomes as outlined in the H2O Program Outcome Measurement expectations. *Reference RFP Section 7 "Relevant Contract and Program Policies" Outcome Measurement	Functional		Meets with Enhancements	Contractor is prepared to provide this solution. Contractor plans to work with SHA and DWEL to retrieve necessary performance and outcome data.	**1**	
PM-0033	Provider Reporting	The Contractor shall provide a solution that reconciles data discrepancy with each H2O Service Provider to ensure accurate reporting on the service outcomes as outlined in the H2O Program Outcome Measurement expectations. *Reference RFP Section 7 "Relevant Contract and Program Policies" Outcome Measurement	Functional		Meets with Enhancements	Contractor is prepared to provide this solution. Contractor has built data interfaces to ensure that we receive member data from multiple service providers which can be used to report on outcomes. Any data discrepancy can be addressed by our business intelligence team building reporting logic in close collaboration with our quality and compliance team. This process is currently implemented in the HMIS Department and will be easily replicated for H2O.	**1**	
PM-0034	Provider Reporting	The Contractor shall provide a solution that demonstrates the Contractor has, at a minimum, the following: a. Strong connections to the communities served including TRBHA, AIMH, IHS/638 tribal facilities b. Can develop, strengthen, support and continuously manage a network of health service providers c. Has an established governance structure d. Ability to address service needs equitably across all geographic service areas (GSAs) including TRBHA / AIMH, IHS/638 tribal facilities	Functional		Meets Requirement	a) Contractor has strong working relationships with all partners listed. This is well demonstrated through Contractor's participation and leadership in the MMIP program b/d) Sub-Contractor has a robust and diverse network of health service providers in its MCO Health Plan. Contractor manages over 150 providers that participate in the HMIS program throughout the state. c) Contractor is a 501(c)3 non profit organization with all required governance documents publicly available and also submitted as part of this application.	**2**	
PM-0035	Provider solvency	The Contractor shall provide a solution or process to ensure that newly contracted H2O Service Providers have sufficient financial processes and funding to operate on a cost based invoice method to allow for the invoice to payment processing period.	Functional		Meets Requirement	Sub-Contractor has existing process in place currently to monitor the financial viability of providers or subcontractors.	**2**	

PM-0036	Provider Staff Requirements	The Contractor shall provide a solution that validates H2O Service Providers have appropriate staff to serve in a QA / QM capacity and that they are monitoring for compliance to H2O service requirements	Functional		Meets Requirement	The Contractor's Quality & Compliance department consists of a program director, two managers, six specialists, and one coordinator who are responsible for the implementation and oversight of policies and procedures regarding privacy, auditing and monitoring for fraud, waste, and abuse, reviewing complaints, and upholding quality standards to ensure deliverable metrics are consistently met. The department utilizes control measures such as data review via daily and weekly reports, as well as regular communication with internal and external stakeholders to ensure requirements are clearly outlined and any errors or concerns for quality are addressed quickly.	**2**	
PM-0037	Provider Training	The Contractor will provide and keep records of ongoing provider training around Evidence Based Practice including SAMHSA Fidelity for Permanent Supportive Housing, Motivational Interviewing, Trauma Informed Care, Critical Time Intervention, and others as the need indicates	Functional		Meets Requirement	Contractor's Education and Training and HMIS Departments currently maintain and build these trainings for Contractor employees and HMIS providers. This solution is easily replicated for the H2O program.	**2**	
PM-0038	Provider Training	The Contractor will be required to use AHCCCS identified processes and details included in AHCCS Contractor's Operation Manual (ACOM) 407-Workforce Development to evaluate the staff competency level of participating providers *Reference RFP Section 7 "Relevant Contract and Program Policies" AHCCCS Contractor's Operation Manual (ACOM) 407-Workforce Development	Functional		Meets Requirement	The Sub-Contractor will create the process and procedures to evaluate the competency of participating providers and the quality of services being provided. They will have access to reporting tools created by the Sub-Contractor to monitor trends, utilization, and performance. They will collaborate with AHCCCS to ensure that the processes for evaluation are approved and in-line with AHCCCS best practices.	**2**	
PM-0039	Site Audits	The Contractor shall provide a solution that will administer contractual oversight of the State Housing Administrator's site audits and visits to ensure that the activities are completed in accordance with H2O service accommodation rules	Functional		Meets Requirement	Sub-Contractor has an existing team structure and process in place to provide technical assistance with providers when necessary to support compliance with H2O service accommodation rules. Sub-Contractor conducts provider site and chart audits to ensure they are following all requirements as outlined in contract. Sub-Contractor will expand this process to include the H2O providers upon award of a contract.	**2**	
PM-0040	Site Audits	The Contractor shall provide a solution that will include conducting an onsite physical inspection of Enhanced Shelter settings to ensure they meet the requirements of CFR § 576.403 Shelter and housing standards.	Functional		Meets Requirement	Sub-Contractor has a current team structure and process currently to meet this requirement. Sub-Contractor will take the CFR requirements for Shelter and Housing Standards, build the onsite toolkit and assign team members to sites with a cadence of when onsite visits need to be performed.	**2**	
PM-0041	Site Audits	The Contractor shall provide a solution that will include processing complaints related to shelter standards and establish a process for inspecting the locations following assessment of the complaint.	Functional		Meets Requirement	Sub-Contractor has a process in place currently to address Quality of Care concerns around member safety, facility safety standards, abuse or exploitation, medication misuse, and various other categories related to substandard quality of care. The Clinical Quality of Care (CQOC) team conducts onsite health and safety visits to address immediate jeopardy while meeting the regulatory requirements of AHCCCS. The CQOC team has procedures and processes in place that include investigation, documentation, education or corrective action, and reporting to various outside agencies as indicated. Participation in The Quality of Care program is required of all contracted providers within our network.	**2**	
PM-0042	Technical support / help desk services	The Contractor shall provide a solution that includes a no wrong door call center number / service to serve the following: a. H2O Member questions and grievances b. H2O Service Provider questions and grievances c. H2O key stakeholder questions and grievances d. Other state agency communications e. Level 1 Technical Support for key systems supporting the H2O program including HEAPlus; APEP; AHCCCS Online; HMIS; CLRS; HIE; and the LMS 1) Level 1 Technical Support will help to initiate and monitor technical support from the vendor system contact through resolution f. Technical support for the Contractor's systems and processes	Functional	X	Meets with Enhancements	Upon award, Contractor will build an H2O Support Line that utilizes a toll-free number. This one phone line number will act as an entry point for all H2O callers, including individuals, health plans, and H2O providers. The Interactive Voice Response (IVR) menu functionality will permit callers to identify their need and be directed to the support team they require. This menu can be customized as needed, but the current proposed call flow would include Member Support, Health Plan Support, H2O Provider Technical Support and H2O Provider Billing Support. All staff will be trained on all necessary systems to respond to questions appropriately.	**1**	
PM-0043	Telephone Performance Standards	The Contractor shall provide a solution to adhere to telephone performance standards as detailed in ACOM 435.	Functional	X	Meets Requirement	Contractor currently meets or exceeds these standards on the Crisis Lines and will implement those same standards of monitoring for the H2O Support Line.	**2**	
						total	**83**	**-1**

Housing Care Plan

Req #	Category	Description	Type	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
HCP-001	Housing Care Plan	The Contractor shall provide a solution that will track Housing Care Plan functions to include, at a minimum, the following: a. Be performed by a H2O Service Provider who meets provider qualifications as specified in H2O Protocol and Implementation Plan. Outreach Providers will enroll as H2O Provider Type but will only be responsible for the specialty intervention they represent, i.e., outreach and education. They will not be accountable for coordination of all H2O benefits, i.e., rental assistance. b. Assist in the development of housing specific goals, match those goals with services, and offer necessary provider support to achieve the member's goals. c. Assist in the implementation and monitoring of the Housing Care Plan. d. Participate in ongoing coordination with the Member's health plan and care coordination team, to include related information and documentation within the Member's medical record to ensure coordination of care and to assist the member with transitioning to alternative supports when H2O services are no longer necessary.	Functional	Meets with Enhancements	Contractor plans to track the Housing Care Plans and high level service coordination in the UniteUs platform. This will allow for standardized data collection, sharing of information and validation of the housing plan prior to services being rendered. Contractor has reviewed this requirement with UniteUs and they have confirmed the feasibility. This configuration will be completed post-award.	1	Upgrade to 2 based on Offeror's Comments
HCP-002	Housing Care Plan	The Contractor shall provide a solution that has a process for assigning every member to an H2O Service Provider with the appropriate experience and qualifications based on a Member's assigned risk level and individual housing needs in agreement with AHCCCS policies and procedures.	Functional	Meets with Enhancements	Contractor plans to assign members to H2O service providers in the UniteUs platform. Contractor has reviewed this requirement with UniteUs and they have confirmed the feasibility. This configuration will be completed post-award.	1	Upgrade to 2 based on Offeror's Comments
HCP-003	Housing Care Plan	The Contractor shall provide a solution that includes a process with appropriate notifications to stakeholders to ensure the Member is able to request a change in his or her H2O Service Provider.	Functional	Meets with Enhancements	Members will be able to call the H2O Support Line to request this change. Notifications of these changes will be sent via UniteUs. Contractor has reviewed this requirement with UniteUs and they have confirmed the feasibility. This configuration will be completed post-award.	1	Upgrade to 2 based on Offeror's Comments
HCP-004	Housing Care Plan	The Contractor shall provide a solution that ensures the H2O Service Providers are maintaining contact with members as frequently as necessary, but at a minimum weekly to offer targeted support and determine progress or assistance needed towards the Member's goals as stated in their care plan.	Functional	Meets with Enhancements	H2O service providers will follow a standardized workflow documenting services in their local HMIS. This will be reportable from the DWEL-AZ warehouse.	1	
HCP-005	Housing Care Plan	The Contractor shall provide a solution that has a process to monitor and audit the Housing Care Plan and coordination that includes, at a minimum: a. Documenting and preserving evaluations and reports for the H2O Program. b. Communicating these results and subsequent improvements to state advisory boards and/or stakeholders. c. Performing audits per the timeframes as directed by AHCCCS.	Functional	Meets with Enhancements	The UniteUs platform will be configured for this purpose.	1	
HCP-006	Housing Care Plan	The Contractor shall provide a solution that will facilitate timely and thorough coordination between the H2O Service Providers, the Member's health plan and care coordination team, SHA, MCOs and other key stakeholders in the timeframes as directed by AHCCCS.	Functional	Meets with Enhancements	The UniteUs platform will be configured for this purpose.	1	
HCP-007	Housing Care Plan	The Contractor shall provide a solution for H2O Service Providers and stakeholders to continuously identify and propose strategies to engage current H2O Members in accessing individualized housing related services that meet the Member's self-identified and self-directed housing related needs and goals.	Functional	Meets with Enhancements	The UniteUs platform will allow for updates and revisions to the Housing Care Plan. Training to providers on the Housing Care Plan will include ongoing engagement strategies to ensure that member's needs are met.	1	Upgrade to 2 based on Offeror's Comments
HCP-008	Housing Care Plan	The Contractor shall provide a solution where the H2O-PA and State Housing Administrator work collaboratively to ensure that the Member obtains permanent housing being offered by the SHA and establishes transition to permanent subsidy.	Functional	Meets Requirement	Contractor has long-standing and positive relationships with the current Statewide Housing Administrator (ABC and HOM). Contractor has met with their executive leadership during the preparation of this proposal. Contractor will set regular meetings with the SHA to ensure all requirements of the program are being met.	2	
HCP-009	Housing Care Plan	The Contractor shall provide a solution that ensures short term rental assistance aligns with program goals included in the AHCCCS Housing Program Guidebook.	Functional	Meets Requirement	Contractor will work with AHCCCS to ensure appropriate monitoring of all services including short term rental assistance.	2	
HCP-010	Housing Care Plan	The Contractor shall provide a solution that will monitor the SHA to ensure the Member transitions from short term rental assistance to a permanent housing subsidy when the Member's short term rental assistance utilization time is reached, according to AHCCCS and H2O Program policy and procedure.	Functional	Meets with Enhancements	Contractor will work with the SHA to ensure that this information is available for review and analysis. With the current permanent housing subsidy wait list, this transition may not be immediately feasible but the monitoring requested can be met upon award.	1	
HCP-011	Housing Care Plan	The Contractor shall provide a solution to transition Members from H2O Pre-Tenancy/Tenancy Support services to supportive housing services available through their Health Home or RBHA specialty services for ongoing support once the following is met: a. Member / health care decision maker is in agreement b. Member's clinical team recommendation c. Member's health plan that may include one of the following: ALTCS or Tribal ALTCS; RBHA / TRBHA and BHH / AIMH / MCO / FFS provider approval d. H2O Service Provider recommendation e. H2O-PA approval	Functional	Meets Requirement	Contractor will work closely with H2O providers and RBHA providers to ensure that there is not duplication of services provided to members. A high quality Housing Care Plan will facilitate communication between teams.	2	
HCP-012	Housing Care Plan	The Contractor shall provide a centralized solution that will support H2O Service Providers in delivering and coordinating housing stability support services to enable activity tracking, communications, program progress, and post-placement assessments, according to AHCCCS and H2O Program policy and procedure.	Functional	Meets with Enhancements	Contractor plans to track the Housing Care Plans and high level service coordination in the UniteUs platform. This will allow for standardized data collection, sharing of information and validation of the housing plan prior to services being rendered. Contractor has reviewed this requirement with UniteUs and they have confirmed the feasibility. This configuration will be completed post-award.	1	
HCP-013	Housing Care Plan	The Contractor shall provide a solution that will ensure H2O Service Providers will: a. Work with the Member to develop the Housing Care Plan within an appropriate window from enrollment. b. Use the information gathered from the assessments of the Member in developing the Housing Care Plan.	Functional	Meets with Enhancements	The UniteUs platform will be configured for this purpose.	1	
HCP-014	Housing Care Plan	The Contractor shall provide a solution that will contain appropriate business rules to ensure the Housing Care Plan is in alignment with the H2O Protocol and the AHCCCS Housing Guidebook to ensure the successful transition of permanent housing stability.	Functional	Meets with Enhancements	Contractor will establish policies to ensure the Housing Care Plan meets all requirements prior to services being provided.	1	Upgrade to 2 based on Offeror's Comments
HCP-015	Housing Care Plan	The Contractor shall provide a solution that tracks full Member engagement and participation in the H2O service planning process as outlined in the H2O Protocol and the AHCCCS Housing Program Guide.	Functional	Meets with Enhancements	H2O service providers will follow a standardized workflow documenting services in their local HMIS. This will be reportable from the DWEL-AZ warehouse.	1	
HCP-016	Housing Care Plan	The Contractor shall provide a solution that will define processes to develop, implement, report, and monitor the Housing Care Plan for Members determined newly eligible for H2O services following enrollment. Specific monitoring activities and required timeline will be determined with coordination from AHCCCS.	Functional	Meets with Enhancements	Contractor will work with AHCCCS to establish policies to ensure the Housing Care Plan meets all requirements prior to services being provided.	1	Upgrade to 2 based on Offeror's Comments
HCP-017	Housing Care Plan	The Contractor shall provide a solution that includes an auditing process and methodology for monitoring its H2O Service Providers, including but not limited to: a. Conducting chart review to ensure the assessment is on file according to H2O Protocol and reference to policy 320-O. As indicated in the policy the assessment will be the responsibility of the Members Health Home. The H2O-PA will monitor to ensure the assessment is on file, they are not monitoring the quality of the assessment. The RBHA will remain responsible for monitoring quality of behavioral health assessments. A % of H2O members will be added to their behavioral health chart audit. b. Conducting reviews to ensure the H2O Provider completed a PRAPARE or other HRSN Screening Tool. c. Conduct review to ensure the Housing Care Plan is completed and meets requirements set forth in the H2O Protocol. d. Conduct review to ensure case notes reflect services identified on the Housing Care Plan are being implemented and in the frequency required.	Functional	Meets with Enhancements	Sub-Contractor has a provider audit process/team currently and performance improvement team has the playbook and processes to conduct all audits to support the requirements and ensure compliance. This includes toolkits, policies, technical assistance, etc. Upon award of the contract and development of protocols current audit processes will be revised to meet this requirement.	1	Upgrade to 2 based on Offeror's Comments
HCP-018	Housing Care Plan	The Contractor shall provide a solution that ensures the H2O Service Provider is providing services in alignment with program goals included in the AHCCCS Housing Program Guidebook and in accordance with AHCCCS PPA, policies, etc.	Functional	Meets Requirement	Contractor has processes in place to ensure the providers are rendering services in alignment with program goals. This includes but is not limited to provider audits, onsite visits and education, surveys, policy reviews, credentialing and recredentialing, etc.	2	
HCP-019	Housing Care Plan	The Contractor shall provide a solution to obtain prior authorizations for AIHP Members seeking H2O services as defined by AHCCCS.	Functional	Meets Requirement	Sub-Contractor has a PA process in place currently to process PA requests, render a decision and provide notification of the decision to the requesting entity. Sub-Contractor is knowledgeable about PA turnaround times and the importance of processing PAs timely to not delay services to members. Sub-Contractor will be able to build this membership and process within our existing medical management systems.	2	
					total	24	7

Billing Clearinghouse- Claims Processing (transferring invoices into claims)

Req #	Category	Description	Type	Contract Penalty Indicator	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
CLM-0001	Billing - Claims Pro	The Contractor shall provide a solution which will serve as the invoice clearinghouse for all H2O Service Providers and services.	Functional	X	Meets Requirement	H2O providers will submit invoices in the UniteUs Platform which will allow for submission for payment to Sub-Contractor. SHA will be able to submit invoice information directly to Sub-Contractor. Sub-Contractor has confirmed systems are in place to process the claims.	2	
CLM-0002	Billing - Claims Pro	The Contractor shall provide a solution that will follow AHCCCS's invoicing process to turn H2O Service Provider invoices into Medicaid claims to submit to AHCCCS and submitted electronically.	Functional	X	Meets Requirement	The UniteUs Platform has this capability and will be configured to meet this requirement. Sub-Contractor has confirmed systems are in place to adjudicate the claim.	2	Downgrade to 1 based on Comments
CLM-0003	Billing - Claims Pro	The Contractor shall provide a solution that will have the capability to process submitted claims from H2O Service Providers and Enhanced Shelters that cover H2O services and housing related supportive wrap around services that include but are not limited to: a. Outreach and Education Services b. Transitional Housing - Apartment or Rental Unit (Rental Assistance) c. Transitional Housing - Transitional Housing Setting (Enhanced Shelter) d. One-time transition and moving costs e. Home accessibility modifications and remediation f. Housing pre-tenancy services g. Housing tenancy services	Functional	X	Meets Requirement	Sub-Contractor will ensure that its systems are able to process claims for all H2O service providers for all service types. All AHCCCS-defined H2O service categories, fee schedules, related billing rules and codes code sets will be configured and in place to support H2O as well as wrap around service claims billing and payment within the Sub-Contractor's Claims Processing System (CAPS).	2	
CLM-0004	Billing - Claims Pro	The Contractor shall provide a solution that incorporates and utilizes AHCCCS approved rate structures and fee schedules for claims submission to AHCCCS.	Functional	X	Meets Requirement	Sub-Contractor will ensure that all AHCCCS defined fee schedule/rate structures are configured and in place to support H2O as well as wrap around service claims billing and payment within the Sub-Contractor's CAPS.	2	
CLM-0005	Billing - Claims Pro	The Contractor shall provide a solution that incorporates and utilizes AHCCCS defined H2O HCPCS codes for billing and financial reporting.	Functional	X	Meets Requirement	Sub-Contractor will ensure that all AHCCCS defined code sets and related processing rules are configured in the Sub-Contractor's CAPS for H2O billing and financial reporting.	2	
CLM-0006	Billing - Claims Pro	The Contractor shall provide a solution that meets the following billing criteria when processing Outreach and Education Services invoices: a. The H2O Service Provider invoice terms are managed through administrative contract between the H2O-PA and the H2O Service Provider b. The H2O Service Provider invoice shall be processed and forwarded to AHCCCS without conversion to a Medicaid claim c. The H2O Service Provider invoice shall be submitted by the H2O Service Provider on a monthly basis d. The H2O Service Provider invoice shall be billed at a calculated rate that includes salary and administrative costs based upon Full Time Employee (FTE) count of the H2O Service Provider e. The H2O Service Provider invoice shall have supporting information and documentation that includes but is not limited to employee names and service descriptions	Functional	X	Meets with Enhancements	Contractor and Sub-Contractor are prepared to implement these contracting and invoicing requirements with Outreach and Education Service Providers. Sub-Contractor has experience managing this type of pass-through funding. This configuration will be completed post-award.	1	
CLM-0007	Billing - Claims Pro	The Contractor shall provide a solution that meets the following billing criteria when processing Transitional Housing Short Term Rental Assistance invoices: a. The State Housing Administrator (SHA) is the only authorized H2O Service Provider that will be allowed to submit this type of invoice based upon Member rental agreements b. The SHA invoice shall be a cost-based reimbursement subject to AHCCCS defined payment terms that are based upon Fair Market Rent as defined by the US Department of Housing and Urban Development (HUD), less the tenant portion known as the Housing Assistance Payment (HAP) c. The SHA invoice shall be submitted monthly for payment d. The SHA invoice shall be converted by the Contractor solution to an 837 X12 claim that must be submitted to AHCCCS e. The Short Term Rental Assistance charges within the SHA invoice shall be mapped to the designated HCPCS code for submission to AHCCCS for claims processing.	Functional	X	Meets with Enhancements	Contractor and Sub-Contractor met with the SHA during the RFP process and are prepared to implement these contracting and invoicing requirements with the SHA. Sub-Contractor has experience managing this type of pass-through funding and invoice conversion based on the information provided by the SHA. This configuration will be completed post-award.	1	Upgrade to 2 based on Offeror's Comments
CLM-0008	Billing - Claims Pro	The Contractor shall provide a solution that will monitor and track the short term rental assistance utilization of an H2O Member and deny submitted invoices from the SHA if the Member has met or exceeded their 6 month cap.	Functional	X	Meets Requirement	Contractor and Sub-Contractor will provide a solution that ensures short term rental assistance is provided to eligible members only. The Contractor and Sub-Contractor will develop the systems and reports to clearly identify which members have been utilizing services, and the duration of services. Utilization report will show which members are eligible for continued services, including if a member has exceeded the identified service allowances. The Sub-Contractor will only approve claims for eligible members.	2	
CLM-0009	Billing - Claims Pro	The Contractor shall provide a solution that meets the following billing criteria when processing Transitional Housing Enhanced Shelter invoices: a. The H2O Enhanced Shelter provider invoices shall be based upon a daily per-diem rate supporting the number of nights an H2O Member stays within the shelter b. The H2O Enhanced Shelter provider shall submit an invoice to the H2O-PA in a timely manner that is the lesser of monthly or upon transition of the Member from the Enhanced Shelter c. The H2O Enhanced Shelter Provider invoice shall be converted by the contractor solution to an 837 X12 claim that must be submitted to AHCCCS d The H2O Enhanced Shelter per-diem charges within the submitted invoice shall be mapped to the designated HCPCS code for submission to AHCCCS for claims processing	Functional	X	Meets with Enhancements	Contractor and Sub-Contractor are prepared to implement these contracting and invoicing requirements with Transitional Housing Enhanced Shelter Providers. These providers will utilize the UniteUs system for tracking and submitting validated service provision and necessary documentation. This configuration will be completed post-award.	1	Upgrade to 2 based on Offeror's Comments
CLM-0010	Billing - Claims Pro	The Contractor shall provide a solution that will monitor and track the Enhanced Shelter utilization of an H2O Member and deny submitted invoices from the H2O Enhanced Shelter Provider for correction and resubmission if the Member has met or exceeded their 6 month cap.	Functional	X	Meets Requirement	Contractor and Sub-Contractor will provide a solution that ensures Enhanced Shelter assistance is provided to eligible members only. The Contractor and Sub-Contractor will develop the systems and reports to clearly identify which members have been utilizing services and the duration of services. Utilization report will show which members are eligible for continued services, including if a member has exceeded the identified service allowances. The Sub-Contractor will only approve claims for eligible members.	2	
CLM-0011	Billing - Claims Pro	The Contractor shall provide a solution that meets the following billing criteria when processing invoices for one-time transition and moving costs as well as home accessibility modifications and remediation: a. The H2O Service Provider shall submit invoices to the H2O-PA that are eligible for cost based reimbursement for rendered services b. The H2O Service Provider invoice shall have supporting information and documentation per AHCCCS H2O policies and procedures c. The H2O Service Provider invoice shall be converted by the contractor solution to an 837 X12 claim that must be submitted to AHCCCS d The H2O Service Provider charges within the submitted invoice shall be mapped to the designated	Functional	X	Meets Requirement	Contractor and Sub-Contractor are prepared to implement these contracting and invoicing requirements with Transitional Housing Enhanced Shelter Providers. These providers will utilize the UniteUs system for tracking and submitting validated service provision and necessary documentation. This configuration will be completed post-award.	2	
CLM-0012	Billing - Claims Pro	The Contractor shall provide a solution that will monitor utilization of one-time services for an H2O Member and deny submitted invoices from the H2O Service Provider if the Member has met or exceeded their program limit and must keep record of the denial based on AHCCCS data record document and artifact retention policies and procedures.	Functional	X	Meets Requirement	Contractor and Sub-Contractor will provide a solution that monitors the use of one-time services for members and ensures that assistance provided to eligible members only. The Contractor and Sub-Contractor will develop the systems and reports to clearly identify which members have been utilizing services and the duration of services. The utilization reports will show which members are eligible for continued services, including if a member has exceeded the identified service limits. The Sub-Contractor will only approve claims for eligible members. The Sub-Contractor will retain all records and documentation consistent with the AHCCCS data record document and artifact retention policies and procedures.	2	
CLM-0013	Billing - Claims Pro	The Contractor shall provide a solution that meets the following billing criteria when processing invoices for pre-tenancy and tenancy services: a. The H2O Service Provider shall submit invoices to the H2O-PA monthly starting at the date of H2O Member assignment b. The H2O Service Provider invoices are eligible for reimbursement based upon approved AHCCCS rate structures and fee schedules c. The H2O Service Provider invoice shall have supporting information and documentation per AHCCCS H2O policies and procedures d. The H2O Service Provider invoice shall be converted by the contractor solution to an 837 X12 claim that must be submitted to AHCCCS e. The H2O Service Provider charges within the submitted invoice shall be mapped to the designated HCPCS code for submission to AHCCCS for claims processing f. The H2O Service Provider is eligible to submit invoices for reimbursement past the six month H2O Member service eligibility window until the Member reaches housing stability and is successfully	Functional	X	Meets Requirement	Sub-Contractor is prepared to implement the identified criteria for processing invoices for pre-tenancy and tenancy services. Sub-Contractor will ensure all AHCCCS defined fee schedule, rate structures, code sets, claims billing and payment policies (including applicable documentation requirements) and related processing rules are in place to process H2O invoices. This includes validation and tracking of applicable benefit limitations. All billing settings will be configured within the Sub-Contractor's CAPS.	2	
CLM-0014	Billing - Claims Pro	The Contractor shall provide a solution that shall deny submitted invoices from providers who are not contracted for the H2O program with AHCCCS and the H2O-PA and must keep record of the denial based on AHCCCS data record document and artifact retention policies and procedures.	Functional	X	Meets Requirement	Sub-Contractor will ensure H2O related claims are only paid to qualified eligible providers through applicable editing within the Sub-Contractor's CAPS.	2	
CLM-0015	Billing - Claims Pro	The Contractor shall provide a solution that shall validate a Member's H2O service eligibility before invoices will be processed.	Functional	X	Meets Requirement	Sub-Contractor will ensure H2O related claims are only paid for eligible members through applicable editing within the Sub-Contractor's CAPS. The Contractor and Sub-Contractor will partner through data exchange to ensure the Sub-Contractor's systems reflect current eligibility status for H2O members.	2	
CLM-0016	Billing - Claims Pro	The Contractor shall provide a solution that maintains compliance through the life of the contract with AHCCCS billing policies and procedures.	Functional	X	Meets Requirement	Sub-Contractor will ensure consistent and compliant claims processing of H2O claims is maintained based on AHCCCS guidelines.	2	

CLM-0017	Billing - Claims Pro	The Contractor shall provide a solution that will maintain all documentation supporting invoices and claims and will follow AHCCCS state defined data record document and artifact retention policies and procedures. Documentation should be available for audit or other review and made available upon request by AHCCCS.	Functional	X	Meets Requirement	Contractor and Sub-Contractor are prepared to implement these record retention requirements for this program upon award.	**2**	downgrade to 1 based on Comments
CLM-0018	Billing - Claims Pro	The Contractor shall provide a solution that will support the submission of invoices by H2O Service Providers in paper, fax, digital, and other electronic formats.	Functional	X	Meets Requirement	Contractor will work with H2O service providers to submit required documentation to the UniteUs System. When this is not possible, additional documentation collected in the listed formats can be manually entered by the Housing Specialist staff.	**2**	
CLM-0019	Billing - Claims Pro	The Contractor shall provide a solution that shall convert and maintain all paper and fax invoices and supporting documentation into an electronic format for storage and retrieval following AHCCCS defined data record document and artifact retention policies and procedures.	Functional	X	Meets Requirement	Contractor will work with H2O service providers to submit required documentation to the UniteUs System. When this is not possible, additional documentation collected in the listed formats can be manually entered by the Housing Specialist staff. Contractor will implement appropriate artifact retention procedures post-award.	**2**	
CLM-0020	Billing - Claims Pro	The Contractor shall provide a solution that accepts aggregated EFT payments from the Arizona Department of Administration (ADOA) financial system (AZ360) and will be required to distribute payments to contracted H2O Service Providers via EFT based on requirements outlined in the AHCCCS Provider Participating Agreement (PPA).	Functional	X	Meets Requirement	Sub-Contractor meets this requirements. Sub-Contractor currently accepts regulatory payments directly and is coordinated with Sub-Contractor's Treasury and Central Accounting.	**2**	
CLM-0021	Billing - Claims Pro	The Contractor shall provide a solution that monitors the SHA to ensure accurate calculation of the Member lease responsibility amount, which determines the short term rental assistance payment. The Member responsibility is based on factors including but not limited to: a) tenant income b) household size	Functional	X	Meets Requirement	Contractor has met with SHA to review this requirement. Contractor will conduct this monitoring via auditing of SHA's documentation systems which already calculate these variables. Monitoring of individual client records will be done at a regular cadence to ensure FWA compliance.	**2**	
CLM-0022	Billing - Claims Pro	The Contractor shall provide a solution that will provide the flexibility to create, issue, cancel, reissue, and modify payments to H2O Service Providers according to program policy and procedure	Functional	X	Meets Requirement	Sub-Contractor's current systems and processes meet these requirements. Sub-Contractor currently accepts medical claims for the purpose of payment, which includes other functions such as reissue, cancellation, and modifying payments.	**2**	
CLM-0023	Billing - Claims Pro	The Contractor shall provide a solution that will maintain and use invoicing solutions and electronic system(s) of record for the H2O Program that support the submission of billed charges to PMMIS in support of H2O Program operations, reporting, and evaluation.	Functional	X	Meets with Enhancements	Contractor and Sub-Contractor are able to submit the requested information in a variety of formats. Contractor will work with AHCCCS to define the requirements of this data transfer and implement the protocol post-award.	**1**	Upgrade to 2 based on Offeror's Comments
CLM-0024	Billing - Claims Pro	The Contractor shall provide a solution that will include invoicing processes to receive, track and validate H2O Service Provider invoices, including: a. Establishing the ability to receive invoices based on qualifying H2O housing and housing related services delivered, including supporting documentation. b. Validating completeness and accuracy of submitted invoices and supporting documentation from H2O Service Providers. c. Ensuring complete and accurate invoices/claims are transmitted to AHCCCS. d. Denying and returning incomplete or inaccurate invoices back to the submitting H2O Service Provider. e. Recording and tracking the status of invoices (e.g. submitted, pending, paid, denied, under dispute, dispute resolved). f. Maintaining oversight of timely filing requirements in compliance with AHCCCS and CMS policies.	Functional	X	Meets with Enhancements	Sub-Contractor will ensure all AHCCCS defined claims billing requirements and payment policies are in place to support the H2O program. This will include documentation requirements, processes to receive and validate invoices, tracking statuses of invoices, validation and retention of AHCCCS defined data elements, and the denial/return of claims based on requirements failures.	**1**	
CLM-0025	Billing - Claims Pro	The Contractor shall produce a remittance advice related to the Contractor's payments and/or denials to providers and each shall include at a minimum: a. The reason(s) for denials and adjustments b. A detailed explanation/description of all denials, payments, and adjustments c.. The amount billed d. The amount paid	Functional	X	Meets Requirement	Sub-Contractor has the processes and systems in place to meet this requirement. Sub-Contractor currently issues remittance advice related to the claims payments and provides the data points stipulated.	**2**	
CLM-0026	Billing - Claims Pro	Contractor shall provide a solution that recognizes AHCCCS recoupments must be made regardless of H2O Service Providers ability to provide the recoupment.	Functional	X	Meets Requirement	Sub-Contractor has the processes and systems in place to meet this requirement. Sub-Contractor currently reconciles and manages regulatory payments and recoupments.	**2**	
CLM-0027	Billing - Claims Pro	Contractor shall provide a solution that confirms an H2O Service Provider is active in PMMIS provider module and not under a CAF (Credible Allegation of Fraud) before processing invoices/claims.	Functional	X	Meets Requirement	Sub-Contractor will ensure H2O related claims are only paid to qualified eligible and in good standing providers through applicable editing within the Sub-Contractor's CAPS.	**2**	
CLM-0028	Billing - Claims Pro	Contractor shall provide a solution to submit claims based upon timely filing policy in the DFSM Fee for Service Billing manual. *Reference RFP Section 7 "Relevant Contract and Program Policies" DFSM Fee for Service Billing manual.	Functional	X	Meets Requirement	Sub-Contractor will ensure H2O related claims are only paid when AHCCCS defined timely filing parameters are met through applicable editing within the Sub-Contractor's CAPS.	**2**	
CLM-0029	Billing - Claims Pro	The Contractor shall provide a solution that addresses credit balances, reversals, take backs, recoveries, and recoupments through an accounts receivable process that will adjust payments in financial processing prior to invoice payment distribution to H2O Service Providers.	Functional	X	Meets Requirement	Sub-Contractor has the processes and systems in place to meet this requirement. Sub-Contractor currently identifies and manages credit balances related to claims payments. This process is managed currently via Lawson.	**2**	
CLM-0030	Billing - Claims Pro	The Contractor shall provide a solution that adheres to AHCCCS recoupment process as well as adjudication and payment of claims processes in accordance with state and federal requirements and standards as outlined in ACOM 412 and ACOM 203.	Functional	X	Meets Requirement	Sub-Contractor will ensure H2O related claims policies related to the recoupment and reprocessing of claims are met, including adherence to ACOM 412 and ACOM203 policy requirements.	**2**	
						total	**55**	**1**

Utilization Management and Reporting

Req #	Category	Description	Type	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
UM-001	Utilization	The Contractor shall provide a solution that monitors and reports Provider Under- & Over-Utilization that includes, but is not limited to, provider eligibility and enrollment as well as all housing related services as required by AHCCCS.	Functional	Meets Requirement	Sub-Contractor has a process today to monitor for provider over and under utilization. Sub-Contractor will expand the current process to include the H2O service providers and H2O service types and incorporate any AHCCCS required contract language for monitoring activities.	2	
UM-002	Utilization	The Contractor shall provide a solution that monitors and reports Under- & Over-Utilization of Outreach and Education Services within both a GSA and a specific H2O Service Provider.	Functional	Meets Requirement	Sub-Contractor has a process today to monitor for provider over and under utilization. Sub-Contractor will expand the current process to include the H2O service providers and H2O service types. Reporting will be specific to the H2O contracted service providers and have the ability to drill down to GSA specific regions.	2	
UM-003	Utilization	The Contractor shall provide a solution that monitors and reports Member utilization of allowed Transitional Housing dollars and provide timely notification to required stakeholders of Member cap threshold.	Functional	Meets Requirement	The UniteUs Platform provides a front end solution allowing providers to have immediate notification of utilization caps. Sub-Contractor has a process to monitor and prevent payment on over utilization. Systems will be configured post-award.	2	
UM-004	Utilization	The Contractor shall provide a solution that monitors and reports Member utilization of one-time services and provide timely notification to required stakeholders of Member cap threshold.	Functional	Meets Requirement	Sub-Contractor has the ability currently to set service or benefit limitations within our systems. Sub-Contractor can create the new service or benefit limitations specific to this program and service thresholds within our existing systems.	2	
UM-005	Utilization	The Contractor shall provide a solution that tracks and approves the completion of housing pre-tenancy & tenancy services provided by the H2O Service Provider and return of service coordination to the Member Case team based upon the following: a. Member / health care decision maker is in agreement b. Member's clinical team recommendation c. Member's health plan and care coordination team approval d. H2O Service Provider recommendation e. H2O-PA approval f. Documentation and evidence placed on member's master record	Functional	Meets Requirement	Sub-Contractor has a process in place currently to review requested services and make a determination based on service criteria. Sub-Contractor also has a process in place to notify the requesting provider and any other involved providers of the outcome of the service review.	2	
UM-006	Utilization	The Contractor shall provide a solution that monitors and reports utilization by Member regardless of when services are rendered / received (i.e. Members can receive services across non-concurrent episodes and across non-continuous time periods).	Functional	Meets Requirement	Sub-Contractor has a process in place currently and can configure benefit limit structures across multiple providers and services segments.	2	
UM-007	Reporting	The Contractor shall provide a solution that allows for configurable system codes and categories that display and support AHCCCS approved descriptions.	Functional	Meets Requirement	Sub-Contractor's systems currently are configurable based on contractual program requirements. Systems which support this contract will meet all AHCCCS requirements around reporting.	2	
UM-008	Reporting	The Contractor shall provide a solution that will capture, store, track, report and display H2O data using specific data elements as determined according to AHCCCS and H2O Program policy and procedure. *Reference RFP Section 7 "Relevant Contract and Program Policies" Outcome Measures	Functional	Meets Requirement	Contractor utilizes documentation systems that are fully customizable. Because of this, Contractor has full control over which data elements (forms, fields, drop-downs) are collected. Contractor is able to adjust to meet the needs of AHCCCS, and engage in continuous quality improvement to improve systems and services.	2	
UM-009	Reporting	The Contractor shall provide a solution that demonstrates their ability to manage all aspects of the AHCCCS H2O Program as set forth within this RFP, and will be subject to oversight by AHCCCS.	Functional	Meets Requirement	Contractor/Sub-Contractor is able to provide project plans, scopes of work, work breakdown, status updates, and other documents that can be utilized to demonstrate the ability to manage all aspects of the H2O program.	2	
UM-010	Reporting	The Contractor shall provide a solution that provides AHCCCS with visibility into day-to-day activities with an interactive dashboard to display outcome measures in accordance with Quality Improvement and H2O Program Evaluation.	Functional	Meets Requirement	Contractor has invested in a robust data infrastructure and technical teams that enable creation of ad hoc reports, scheduled reports, caseload, and dashboards like the one that is required. Because of tools like the data warehouse, Cognos, Tableau and other resources, Contractor will be able to develop an interactive dashboard. Contractor has experience pulling data from multiple sources and has reviewed the required data sources for the dashboard.	2	
					total	20	0

Staffing & Experience

Req #	Category	Description	Type	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
SE-001	Experience	The Contractor shall provide a solution that demonstrates experience and knowledge in working with AHCCCS programs and policies, AZ SMI programs and policies, AZ agencies servicing HRSN needs, AHCCCS claims billing and fraud, waste and abuse montioring, and key AZ programs for addressing homelessness.	Functional	Meets Requirement	Contractor has extensive experience in implementing and maintaining AHCCCS-funded programs - including the SMI/SED determination program. Contractor is also the HMIS provider for two out of the three AZ Continuums of Care for Arizona Housing. Sub-Contractor has been a Medicaid Managed Care Organization since 1986 as a provider lead and University of Arizona affiliated non-profit community-based safety health plan. Sub-Contractor started as one of the first AHCCCS acute care plans in Pima county and over the last 38 years has expanded to 10 counties in central and southern Arizona with active contracts with AHCCCS for AHCCCS Complete Care (ACC) and Arizona Long Term Care (ALTCS) and CMS for Dual Special Needs Plan (D-SNP). Currently, Sub-Contractor serves over 290,000 members and has extensive knowledge and experience processing Medicaid claims and monitoring for fraud, waste and abuse.	2	
SE-002	Health Plan Governance and Oversight	Contractor shall provide a solution that ensures the H2O-PA provides on-staff housing specialist that perform initial outreach to coordinate housing needs with the Member's health plan or care team housing coordinators to ensure duplicative housing support efforts are not pursued for each Member.	Functional	Meets Requirement	H2O providers are required to prepare a housing plan that must be reviewed by a member's health plan care coordination team. This plan must be documented in the UniteUs platform before services can be provided. Contractor will ensure this plan meets all necessary requirements. Contractor will provide automated reports to health plans ensuring they are aware of the housing plan. Contractor's housing specialists will conduct outreach when needed to ensure duplicative efforts are not pursued.	2	
SE-003	Health Plan Governance and Oversight	The Contractor shall provide a solution that ensures the H2O-PA is responsible for participation in AHCCCS Housing Program meetings with AHCCCS Housing staff and State Housing Administrator to assist in ongoing program development and improvements as well as the OIG quarterly CONG meetings.	Functional	Meets Requirement	Contractor will ensure appropriate staff are assigned to and attending all necessary meetings including organizational and program leadership when necessary. Contractor is committed to the ongoing development and refinement of the program.	2	
SE-004	Staff Background	The Contractor shall provide a solution to ensure H2O-PA staff are employment compliant based on AHCCCS policies including but not limited to the PPA and standard MCO Contracts. *Reference RFP Section 7 "Relevant Contract and Program Policies" AHCCCS PPA & standard MCO Contracts	Functional	Meets Requirement	Sub-Contractor will ensure all H2O-TPA staff are knowledgeable about applicable policies/procedures related to this contract and other standard MCO contracts. All staff go through new employee orientation upon hire and complete additional trainings annually to ensure staff are up to date on all AHCCCS policies and procedures.	2	
SE-005	Staffing	The Contractor shall provide a solution that will ensure the H2O-PA has sufficient, appropriately trained, and experienced staff to successfully design and operate both the business and technical functions of the proposed solution, including but not limited to claims and billing operations with appropriate fraud, waste and abuse monitoring, from contract execution through maintenance and operations. *Reference RFP Section 7 "Relevant Contract and Program Policies" ACOM 103	Functional	Meets Requirement	Sub-Contractor will ensure the organization has sufficient, properly trained and experienced key personnel and other staff as outlined in the RFP. Sub-Contractor currently has experienced and knowledgeable claims/billing, FWA and operational staff and will ensure all staff performing functions under the H2O-TPA contract are competent to fulfill job duties/functions. Sub-Contractor will leverage our existing training within these areas and make any additions as needed to meet contractual requirements.	2	
SE-006	Staffing	The Contractor shall provide a solution that includes training and certifications for the H2O-PA staff showing qualifications to perform administration of H2O services including but not limited to fraud, waste and abuse, DRA, AHCCCS billing policies, HRSN assessment and HUD Fair Housing policies.	Functional	Meets Requirement	Sub-Contractor has a training program for new employees and then annual trainings through the MyHR platform. This tracks employee training completion of courses and provides them a certification that trainings were completed and passed. Sub-Contractor will need to develop any additional trainings within MyHR that are specific to this contract. New employee and annual trainings are monitored and tracked for reporting purposes.	2	
SE-007	Staffing	The Contractor shall provide a solution that ensures H2O-PA staff are knowledgeable / familiar with AHCCCS practices for Medicaid Billing, Provider Management, Medicaid member services, Permanent Supportive Housing, & Fraud, Waste, and Abuse to ensure PA staff decisions are consistent and support AHCCCS practices and policies.	Functional	Meets Requirement	Sub-Contractor has a training platform, MyHR, which houses all our internal employee trainings. This platform allows for easy tracking of completion/certifications for new employees and then annually thereafter. Sub-Contractor will ensure all staff performing functions under the H2O-TPA contract have completed all trainings and are knowledgeable in all areas set forth in contract. Sub-Contractor will ensure staff performing PA functions are competent to render service decisions based on set forth criteria. Sub-Contractor will utilize the existing inter-rater reliable process to ensure staff performing TPA functions are consistently rendering service decisions.	2	
					total	14	0

Compliance / Program Monitoring

Req #	Category	Description	Type	Contract Penalty Indicator	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
CPM-001	Reporting	The Contractor shall provide a solution that will produce reports and dashboards that supply the information needed to operate, control, manage, and monitor H2O Program business processes as defined by AHCCCS.	Functional		Meets Requirement	Contractor has the tools and technology to provide a complete solution (manage, operate, and control) supporting public and private facing dashboards and reports.	2	
CPM-002	Reporting	The Contractor shall provide a solution that will include the tools and methods that support and enable H2O report generation in batch, On-demand, and schedule modes.	Functional		Meets Requirement	Contractor has a robust solution for providing the required reports. Contractor utilizes advanced data collection systems, a data warehouse, data integrations, and tools to generate reports. Contractor has experience creating scheduled recurring reports, daily caseloads, dashboards and other ad hoc analytics. The Contractor utilizes modern technology solutions that will provide multiple delivery endpoints utilizing real-time and enterprise data warehouse (EDW) solutions. The endpoints include, but are not limited to: web user interface, secure e-mail, and a secure server location to access. All reports can be generated based on user preferences via scheduled automation, on-demand, and batch that aligns to core processing dependencies.	2	
CPM-003	Reporting	The Contractor shall provide a solution that will include the tools and methods that support public and private facing dashboards and reports.	Functional		Meets Requirement	Contractor has the tools and technology to provide a solution that supports public and private facing dashboards and reports.	2	
CPM-004	Reporting	The Contractor shall provide a solution that will have the flexibility to set date parameters for H2O reporting purposes and to produce reports on daily, monthly, quarterly, or other frequencies, as defined by AHCCCS.	Functional		Meets Requirement	Date parameters are easily built into Contractor reporting queries.	2	
CPM-005	Reporting	The Contractor shall provide a solution that will implement and maintain tools and methods to support data extract outputs in online, hardcopy, and Industry Standard data extract outputs including, but not limited to: ASCII, CSV, Microsoft Excel, Microsoft Word, ODBC, SPSS, Adobe PDF, JSON, and XML.	Functional		Meets Requirement	Contractor's systems are configurable to permit all listed data output formats.	2	
CPM-006	Reporting	The Contractor shall provide a solution that will support all Federal and State-mandated reports in a format as defined by AHCCCS.	Functional		Meets Requirement	The Contractor acknowledges the requirement to deliver a solution that complies with all Federal and State regulations, specifically those mandated by AHCCCS, including the provision of reports in the formats prescribed by AHCCCS. The implementation plan entails best practices in the following: discovery of the reports needed, data mapping, formatting based on needs, full end to end validation, and ongoing support to meet the regulatory requirements.	2	
CPM-007	Reporting	The Contractor shall provide a solution that will include eligibility processing reporting and analysis capabilities including, but not limited to the number of Members provided from AHCCCS; number enrolled in H2O services; number declined H2O services; number in progress enrollments, etc.	Functional	X	Meets Requirement	Contractor has the tools and technology to provide a complete solution (manage, operate, and control) for member eligibility data processing and reporting analysis.	2	
CPM-008	Reporting	The Contractor shall provide a solution that will include reporting functionalities to address non-compliant resubmission of data when H2O transactions are denied or flagged for additional information and/or corrections.	Functional		Meets Requirement	The Contractor acknowledges the necessity to incorporate robust reporting functionalities within the solution to effectively manage instances of non-compliant resubmission of data following denials or flags for additional information and/or corrections in H2O transactions. Sub-Contractor's comprehensive reporting mechanisms leveraging its business rules alert non-compliant resubmissions, errors, or inaccuracy of data. The rules will provide error code definitions, description, transaction details, audit, resubmission tracking, and balance and controls to ensure compliance with regulatory standards and optimizing the efficiency of data resubmission processes.	2	
CPM-009	Data Governance	The Contractor shall provide a solution that will prevent unauthorized purging of data such that the data is no longer recoverable and useable in accordance with AHCCCS Data Policies and Standards.	Functional		Meets with Enhancements	Contractor will add enhancement logic to backend databases to match data purge policies and standards from AHCCCS.	1	
CPM-010	Data Governance	The Contractor shall provide a solution that will capture all data that is used, created, or archived by the Contractor under this Contract for the ownership, right, title, and interest of AHCCCS.	Functional		Meets Requirement	Contractor's systems are currently configured to meet these requirements.	2	
CPM-011	Technology - Audit / Audit Support	The Contractor shall provide a solution that will support AHCCCS during all internal or external audits, reviews, and collaborations, such as with CMS or OIG, etc., which includes capturing and providing all data required to comply with such audits as defined by AHCCCS within the required time frames.	Functional		Meets Requirement	Contractor meets this requirement and will support AHCCCS during all internal or external audits, reviews, and collaborations.	2	
CPM-012	Technology - Audit / Audit Support	The Contractor shall provide a solution that will make available to AHCCCS the results of any third-party audit conducted, including, but not limited to, the Service Organization Control (SOC) 2 and Network Organization Control (NOC) on the Contractor's organization services within the scope of this Contract.	Functional		Meets Requirement	The Contractor will support AHCCCS during all internal or external audits, reviews, and collaborations and can provide the results of our most recent SOC2 audit as needed.	2	
CPM-013	Data Management	The Contractor's solution shall maintain a record and audit trail of errors during update processes, accounting for originating source and user.	Functional	X	Meets Requirement	Contractor's systems meet this requirement to maintain a record and audit trail of errors during update processes, accounting for originating source and user.	2	
CPM-014	Data Management	The Contractor shall provide a solution that will include audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction and capture, at a minimum: a. Date and timestamp b. Data source c. User ID d. Action taken	Functional	X	Meets Requirement	Contractor's EHR contains an audit log that captures this information on each form. Depending on the error, Contractor can either trace it in the EHR or through trace logs. Contractor has full access to the database and is also able to build out custom reports for specific errors known to impact reporting. The Contractor will provide solutions necessary to meet all Balance and Control measures for audit trails requirements.	2	
CPM-015	Data Management	The Contractor shall provide a solution that will certify that any and all unmasked or unscrambled Department data will reside in data centers located in the continental United States, and this data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training.	Functional	X	Meets Requirement	All Contractor's data resides in a continental US data center. Documentation can be provided upon request.	2	
CPM-016	Data Management	The Contractor shall provide a solution that enables download of raw data report content in spreadsheet format as approved by AHCCCS.	Functional	X	Meets Requirement	Contractor has a solution that enables download of raw data report content in a spreadsheet format.	2	
CPM-017	Data Management	The Contractor shall provide a solution that generates all reports and dashboards in formats agreed upon by AHCCCS.	Functional	X	Meets Requirement	Contractor utilizes a variety of dashboards throughout the organization. Contractor meets this requirement and will provide a solution that generates all reports and dashboards in an AHCCCS approved format.	2	
CPM-018	Compliance & Monitoring	The Contractor shall provide a solution that provides analysis, monitoring, and reporting of program outcomes based on H2O member service availability and utilization within and across GSAs.	Functional		Meets with Enhancements	Contractor will aggregate information from the necessary data sources to provide this requested information. Member service availability and utilization information will be made available through DWEL. Contractor will work closely with H2O providers and SHA to review, analyze and monitor this information to prepare action plans and performance improvement plans as needed. Service availability will be monitored by Sub-Contractor as part of the contracting relationship with H2O providers.	1	
CPM-019	Compliance & Monitoring	The Contractor shall provide a solution that provides analysis, monitoring, and reporting of program outcomes based on H2O Service Provider availability and effectiveness within and across GSAs.	Functional		Meets with Enhancements	Contractor will aggregate information from the necessary data sources to provide this requested information. A future consideration of this will be working with H2O providers and SHA to make data available in DWEL for single platform reporting and streamlined data entry. Contractor will work closely with H2O providers and SHA to review, analyze and monitor this information to prepare action plans and performance improvement plans as needed.	1	
CPM-020	Compliance & Monitoring	The Contractor shall provide a solution that monitors and reports on demographic disparities in housing referrals and/or lease up rates within and across GSAs.	Functional		Meets with Enhancements	Contractor will aggregate information from the necessary data sources to provide this requested information. Contractor will work closely with SHA to aggregate, report on and analyze housing referrals and lease up rates.	1	Upgrade to a 2 based on comments
CPM-021	Compliance & Monitoring	The Contractor shall provide a solution that monitors and reports on enhanced shelter availability, turnover, waitlists, utilization, and occupancy rates within and across GSAs.	Functional		Meets with Enhancements	Contractor will aggregate information from the necessary data sources to provide this requested information. Contractor believes the best route for collecting enhanced shelter availability will be through DWEL allowing for a single data source for this information. Custom workflows for enhanced shelters will be designed with HMIS leads to ensure consistent data collection occurs.	1	
CPM-022	Compliance & Monitoring	The Contractor shall provide a solution that collaborates with the AHCCCS Housing Administrator to monitor and report on rental assistance programs including utilization, turnover, availability, and waitlists within and across GSAs.	Functional		Meets with Enhancements	Contractor has met with SHA to review this requirement and is prepared to monitor and report on these items at contract award. Included as an infrastructure investment in the budget of this response, Contractor is prepared to work with SHA to make this reporting automated.	1	Upgrade to a 2 based on comments
CPM-023	Compliance & Monitoring	The Contractor shall provide a solution that generates, publishes, and retains history of standardized reports that will be produced daily, weekly, monthly, quarterly, and annually including but not limited to the following: a. Member Enrollment b. Member Utilization c. Provider Availability d. Provider Services e. Member/Provider Assignment f. Housing and Shelters g. Training and Technical Support h. Program Operational Financials	Functional		Meets with Enhancements	Contractor will aggregate information from the necessary data sources to provide this requested information. A future consideration of this will be working with H2O providers and SHA to make data available in DWEL for single platform reporting and streamlined data entry. Contractor will work closely with H2O providers and SHA to review, analyze and monitor this information to prepare action plans and performance improvement plans as needed. Contractor will work with AHCCCS to confirm the technical and publication requirements.	1	
CPM-024	Compliance & Monitoring	The Contractor shall provide a solution that provides a daily dashboard that reports on overall program health and status based upon KPIs and AHCCCS identified metrics.	Functional		Meets Requirement	Contractor will be able to develop the described daily dashboard showing overall program health in consultation with AHCCCS. The process for dashboard development and production is outlined in detail in the narrative of this RFP.	2	
CPM-025	Compliance & Monitoring	The Contractor shall provide a solution that publishes internally and externally facing dashboards to track program performance.	Functional		Meets Requirement	Contractor is able to provide internal and external dashboards at the discretion of AHCCCS to ensure the appropriate level of transparency and visibility is available to H2O stakeholders.	2	
CPM-026	Compliance & Monitoring	The Contractor shall provide a solution that performs ad-hoc reporting for program review and management.	Functional	X	Meets Requirement	Contractor's systems are configurable to permit ad hoc reporting for these purposes.	2	
CPM-027	Compliance & Monitoring	The Contractor shall provide a solution that evaluates and reports on meeting the H2O Program objectives based upon the AHCCCS H2O Outcomes Measures in an effort to: a. Effectively address unmet housing related needs, b. Reduce potentially avoidable, high-cost services (e.g., ED visits, institutional care), and/or c. Improve physical and mental health outcomes for H2O members	Functional		Meets Requirement	Contractor will work closely with AHCCCS to ensure the necessary information is available for review and evaluation. Contractor proposes to include funding specifically for program evaluation with a technical assistance organization like Health Management Associates to assist in the evaluation and reporting of these items for 1115 waiver.	1	Upgrade to a 2 based on comments
CPM-028	Compliance & Monitoring	The Contractor shall provide a solution that monitors housing care coordination under the H2O program and ensures that the Housing Care Plan is integrated with the member's SMI care that is managed by the Member's health plan and care coordination team.	Functional		Meets Requirement	At implementation, Contractor will prepare automated reports to Health Plans and Care Coordination teams on the status of members services. Contractor will work with UniteUs to implement documentation and attestation requirements during the claims and invoicing process to ensure this is conducted. In the future, Contractor will work to have this information visible in the DWEL data warehouse for care coordination activities.	2	Downgrade to 1
CPM-029	Compliance & Monitoring	The Contractor shall provide a solution that monitors transition of Member from H2O Housing Care programs to regular SMI programs through coordination with the Member's health plan and care coordination team.	Functional		Meets Requirement	Contractor will prepare automated reports to Health Plans and Care Coordination teams on the status of members services. In the future, Contractor will work to have this information visible in the DWEL data warehouse for care coordination activities.	2	Downgrade to 1
CPM-030	Compliance & Monitoring	The Contractor shall provide a solution that monitors and analyzes invoice data with H2O Service Providers to account for monetary flow of funds during the invoice to claim to payment processing based on AHCCCS claim processing guidelines.	Functional		Meets Requirement	Contractor is able to provide end-to-end reporting on the timing of claims submission, processing, reimbursement from AHCCCS and Payment.	2	
CPM-031	Compliance & Monitoring	The Contractor shall provide a solution that allows for the detailed inspection and download of individual records and data in support of report summaries and dashboards.	Functional		Meets Requirement	Contractor will work with AHCCCS to ensure that all requested detailed information is available upon request or via a mutually agreed upon delivery and cadence.	2	
						Total	54	1

Integration & Interfaces

Req #	Category	Description	Type	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
INT-001	Data sharing	The Contractor shall provide a solution that will work in cooperation with AHCCCS, HMIS, CLRS, HIE, and any applicable vendors to enhance housing-related data sharing and availability through applicable data or information systems	Functional	Meets Requirement	Contractor is prepared to provide this solution. Contractor has experience building applications working with third party vendors that can exchange data in various formats or systems.	2	
INT-002	Data sharing	The Contractor shall provide a solution that will allow for bi-directional data exchange and sharing between AHCCCS third party systems such as Health Information Exchange; HEAPlus; Community Cares, the closed-loop referral system; and key stakeholders in the H2O Program as outlined in the final AHCCCS policies and outcome measurements.	Functional	Meets Requirement	Contractor is prepared to provide this solution. Contractor has experience building applications that can exchange or transfer data between third party vendors in various formats or systems.	2	
INT-003	Data sharing	The Contractor shall provide a solution that will be responsible for sharing all data generated and collected by the H2O-PA under the program contract with AHCCCS.	Functional	Meets Requirement	Contractor is prepared to provide this solution. Contractor has experience building reporting and exports that will share all required information under the program contract with AHCCCS.	2	
INT-004	Data sharing	The Contractor shall provide a solution that will be responsible for sharing data in accordance with AHCCCS policies and covered under the necessary BAA with other stakeholders and state entities as outlined in the final policies and outcomes.	Functional	Meets Requirement	Contractor is prepared to provide this solution. All technical specifications are reviewed by Contractor's compliance and security teams to ensure all data sharing is done in accordance with required policies and contracts.	2	
INT-005	Data sharing	The Contractor shall provide a solution that will provide the ability to receive, store, manage, integrate, and report on standardized data from H2O Service Providers to monitor program outcomes.	Functional	Meets with Enhancements	Contractor is prepared to provide this solution. Contractor plans to leverage the DWEL warehouse for data integration and data reporting with H2O service providers allowing them to continue to do data entry in their local HMIS.	1	
INT-006	Data sharing	The Contractor shall provide a solution that meets AHCCCS Technical Interface Guide in order to facilitate the exchange of data from and to AHCCCS. *Reference RFP Section 7 "Relevant Contract and Program Policies" AHCCCS Technical Interface Guide (TIG)	Functional	Meets Requirement	Contractor's systems currently meet these requirements and all solutions under the H2O program will meet these requirements.	2	
INT-007	Data sharing	The Contractor shall provide a solution that complies with HUD's national data sharing standards.	Functional	Meets Requirement	Contractor meets this standard in the HMIS Department and compliance with HUD data standards will be replicable for the H2O program.	2	
INT-008	Data sharing	The Contractor shall provide a solution that participates in DWEL partnership as outlined in the AHCCCS H2O Implementation Plan.	Functional	Meets Requirement	Contractor is the Administrative Operator for DWEL-AZ and will work to ensure close collaboration between the DWEL and H2O project. Infrastructure funding is made available in the budget to support this collaboration.	2	
INT-009	Integration	The Contractor shall provide a solution that will develop operational procedures in coordination with AHCCCS to support business continuity.	Functional	Meets Requirement	Contractor will develop business continuity plans in conjunction with AHCCCS for all core functions.	2	
INT-010	Interfaces	The Contractor shall provide a solution that will ensure that they can interface with all required third parties through electronic data exchanges utilizing industry compliant 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), MARS-E).	Functional	Meets Requirement	Contractor currently designs solutions that meet industry best practices and requirements. Contractor's compliance and security team will ensure that all software development and interface design for the H2O program will meet the applicable standards.	2	
INT-011	Interfaces	The Contractor shall maintain records relating to covered services and expenditures including reports to AHCCCS and documentation used in the preparation of reports to AHCCCS. The Contractor shall comply with all specifications for record keeping established by AHCCCS. All records shall be maintained to the extent and in such detail as specified by AHCCCS Rules and policies. Records shall include but not be limited to financial statements, records relating to the Members housing services and Housing Care Plan, and other records specified by AHCCCS.	Functional	Meets Requirement	The Contractor and Sub-Contractor are current AHCCCS vendors/contractors and meets this requirement. All aspects of the H2O program will be implemented with the same standards.	2	
INT-012	Interfaces	The Contractor shall provide a solution that will ensure proprietary interfaces and protocols between modules are not used.	Functional	Meets Requirement	Contractor's systems can be configured to lock interfaces and protocols to meet this requirement.	2	
INT-013	Interfaces	The Contractor shall provide a solution that will provide an extract of AHCCCS defined data to AHCCCS, in an agreed upon format, at a minimum, weekly.	Functional	Meets Requirement	Contractor is prepared to provide this solution and can send data extracts or data reports in an agreed upon format at any time interval.	2	
INT-014	Interfaces	The Contractor shall provide a solution that will support interfaced systems sharing of member data in alignment with the Member AHCCCS ID, according to AHCCCS and H2O Program and security policy and procedure.	Functional	Meets Requirement	Contractor's systems are currently configured to meet this requirement on HMIS data exchanges. Contractor will design all H2O processes in alignment with all required security protocols and procedures.	2	
INT-015	Interfaces	The Contractor shall provide a solution that will provide a mechanism to query AHCCCS provider enrollment system to determine if potential H2O Service Providers are approved by AHCCCS.	Functional	Meets with Enhancements	Sub-Contractor's systems will be configured for this purpose. During initial launch, this will be done manually. The automation of this will be designed as part of the implementation plan.	1	
INT-016	Interfaces	The Contractor shall provide a solution that will be responsible for creating interfaces and integrations with key stakeholders and critical H2O program supporting statewide systems through technology methods and standards that will meet the program outcomes.	Functional	Meets Requirement	Contractor has experience building technology interfaces and data integrations between third party vendors in various formats or systems meeting all technical and security requirements.	2	
					total	30	0

Global Requirements

Req #	Category	Description	Type	Contract Penalty Indicator	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
GR-001	Certification	The Contractor may be liable for any CMS penalties and/or the difference between the maximum allowable enhanced FFP and that received by the state that may result from a failure of the contractor to meet AHCCCS and CMS approved program outcomes.	Functional		Meets Requirement	Contractor understands the liability and is committed to ensure such outcomes do not occur through operational excellence. Contractor will include appropriate language in H2O Provider contracts regarding penalties, PIPs, and CAPs.	2	
GR-002	Change Management	The Contractor shall perform, document, and implement all approved work requests per the priorities, quality standards, and approval/completion/close out processes established agreed upon with AHCCCS.	Functional		Meets Requirement	Contractor's operation team will work closely with AHCCCS to establish priorities and quality standards. Contractor's Quality and Compliance department will monitor all agreed upon work requests to ensure completing to agreed upon standards.	2	
GR-003	Change Management	- The Contractor shall actively pursue, engage, and collaborate with AHCCCS to identify system/non system based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient effect/impact on systems or operations.	Functional		Meets Requirement	Contractor will assign the appropriate staff to collaborate with AHCCCS to identify and document system/non system based changes, maintenance, or modification efforts that will provide a streamlined, organized, and/or efficient, effect/impact on systems or operations.	2	
GR-004	Contract Management	The Contractor shall maintain State-approved Contract management notifications and coordination procedures as presented in the Communications Management Plan (ComMP) to be utilized in communicating with the State regarding system, operational, or Contract related issues and implementing necessary coordination activities across Member's health plan and care coordination team, as necessary.	Functional		Meets Requirement	Contractor's Compliance Department will partner with AHCCCS to ensure this requirement is met.	2	
GR-005	Contract Management	The Contractor shall facilitate meetings and provide reporting to communicate Contract status on an AHCCCS approved frequency.	Functional		Meets Requirement	The H2O project will have an assigned Project Manager to facilitate regular meetings and reporting status of contracts. Contractor will ensure appropriate staff are in attendance.	2	
GR-006	Contract Management	The Contractor shall contract with an independent third-party approved by the State to perform a minimum of one (1) annual security and privacy assessment, including a penetration test, in accordance with CMS requirements. The results of this assessment will be made available to the State.	Functional		Meets Requirement	Contractor and Sub-Contractor currently perform the contemplated testing. The Contractor will contract with an independent third party approved by the state to perform a minimum of one (1) annual security and privacy assessment, including a penetration test, in accordance with CMS requirements. The results of this assessment will be made available to AHCCCS.	2	
GR-007	Contract Management	The Contractor shall provide information and data as requested by the State to fulfill requests for litigation, subpoenas, public record requests or other legal actions at no cost to the State.	Functional		Meets Requirement	Contractor currently meets this requirement with other AHCCCS contracts and will replicate that for the H2O program. Contractor's Compliance Department will fulfill this requirement.	2	
GR-008	Contract Management	The Contractor shall maintain a State-approved process, structure, and format for all invoicing activities and documents. Invoicing activities will include electronic routing and workflow capabilities, detail, and summary level reporting, and supporting documentation. The Contractor shall immediately correct, and reissue invoices submitted with incorrect data and will provide the ability to apply credits to an invoice in the instance of incorrect billing.	Functional		Meets Requirement	Contractor currently meets this requirement with other AHCCCS contracts and will replicate that for the H2O program. Contractor's Finance Department will fulfill this requirement.	2	
GR-009	Contract Management	The Contractor shall maintain a State-approved signoff authority process for verbal and written communication of decisions, approvals, and work requests that is documented and archived in a highly accessible, secure, central location.	Functional		Meets Requirement	Contractor utilizes a state-of-the-art project management portal called Jira, an Atlassian product. This tool will be the recommended source of documentation of all communications between Contractor and AHCCCS. This tool provides live access to project tools to all parties. Contractor has internal policies for record and contract retention maintained by our Compliance Department.	2	
GR-010	Contract Management	The Contractor shall maintain an AHCCCS approved process to enable immediate removal, with just cause or reason, both physical and virtual access to systems and facilities for Contractor or Subcontractor employees deemed unfit to continue employment.	Functional		Meets Requirement	Contractor has policies and processes to ensure immediate removal of access occurs when determined necessary.	2	
GR-011	Contract Management	The Contractor shall make all Subcontractor agreements available to the State upon request. For any Subcontract, there must be a designated primary contact who is a member of the Subcontractor's staff and who is accessible to the State. This individual's name and contact information must be provided to the State when the Subcontract is executed. The State will notify Contractor prior to any communication with Subcontractor staff.	Functional		Meets Requirement	Contractor's Compliance Department will make all Sub-Contractor agreements available to the state upon request. For any Subcontract, Contractor will identify and maintain a primary contact who is a member of the Sub-Contractor's staff and who is accessible to the state. This individual's name and contact information will be provided to the state when the Subcontract is executed.	2	
GR-012	Contract Management	The Contractor shall provide AHCCCS documentation of all requested/required audit results, develop corrective action plans for deficiencies, and hold an exit conference with AHCCCS designated Stakeholders, if requested. Contractor shall correct all deficiencies identified through the course of an audit as part of maintenance.	Functional		Meets Requirement	Contractor's Compliance Department will provide AHCCCS documentation of all requested/required audit results, develop corrective action plans for deficiencies, and hold an exit conference with AHCCCS designated Stakeholders, if requested. Contractor shall correct all deficiencies identified through the course of an audit as part of maintenance.	2	
GR-013	Contract Management	The Contractor shall develop and implement a State approved process for identifying, documenting, and obtaining a State decision on all Contract scope additions or modifications. Scope additions or modifications may be identified by any party but must be approved by both the State and the Contractor in writing as a Contract modification. Unless explicitly addressed in the Contract modification, all Contract terms, conditions, and RFP requirements will apply to any scope added or modified.	Functional		Meets Requirement	Contractor and Sub-Contractor have experience overseeing adherence to contract requirements, contract amendments, and overseeing and executing a Change Management process. This includes dissemination of relevant information and requirements to staff and key stakeholders and monitoring implementation of those requirements. Contractor meets regularly with funders to stay in communication about scope, progress, metrics. Contractor will oversee contract modifications and ensure any changes are approved by the state.	2	
GR-014	Contract Management	The Contractor shall maintain an AHCCCS approved Corrective Action Plan (CAP) process and template as defined under the Quality Management Plan (QMP) to be used for the identification, documentation, and resolution of any identified issues as they relate to performance requirements, Deliverable due dates, and Service Level Agreements contained within the scope of the RFP. Once approved, The Contractor shall implement and utilize the AHCCCS approved CAP to resolve all identified and reported issues.	Functional		Meets Requirement	Contractor has all necessary tools and processes to be able to comply with the requirements of the Quality Management Plan and shall utilize the approved Corrective Action Plan template and process as requested.	2	
GR-015	Contract Management	The Contractor shall take an active role in identifying, documenting, and performing proactive self reporting and CAPs for all State Medicaid Enterprise Wide services contained under the scope of this RFP, as detailed within the Quality Management Plan (QMP), and when directed by AHCCCS.	Functional		Meets Requirement	Contractor's Quality & Compliance Department will proactively monitor the program for areas of necessary improvement and will adhere to all reporting requirements.	2	
GR-016	Contract Management	The Contractor shall, throughout all phases of this Contract, adhere to 42 CFR 434.6(5), which allows evaluation by CMS and HHS, through inspection or other means, of the quality, appropriateness, and timeliness of services performed under this Contract.	Functional		Meets Requirement	Contractor shall comply and collaborate with all applicable entities who may need to review or evaluate any means of the program. The Contractor Compliance program serves as the point of contact to streamline communication during any evaluations or audits. Contractor understands and agrees to comply with federal and state regulators, including but not limited to: CMS, HHS, and AHCCCS, with regard to any audits or records requests. Contractor has experience cooperating with regulatory requests and audits and have processes in place to ensure records are appropriately retained and produced to regulators, upon request and in a timely manner.	2	
GR-017	Contract Management	The Contractor shall collaborate with the State and State identified partners to advance and implement efficiencies (as detailed in the QMP) and improve MITA levels for both individual systems, and the overall State Medicaid Enterprise.	Functional		Meets Requirement	Contractor will ensure appropriate staff are assigned to collaborate with AHCCCS and state-identified partners for implementing efficiencies and improving MITA levels. Contractor is committed to the ongoing development and refinement of the program.	2	
GR-018	Contract Management	The Contractor shall be held responsible and are subject to all Corrective Action Plans (CAPs), penalties, and withholds due the State, attributable to subcontractor performance issues and/or non-performance. The Contractor shall be responsible/accountable for any/all subcontracted work assigned and approved for assignment by the State; and are responsible for enforcement and oversight of subcontractors and their compliance with all State and Federal contractual terms/provisions as included under this RFP and any resulting contractual award.	Functional		Meets Requirement	Contractor has all necessary tools and processes to be able to comply with the requirements of any identified CAPs and shall maintain responsibility for monitoring and ensuring adherence to all applicable state and federal requirements. Contractor's Compliance Department is responsible for monitoring process and reporting issues to executive leadership and funders.	2	
GR-019	Infrastructure Management	The Contractor shall be required to implement, host (or arrange for third-party hosting), operate, maintain, and manage all infrastructure, including all hardware, software, middleware, and licenses necessary for successful operation of all systems and services under the scope of work of the Contract.	Functional		Meets Requirement	Contractor's systems infrastructure currently meets this requirement and is highly reliable through hardware and software solutions. All hosted operational systems have a guaranteed 99.99% uptime. Systems and processes deployed for H2O will similarly meet this requirement.	2	
GR-020	Infrastructure Management	- The Contractor shall retain the responsibility and costs for providing network connectivity and access to all systems and data under their scope to all State authorized Stakeholders. The Contractor shall provide the tools and infrastructure to support required access.	Functional		Meets Requirement	Contractor understands this requirement. Contractors maintains contracts with two separate data carriers (Lumen & Cox) to ensure diverse support for out networking and telephony needs.	2	
GR-021	Infrastructure Management	The Contractor shall retain all responsibility and costs for all software, hardware, and infrastructure Maintenance and Operations necessary to fulfill their obligations of this RFP.	Functional		Meets Requirement	Contractor understands this requirement. Contractor's IT department maintains all technology solutions that will be used for this RFP. Contractor has a process that replaces all laptop/desktop computers every 3 years. Servers, routers, network switches are replaced every 5-7 years depending on the device.	2	
GR-022	Infrastructure Management	The Contractor shall ensure all software is supported at a minimum level as defined by Agency/State and Federal standards.	Functional		Meets Requirement	Contractor has internal policies to implement all security updates by software vendors. Contractor also utilizes IDM and Phishing software to protect internal systems from rogue attacks.	2	
GR-023	Maintenance & Operations	As part of its fixed price for M&O, the Contractor shall provide Maintenance Support activities during Operations. This includes making changes to existing functionality and features that are necessary to continue proper system and/or operational services; routine maintenance; data corrections; running reports; communications to State authorized Stakeholders; root cause analysis; applying change requirements; software, hardware, or network upgrades; configuration changes; State rule changes; infrastructure policy impacts; and corrective or adaptive maintenance.	Functional		Meets Requirement	Contractor's fixed pricing reflects this requirement. Contractor has a change control process that will support this requirement. The current change control process has classifications for emergency and non-emergency changes. Non-emergent changes may take up to 30 days to execute in order to find a suitable time for operations to prepare for the changes that may occur. If there are changes to software, they are developed and tested and production environments to ensure all elements are tested to ensure smooth introduction to operational production.	2	
GR-024	Maintenance & Operations	As part of its fixed price for M&O, the Contractor shall provide production support activities during Operations. This includes supporting production systems and operations, addressing system interruptions, identifying, and alerting Stakeholders of potential issues, focusing on identifying and fixing system faults quickly or crafting workarounds and enabling problem management root cause analysis and problem remediation.	Functional		Meets Requirement	Contractor's fixed pricing reflects this requirement. Contractor's change control process includes notification to all parties that may be affected by the issue/change while expediently following procedures to make necessary emergency corrections.	2	
GR-025	Maintenance & Operations	The Contractor shall collaborate with the source system Contractor to resolve bad or otherwise corrupt data in accordance with the data quality review process timelines.	Functional		Meets Requirement	Contractor has this technology and will collaborate with AHCCCS to resolve bad or otherwise corrupt data in accordance with the data quality review process timelines.	2	
GR-026	Maintenance & Operations	- - The Contractor shall be solely responsible for the end to end oversight and management of all environments, including ensuring performance metrics and SLAs are met.	Functional		Meets Requirement	Contractor has internal policies to oversee and maintain all environments. Performance monitoring and SLA monitoring are collaboratively reviewed by Contractor's Operations and Compliance departments. Contractor Executive Leadership is ultimately responsible for ensuring metrics and SLAs are met.	2	
GR-027	Maintenance & Operations	The Contractor shall notify and coordinate with AHCCCS and affected solutions for approval of scheduled and emergency maintenance windows and system outages.	Functional		Meets Requirement	Contractor's policies and processes currently meet this requirement in the existing change control process.	2	
GR-028	Maintenance & Operations	The Contractor shall provide technical support Monday through Friday 8AM to 4PM MST, excluding AHCCCS and Federal holidays.	Functional		Meets Requirement	Contractor will ensure the appropriate staff are available to provide technical support during these required times.	2	
GR-029	Maintenance & Operations	The Contractor shall provide audit activities during Operations. This includes regular audits of both automated and manual business and technical processes for correctness and reporting of results to AHCCCS.	Functional		Meets Requirement	Contractor has familiarity with providing this information. Contractor's Compliance Department will coordinate the response to these requests.	2	
GR-030	Maintenance & Operations	The Contractor shall maintain an AHCCCS approved defect resolution process that determines resolution timelines based on a mutually agreed-upon and assigned severity level.	Functional		Meets Requirement	Contractor is prepared to work with AHCCCS to maintain a defect resolution process and tracks the resolution of issue at agreed upon severity levels.	2	

GR-031	Maintenance & Operations	The Contractor shall identify impacts to existing reports and queries as data sources change and evolve.	Functional		Meets Requirement	Contractor's processes currently contain logic and scripting to identify new sources or changes to data sources.	**2**	
GR-032	Maintenance & Operations	The Contractor shall update existing reports and queries impacted by re occurring/ongoing data set changes/updates (e.g., annual code set updates).	Functional		Meets Requirement	Contractor's processes currently contain logic and scripting to identify new sources or changes to data sources.	**2**	
GR-033	Maintenance & Operations	The Contractor shall detect, log, notify, and respond appropriately to errors and exceptions in both system and data processing.	Functional		Meets Requirement	Contractor's systems currently able to detect, identify and address errors in all systems.	**2**	
GR-034	Maintenance & Operations	The Contractor shall document and maintain AHCCCS approved standard maintenance windows, that are coordinated across solutions, for system maintenance and downtime to minimize MES Stakeholder disruption.	Functional		Meets Requirement	Contractor works collaboratively on all planned outages and will work with AHCCCS to minimize stakeholder disruption. Typically, all planned outages are determined over 30 days in advance and executed normally between midnight and 6am AZ time to minimize disruption on operational processes. Operations staff will work with AHCCCS to approve dates and times of all planned outages.	**2**	
GR-035	Maintenance & Operations	The Contractor shall document all incidents in accordance with the State standard Incident Reporting Form (IRF) template.	Functional	X	Meets Requirement	Contractor understands this requirement and the associated penalty. Contractor will establish policies and procedures to ensure such notification occurs. Contractor's Compliance Department will be the point of contact for such communications.	**2**	
GR-036	Maintenance & Operations	The Contractor shall provide solution documentation, training manuals, and desk level procedures before the solution enters production.	Functional		Meets Requirement	Contractor creates these sets of documentation regularly for all project go-lives. Contractor is prepared to share these materials with AHCCCS.	**2**	
GR-037	Performance Management	The Contractor shall conduct regularly scheduled reviews to assess performance against KPIs and SLAs.	Functional		Meets Requirement	Contractor will develop internal reports to review KPIs and SLAs. Contractor's Quality Assurance team will work with the Operations Department to review these indicators and measures at an appropriate cadence.	**2**	
GR-038	Performance Management	The Contractor shall review all AHCCCS-approved and CMS required KPIs and SLAs with AHCCCS, minimally on a monthly basis, or as requested by the AHCCCS.	Functional		Meets Requirement	Contractor understands this requirement and will review all required KPIs and SLAs at least monthly and as requested by AHCCCS.	**2**	
GR-039	Performance Management	The Contractor shall, in collaboration with the State, develop, review, and maintain, all AHCCCS-approved and CMS required, KPIs and SLAs as advancements of the MITA principles and operational process maturity occur based upon the ongoing reviews of these measurements.	Functional		Meets Requirement	Contractor is prepared to meet this requirement. Contractor has implemented collaborative monitoring programs as described with dozens of funders including AHCCCS and will do the same with the H2O Program.	**2**	
GR-040	Performance Management	The Contractor shall provide and maintain a performance dashboard that captures performance metrics (with drilldown capabilities to supporting data) that can be accessed, exported for CMS reporting, or reported on, as requested by the AHCCCS, in a medium and format approved by AHCCCS. The dashboard and subsequent performance metrics reporting will include performance summaries, such as: a) KPIs and related service levels targeted vs. actual results b) KPIs and related service levels prior period report comparisons c) KPIs and service levels reported as non-compliant d) KPI corrective action plans (CAP), CAP details, impacts to other Modules/systems and estimated compliance date e) KPI resolution date and detailed corrective status for all CAP resolutions.	Functional	X	Meets Requirement	Contractor has the tools and technology to provide a complete solution (manage, operate, and control) supporting public and private facing dashboards and reports. Contractor will work with AHCCCS to design and deploy this dashboard.	**2**	
GR-041	Privacy and Security	The Contractor must meet the applicable State and Federal privacy and security standards in the hosting and support of all infrastructure, including the Federal Centers for Medicare and Medicaid Services (CMS) and Social Security Administration (SSA) cloud computing standards for data maintained within the system. If not hosted in AHCCCS Azure tenant then must be FedRAMP or StateRAMP authorized and that authorization must be maintained throughout the life of the contract.	Functional		Meets with Enhancements	Contractor has started to participate in the StateRAMP program as a step in moving toward being HITRUST certified. All the systems considered in this RFP have been vetted by AHCCCS for use in other programs, and/or meet security and compliance standards.	**1**	Upgrade to 2 based on Offeror's Comment
GR-042	Privacy and Security	The Contractor shall be responsible for monitoring emerging information security threats and vulnerabilities and the necessary remediation at no additional cost to the State.	Functional		Meets Requirement	Contractor has the processes in place to meet the specified requirements. Contractor utilizes external resources and software to stay up to date on any threats that are new or changing.	**2**	
GR-043	Privacy and Security	The Contractor shall be responsible for implementing: 1. Security measures sufficient to reduce risks and vulnerabilities to a reasonable and appropriate level to comply with 45 CFR Section 164.306(a). 2. For risk analysis, an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity, and availability of ePHI held by the covered entity. 3. Appropriate and timely remediation and resolution to vulnerabilities and risk in compliance with AHCCCS security policies and NIST guidelines. 4. Applied appropriate sanctions to workforce members who fail to comply with the security policies and procedures of the covered entity. 5. Procedures to review records of information system activity, such as audit logs, access reports, and security incident tracking reports, on a frequency determined by State. 6. Assigned security officer who is responsible for the development and implementation of the policies and procedures required by this subpart for the entity. 7. Security awareness and training program for all members of its workforce.	Functional	X	Meets Requirement	Contractor has all policies and procedures in place to address this requirement. 1) Contractor has appropriate processes and procedures in place at the appropriate level to comply with 45 CFR section 164.306(a) 2) This is managed by Contractor's Security Analyst who reports to Contractor's Director of IT and external resources are used to execute pen testing and other assessments. 3) Contractor uses NIST guidelines to ensure environment is protected and secure. 4) Contractor has policies on the acceptable use of Contractor's IT equipment as well as policies on Information security, retention and use of data including penalties. 5) All of the systems have audit logging that are audited regularly to ensure safe and secure use. 6) Contractor's Security Officer's resume is included in the RFP. 7) Security Awareness training in a requirement of employment, and each employee has to complete this annually.	**2**	
GR-044	Privacy and Security	The Contractor's Solution shall be compliant with NIST 800-53, or its replacement, at the moderate level, the Minimum Acceptable Risk Standards for Exchanges (MARS-E), or its equivalent.	Functional	X	Meets with Enhancements	The systems utilized in this solution meet the NIST 800-53 standards and HIPAA standards for data security. The Contractor and Sub-Contractor will collaborate with AHCCCS to share compliance documentation for the systems used for the implementation for this program. There are several systems and processes that the Contractor and Sub-Contractor will be utilizing that serve different functions for the distinct work components of the program. Some components require higher security and privacy restrictions (medical claims) than others (documentation of housing services). All the systems considered in this RFP have been vetted by AHCCCS for use in other programs, and/or meet security and compliance standards.	**1**	Upgrade to 2 based on Offeror's Comment
GR-045	Privacy and Security	The Contractor shall comply with AHCCCS information security requirements and employ appropriate security controls in accordance with applicable laws, Executive Orders, directives, policies, regulations, standards, and guidance.	Functional		Meets Requirement	Contractor meets these current requirements and will work with AHCCCS to provide compliance documentation.	**2**	
GR-046	Privacy and Security	The Contractor shall establish and maintain security and privacy policies and procedures for how data is stored, handled, and accessed within the Contractor environment.	Functional		Meets Requirement	Contractor meets these current requirements and will work with AHCCCS to provide compliance documentation.	**2**	
GR-047	Privacy and Security	The Contractor shall encrypt data to and from the Contractor environment using current FIPS 140 regulations for compliant encryption technologies.	Functional		Meets Requirement	Contractor meets these current requirements and will work with AHCCCS to provide compliance documentation.	**2**	
GR-048	Privacy and Security	For all persons identified to have access to the Contractor's Solution and data prior to execution of the contract and throughout the life of the agreement, the Contractor shall complete and submit the following: 1) **AHCCCS Electronic Data Exchange Request Form** 2) **External User Affirmation Statement** https://www.azahcccs.gov/PlansProviders/Downloads/ISD/ExternalUserAffirmationStatement.pdf	Functional		Meets Requirement	Contractor's onboarding systems currently meet these requirements for all identified staff to complete the necessary forms documentation and attestation prior to gaining access to any sensitive systems or data.	**2**	
GR-049	Privacy and Security	The Contractor shall be subject to U.S. Federal laws and regulations protecting Personally Identifiable Information (PII).	Functional		Meets Requirement	Contractor has implemented polices and procedure to ensure compliance with laws and regulations protecting PII.	**2**	
GR-050	Privacy and Security	The Contractor shall provide all MARS-E, or equivalent federal requirement, compliance documentation within the timeframes indicated in the approved project schedule.	Functional		Meets Requirement	The Contractor and Sub-Contractor will collaborate with AHCCCS to share compliance documentation for the systems used for the implementation for this program. There are several systems and processes that the Contractor and Sub-Contractor will be utilizing that serve different functions for the distinct work components of the program. Some components require higher security and privacy restrictions (medical claims) than others (documentation of housing services). All the systems considered in this RFP have been vetted by AHCCCS for use in other programs, and/or meet security and compliance standards.	**2**	
GR-051	Privacy and Security	The Contractor's solution shall adhere with the sub-parts of Section 508 of the Americans with Disabilities Act (ADA) guidelines, and any other appropriate State or Federal disability legislation (https://www.section508.gov/). The Contractor must provide the AHCCCS with their Voluntary Product Accessibility Template (VPAT) explaining how their products meet (conform to) the Revised 508 Standards for IT accessibility.	Functional		Meets Requirement	Contractor will make the necessary adaptations to meet this measure and provide the requested documentation.	**2**	Downgrade to 1 based on comments
GR-052	Privacy and Security	The Contractor's solution shall work with AHCCCS to transmit Platform log data to AHCCCS Security Event and Incident Management (SIEM) system leveraging Open Cybersecurity Schema Framework (OCSF) and shall archive ten years of AHCCCS log data and provide log files to AHCCCS on request. https://github.com/ocsf.	Functional		Meets Requirement	Contractor currently meets this requirement as part of its regular backup process. Documentation is available upon request.	**2**	
GR-053	Project Management	The Contractor shall follow project management methodologies as directed by the State that are consistent with the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) Guide and/or Agile project management.	Functional		Meets Requirement	Contractor has an established Project Management Department that utilizes various methodologies to meet the project need consistent with this requirement.	**2**	
GR-054	Project Management	The Contractor shall maintain AHCCCS-approved Contract management notifications and coordination procedures within an approved Communications Management Plan (ComMP) to be utilized in communicating with AHCCCS regarding system, operational, or Contract related issues and implementing necessary coordination activities across Contractors, as necessary.	Functional		Meets Requirement	Contractor has tools which allow for frequent and open communication with internal and external stakeholders based on the needs of the contract. These communications are maintained by our Compliance Department. Contractor will implement an appropriate ComMP for this contract.	**2**	
GR-055	Project Management	The Contractor is responsible for the capture and dissemination to AHCCCS of all agendas, meeting minutes and documentation necessary for successful execution of the contract as determined by the AHCCCS RACI (Responsible Accountable Consulted Informed) Matrix, which is a responsibility assignment matrix (RAM). Meeting minutes shall be distributed within two (2) business days following the meeting. Agendas, meeting minutes from prior meetings and documentation to be reviewed before the meeting shall be sent: Non-recurring meetings: forty-eight (48) hours prior Recurring meetings: twenty-four (24) hours prior	Functional		Meets Requirement	Contractor meets these requirements. Project Managers assigned to the project will maintain agendas, meeting notes, and communications to external stakeholders.	**2**	
GR-056	Project Management	The Contractor shall be available to attend all meetings with AHCCCS staff and partners, as requested and required by AHCCCS. Special travel provisions, restrictions, or considerations will be collaboratively discussed and agreed upon between AHCCCS and the Contractor.	Functional		Meets Requirement	The Contractor will make key personnel available to attend meetings and travel as needed.	**2**	

GR-057	Project Management	The Contractor shall adhere to all applicable State Medicaid Enterprise-Wide integrated project plans and Deliverables, as approved by AHCCCS, which orchestrate and direct the activities of all Contractors engaged in work under the scope of this RFP. The list of deliverables and associated due dates are present in the Deliverables tab.	Functional		Meets Requirement	The Contractor will incorporate contract requirements and deliverables into the overall project implementation plan and scope of work as required for project execution. Contractor's Compliance Department will be responsible for monitoring the quality and completion of all contract requirements and deliverables.	**2**	
GR-058	Project Management	The Contractor shall collaborate with all AHCCCS internal/external partners and Contractors to create, maintain, update, and submit for AHCCCS approval, coordinated Project Deliverable documents which adhere to Industry Best Practices within required timeframes. The Contractor shall review and update all Project Deliverables minimally on an annual basis, or as necessary, prior to the beginning of the Contract year.	Functional		Meets Requirement	The Contractor's Quality & Compliance Department is responsible for tracking, coordinating, reviewing, and submitting all contractual deliverables. Contractor coordinates frequently with external partners to ensure deliverables are submitted to and from Contractor within required timeframes. Contractor can implement the requested Project Deliverable program and will submit any deliverables for this contract as required.	**2**	
GR-059	Project Management	The Contractor shall update the Requirements Traceability (RTM) throughout the contract to incorporate all changes to the overall program requirements.	Functional		Meets Requirement	The Contractor's project team will have regularly occurring meetings to ensure all objectives identified in the scope and traceability matrix are accomplished and will update in the requirements traceability matrix and other tracking documents.	**2**	
GR-060	Project Management	The Contractor shall collaborate with the AHCCCS to provide a high level Implementation Plan (ImP) that outlines the methodical approach for the design, development, implementation, of all technology and services in accordance with the scope that is proposed.	Functional		Meets Requirement	The required implementation plan has been drafted as a part of this RFP. Contractor will work with AHCCCS to revise and finalize the plan and all supporting documentation prior to implementation.	**2**	
GR-061	Quality Assurance	The Contractor shall support all testing with AHCCCS or it's designee through: a) Providing timely data and/or responses with AHCCCS in support of interfaces necessary to exchange program data b) Providing analysis and support when discrepancies are identified c) Provide updates or replacements for data required by AHCCCS	Functional		Meets Requirement	Contractor meets this requirement. Contractor has experience building technical and non-technical logic and scripting for testing various solutions. Contractor can provide informed data analysis on identified errors or discrepancies.	**2**	
GR-062	Quality Assurance	The Contractor shall ensure physical and virtual environments have sufficient security to prevent unauthorized physical, system, and remote access.	Functional		Meets Requirement	Contractor has policies and procedures in place to meet this requirement.	**2**	
GR-063	Quality Assurance	If significant operational defects or deficiencies occur after program implementation, the Contractor must develop a Corrective Action Pla (CAP) according to the approved resolution processes to cure deficiencies. The CAP must provide a detailed schedule of events for the corrective actions' closure. The Contractor's CAP must address the identified deficiencies and include, at a minimum, the following: 1. Problem description and root cause 2. Business processes, system functions, or interfaces impacted 3. Potential risks to continue Statewide implementation 4. CAP and implementation approach 5. Schedule for completion and resources required/assigned 6. State coordination and list of approving agents for corrective actions	Functional		Meets Requirement	The Contractor's Compliance Department, in conjunction with H2O Program Leadership, will be responsible for adhering and implementing any identified CAP requirements. When/if such defects are identified, the Contractor's team has the tools necessary to adhere to regulatory quality improvement cycle criteria.	**2**	
GR-064	Quality Management	The Quality Management Plan (QMP) documents the necessary strategy/approach required to effectively manage project, system, business, and operational quality throughout the overall life cycle of the contract. This plan works to develop, define, and document a mutually collaborative approach to managing and improving the overall quality of the Contractor systems and services. The Contractor shall work collaboratively to build the QMP with AHCCCS to achieve, maintain, and proactively evolve both AHCCCS goals/objectives and outcomes, as currently defined by CMS, Agency, and/or the State Medicaid Plan. AHCCCS expects the Contractor to employ and align to industry aligned continuous quality improvement standards, procedures, and measurement criteria across all areas of the solution. Finally, the Contractor should also define the responsibilities, roles, and authorities necessary to meet all quality expectations expected of a program. AHCCCS encourages the Contractor to provide a proactive approach to evolve and elevate the quality of project, system, business, and operational services provided over the life cycle of the contract. The QMP is subject to AHCCCS review and approval.	Functional		Meets Requirement	Contractor is prepared to implement a formal Quality Management Plan (QMP) in collaboration with AHCCCS and any other key stakeholders (as necessary). Contractor has years of experience in quality management and performance improvement activities. Contractor believes performance improvement is implemented through a cross-functional team approach. The objective is to identify trends in system inefficiencies that can be improved upon and develop safeguards to further prevent them. The program works to carry out supportive actions to further develop the skillset of staff and/or Sub-Contractors when issues are identified, making a valuable investment in each QMP activity.	**2**	
GR-065	Quality Management	The Contractor shall implement AHCCCS approved performance improvements, in a method and manner that meets or exceeds ISO, QMS, TQM, SSAE-18 or current version, and Continuous Quality Improvement principles and standards, for all State Medicaid Enterprise Wide services contained under the scope of this RFP.	Functional		Meets Requirement	Contractor has all necessary tools to be able to address and implement any Continuous Quality Improvement as requested by AHCCCS or identified in any other capacity.	**2**	
GR-066	Quality Management	The Contractor shall lead, coordinate, and be responsible for all quality assurance management, quality assurance, and quality assurance testing meetings as requested and required under the QMP and/or by AHCCCS at a mutually agreed upon frequency.	Functional		Meets Requirement	The Contractor's Director of Quality & Compliance and H2O Program Leadership are prepared to coordinate, lead, and maintain the responsibility of quality improvement activities which includes on-going, regular communication with AHCCCS via email, reporting, and quality assurance meetings.	**2**	
GR-067	Quality Management	The Contractor shall provide adequate and dedicated staff to implement, monitor, and address all quality assurance and improvement activities required under the QMP as it relates to solutions and in support of the successful operation and performance for all State Medicaid Enterprise-Wide systems and services contained under the scope of this RFP.	Functional		Meets Requirement	Key quality program staff, their roles, responsibilities, and qualifications pertaining to the Quality Management Program are as follows: Contractor's President serves as executive leadership over Contractor's Quality & Compliance program. The President developed and fosters a culture which solicits input from all areas to provide the support needed to achieve quality program goals. Contractor's Director of the Contractor Quality & Compliance Department is the key personnel identified to ensure all QMP activities are implemented and maintained in collaboration with both internal and external stakeholders whenever necessary. The Compliance Department is comprised of: Manager of Quality, Manager of Compliance, Quality Specialists (3), Compliance Specialists (3), Records and Compliance Coordinator (1). The Quality & Compliance Department oversees quality functions of all programs and Sub-Contractors through quality control activities, task delegation, auditing and monitoring efforts, risk assessment/management programs, quality of care and/or complaint reviews, and proactive quality management activities. Any Contractor employee or external stakeholder may report quality of care issues to any of these program staff to be addressed.	**2**	
GR-068	Quality Management	The Contractor shall provide staff to perform regular quality assurance monitoring to ensure that the Contractor meets all RFP specified and contractual responsibilities.	Functional		Meets Requirement	Contractor has all necessary tools and staff available to ensure day-to-day and programmatic standards are upheld. The Quality & Compliance Department leadership team ensure the RFP goals and requirements are established and maintained. The Quality Specialists monitor day-to-day contractually required quality program activities, and Compliance Specialists monitor adherence to contractual deliverables.	**2**	
GR-069	Quality Management	The Contractor shall take a proactive role in identifying and addressing quality control issues within the overall solution and in support of the State Medicaid Enterprise Wide operations in the effort to meet or exceed performance benchmarks/metrics for AHCCCS, as required by CMS and/or requested/detailed and outlined in the current version of the State approved QMP.	Functional		Meets Requirement	The Contractor's Quality & Compliance Department will work in partnership with program leadership and AHCCCS to establish the QMP. The Contractor Quality & Compliance program also includes a proactive quality function which allows for the identification of quality issues outside a formal plan and allows for randomized audits, risk assessments, and a review of key performance indicators to determine ad-hoc improvement plans.	**2**	
GR-070	Quality Management	The Contractor shall maintain a data quality review process for the identification and resolution of corrupt or bad data.	Functional		Meets Requirement	Contractor is committed to quality in all aspects of data collection and data sharing via contractual deliverables. The Contractor Quality Department reviews and validates data as it is being collected and before it is shared externally. If any areas of improvement for data collection are identified, the program works in collaboration with the data collectors to ensure supportive actions to further correct any errors and make improvements to systematic data collection processes. All data collected is reviewed and validated for accuracy by the Quality Department before it is shared with any internal or external stakeholders.	**2**	
GR-071	Reporting	The Contractor shall provide a solution that includes a detailed narrative, diagrams, process flows, exhibits, examples, sketches, descriptive literature and/or detailed information specifically requested by AHCCCS for the Contractor to demonstrate its ability to meet the requirements of the AHCCCS H2O Program.	Functional		Meets Requirement	The Contractor meets all requirements. The project leadership team and project managers will ensure the solution is fully documented with the narratives, workflows, dataflows, exhibits, mock-ups, and other supportive documentation to ensure all stakeholders can access the information required to understand the program. This will also include stakeholder lists, resource lists, help guides, and other support material.	**2**	
GR-072	Reporting	The Contractor shall provide a solution that will include, but not be limited to: a. Meet H2O Program implementation milestones, b. Have appropriate infrastructure and governance, c. Establish and manage an adequate H2O network across all GSAs that delivers high quality H2O services as defined by AHCCCS, d. Participate in H2O Program evaluation and quality improvement.	Functional		Meets Requirement	The Contractor and Sub-Contractor meets all requirements. The project leadership team and project managers will ensure the solution design meets all requirements, the implementation plan tracks all milestones, and create the process to adequately transition the program from a project implementation into maintenance and operations. This will include objectives for program governance, relationship management with system partners, network and provider management, and all objectives to monitor the program's performance.	**2**	
GR-073	Staffing	The Contractor shall provide the AHCCCS with resumes for Key Personnel staff, as defined in the Key Personnel tab, who are proposed and available for work within this engagement. Key Staff are subject to both initial and ongoing approval of the AHCCCS.	Functional		Meets Requirement	Contractor will provide AHCCCS all resumes of Key Personnel staff as defined in the Key Personnel section on the Contract upon award of the Contract.	**2**	
GR-074	Staffing	The Contractor shall maintain an AHCCCS-approved Organizational Chart to facilitate communications between AHCCCS and the contractor. The Organizational Chart will contain a graphic depiction of the staff's hierarchy and number of staff in each organizational group or unit.	Functional		Meets Requirement	Contractor will provide AHCCCS with an Organizational Chart upon award of the Contract with key personnel who will perform job functions under the H2O Contract. The Organizational Chart will contain a graphic depiction of staff hierarchy and number of staff under each area carrying out the job functions.	**2**	
GR-075	Staffing	The Contractor shall replace or reassign Key and Lead Personnel assigned to AHCCCS account for cause at AHCCCS's request.	Functional		Meets Requirement	Contractor has a process in place to monitor and report changes in key personnel. Contractor and Sub-Contractor will reassign key personnel at AHCCCS's request and ensure key positions have the appropriate staff with relevant experience performing these job functions.	**2**	
GR-076	Staffing	The Contractor shall conduct an initial criminal background check/investigation on all new hires as well as conduct follow-up criminal investigations every two (2) years as necessary for all assigned staff. The costs for the initial criminal background check will be the responsibility of the Contractor. If the AHCCCS requests additional checks at two-year intervals, the cost will be covered as a passthrough cost.	Functional		Meets Requirement	Contractor and Sub-Contractor conduct criminal background checks currently on all new hires. Sub-Contractor works with an outside vendor to conduct these background checks which include screening against the Federal Data Bases. A FACIS Level 3 search is also included in background checks. Contractor conducts criminal background checks on all new hires and is able to conduct them at the two year interval if requested.	**2**	
GR-077	Staffing	The Contractor shall complete all State required trainings, both initial/on boarding trainings and annual refreshers, as requested by AHCCCS.	Functional		Meets Requirement	Contractor understands this requirement and will provide the appropriate staff to attend all required trainings. Contractor has a process to train all new employees and existing employees through annual refreshers and an internal LMS to track all required and completed trainings.	**2**	
GR-078	Staffing	The Contractor's staffing solution will only include staff located within the continental United States (CONUS).	Functional		Meets Requirement	Contractor and Sub-Contractor currently adhere to this requirement and only hire staff located in the continental United States. Contractor also will only hire staff that resides in Arizona when it is a requirement as outlined in the Key Personnel section.	**2**	
GR-079	Staffing	The Contractor's staffing solution will maintain staff schedules for all off site, remote staff based upon a Mountain Standard Time Zone schedule.	Functional		Meets Requirement	Contractor will maintain off-site and remote staff schedules within Mountain Standard Time Zone for this contract.	**2**	
GR-080	Staffing	The Contractor shall ensure that all licensed staff maintain current Arizona licensure in their respective fields with no State or Federal sanctions.	Functional		Meets Requirement	Contractor and Sub-Contractor's HR departments have a current process and procedure in place today to track and maintain staff licensure within HRIS platforms.	**2**	

GR-081	Testing Management	The Contractor shall provide in the Test Management Plan (TMP) the testing methodology that accommodates comprehensive coverage of different types of testing.	Functional		Meets Requirement	Contractor will provide these on request once the contract has been awarded.	**2**	
GR-082	Testing Management	The Contractor shall include in the Test Management Plan (TMP) weekly system test reporting activities, test result reporting, user acceptance testing support, readiness testing, and performance testing activities.	Functional		Meets Requirement	Contractor will include these items in the TMP as part of plan development post contracting.	**2**	
GR-083	Testing Management	The Contractor shall document in the Test Management Plan (TMP), all requirements testing assumptions, issues, and action items, including strategies to manage execution and quality risks.	Functional		Meets Requirement	Contractor will include these items in the TMP as part of plan development post contracting.	**2**	
GR-084	Testing Management	The Contractor shall ensure the various test environments, based on State standards and AHCCCS approval, will mask critical and sensitive data fields where required for distribution, especially data classified as Protected Health Information (PHI) and Personally Identifiable Information (PII) data, and adhere to the same level of security compliance for such data as is required for a production environment.	Functional		Meets Requirement	Any Development/Test/Train environments utilized by the Contractor will not contain real client PHI.	**2**	
GR-085	Testing Management	The Contractor shall provide sufficient time, resources, and durations for all phases of testing, including testing done by entities other than the Contractor.	Functional		Meets Requirement	The Contractor will provide an implementation plan that details the following: RACI, major deliverable, communication plan, change management, tasks start and end dates, deployment plan, and approval milestones. The Contractor and Sub-Contractor routinely utilize user acceptance testing in developing and deploying a technical solution and will utilize this method for the implementation of this program. This plan will be reviewed and approved by all entities to ensure a successful implementation.	**2**	
GR-086	Transition	The Contractor shall, at time of transition, ensure associated licenses with ownership are transferred to AHCCCS.	Functional	X	Meets Requirement	Contractor will oversee best practices in a transition period, including ensuring associated licenses and other tasks are completed with transfer to AHCCCS.	**2**	
GR-087	Transition	The Contractor shall transition and train, as requested and negotiated, any or all infrastructure responsibilities necessary to fulfill the Contractor's contractual obligations to AHCCCS or another party upon notification from the AHCCCS. This includes, but is not limited to transference of: a) The Cloud Service Provider's (CSP) member accounts using the appropriate mechanisms (CSP live support or management console) b) Complete system inventory for all Contractor services (e.g., Database, Compute, Security, and Network services – cloud native and third-party) c) Contractor cloud boundary access control policies 1) Network ACLs (Access Control Lists) 2) Security Groups 3) Roles 4) Users 5) 2FA/Multi-Factor Authentication (MFA) tooling d) The Contractor's Infrastructure as Code (IAAC) programs and scripts e) Security and compliance monitoring tools and processes 1) Audit logs for infrastructure, network, database, and application – eighteen months 2) System monitoring – eighteen (18) months historical 3) Security Incident and Event Management (SIEM) tooling and logs – eighteen (18) months historical 4) Vulnerability Management (Malware, anti-virus, Intrusion detection / prevention) – eighteen (18) months historical 5) Plan of Action and Milestones (POA&M) – eighteen (18) months 6) Compliance scans – eighteen (18) months historical f) Data backups – six (6) years historical in monthly increments g) Configuration Management Database (CMDB) items – eighteen (18) months historical h) Disaster Recovery fail-over and recovery routines	Functional	X	Meets Requirement	The Contractor will transition and train, as requested any and all infrastructure responsibilities under contractual obligation.	**2**	
						Total	**172**	**1**

Fraud Waste and Abuse

Req #	Category	Description	Type	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
FWA-001	Fraud Waste and Abuse	The Contractor shall provide a solution that notifies OIG of all suspected fraud reported by Stakeholders in accordance with the AHCCCS PPA, ACOM 103, and/or Corporate Compliance Contract Provisions.	Functional	Meets Requirement	Sub-Contractor will conduct timely and reasonable inquiries into potential violations of federal and state, criminal, civil, administrative laws, rules, regulations and contractual obligations. Incidents of alleged fraud, waste or abuse for AHCCCS are reported to the OIG within 10 calendar days of discovery.	**2**	
FWA-002	Fraud Waste and Abuse	The Contractor shall provide a solution that establishes and maintains OIG-approved processes to allow Stakeholders to report suspected fraud through existing or new electronic or manual reporting mechanisms. The overall fraud reporting processes will ensure all suspected cases of fraud are reported to OIG.	Functional	Meets Requirement	Sub-Contractor has the systems and processes in place to meet the requirements. Banner Compliance Program and FWA Plan is available to all employees and all vendors, Administrative Subcontractors, Providers and FDRs. It is posted on the intranet for employees and on the websites for all vendors, Administrative Subcontractors, Providers and FDRs. This document provides guidance on identification and reporting of fraud, waste and abuse. The websites also provides information on reporting FWA. The reporting guidance includes reporting directly to AHCCCS OIG and ways to report to BPN through the Compliance Department email, fax, mail and phone numbers as well as information regarding the hotline (Complyline). The Complyline can be used to report anonymously and confidentially and can be accessed through the phone or web reporting. The Provider Manual and Provider Newsletters and Forums also contain information on how to report for Providers. The AHCCCS OIG information includes the website, email and phone numbers to report. See below. *Instances of suspected FWA shall be reported to AHCCCS OIG directly at:* *Provider Fraud* *To report suspected fraud by medical provider, please call the number below:* *· In Arizona: (602) 417-4045* *· Toll Free Outside of Arizona Only: 888-ITS-NOT-OK or 888-487-6686* *· Or by accessing the AHCCCS website directly at:* *https://www.azahcccs.gov/Fraud/ReportFraud/* *Member Fraud* *To report suspected fraud by an AHCCCS member, please call the number below:* *· In Arizona: (602) 417-4193* *· Toll Free Outside of Arizona Only: 888-ITS-NOT-OK or 888-487-6686* *· Or by accessing the AHCCCS website directly at:* *https://www.azahcccs.gov/Fraud/ReportFraud/* *Questions* *If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, please contact the AHCCCS OIG*	**2**	
FWA-003	Fraud Waste and Abuse	The Contractor shall provide a solution that includes a systematic process to detect fraud and abuse.	Functional	Meets Requirement	Sub-Contractor will review invoice/claim information for appropriate billing. Sub-Contractor checks eligibility on a per-service basis based on previous utilization. The Sub-Contractor Claims Department applies pre-payment system edits, live payment edits, and coordination of benefits. If it is identified as potential FWA, a referral will be sent to AHCCCS OIG.	**2**	
FWA-004	Fraud Waste and Abuse	The Contractor shall provide a solution that allows for the pending of invoices and claims in cases of suspected fraud or willful misrepresentation without first notifying the H2O Service Provider of the intention to pend such claims as directed by the State.	Functional	Meets with Enhancements	Sub-Contractor is able to create the process to pend payment of claims to address suspected fraud or willful misrepresentation without first notifying the H2O Service Provider of the intention to pend such claims as directed by the state.	**1**	
FWA-005	Fraud Waste and Abuse	The Contractor shall provide a solution that utilizes a workflow process to notify H2O Service Providers prior to withholding payments in cases of fraud or willful misrepresentation as directed by the State.	Functional	Meets with Enhancements	In cases of fraud or willful misrepresentation and as directed by the state, Sub-Contractor will notify H2O Service Providers prior to withholding payments. A workflow of this process will be developed in accordance with the directions by the state.	**1**	Upgrade to 2 based on comments
FWA-006	Fraud Waste and Abuse	The Contractor shall provide a solution that supports a strategy to help identify H2O Service Provider fraud or abuse. The Contractor must refer all evidence or reports of H2O Service Provider fraud or abuse to the State or its designee.	Functional	Meets with Enhancements	Sub-Contractor will provide the solution to meet the requirements. Sub-Contractor will review invoice/claim information for appropriate billing. If potential FWA is identified, a referral will be sent to AHCCCS OIG. In addition, Compliance may utilize other strategies to assist in identifying H2O Service Provider fraud or abuse such as audits of providers' training, facilities, and documentation and contacting members to confirm housing services were provided.	**1**	Upgrade to 2 based on comments
FWA-007	Fraud Waste and Abuse	The Contractor shall provide a solution that establishes controls and documents the profiles of H2O Service Providers, health plans, and Members who may be committing fraud, waste, or abuse of services and/or suspect billing practices.	Functional	Meets with Enhancements	Following AHCCCS policy and directive, Sub-Contractor will ensure appropriate controls are developed and a process to document profiles of H2O Service Providers, health plans, and Members who may be committing fraud, waste, or abuse of services and/or suspect billing practices.	**1**	Upgrade to 2 based on comments
FWA-008	Fraud Waste and Abuse	The Contractor shall provide a solution with the ability to create ad hoc reports when researching specific H2O Service Providers or Members.	Functional	Meets with Enhancements	Sub-Contractor will work with Information Technology and Contractor's data and reporting teams to create applicable reports to highlight specific providers or members receiving services.	**1**	
FWA-009	Fraud Waste and Abuse	The Contractor shall provide a solution that only allows the services covered under the H2O Program to be accepted on invoices and transferred to claims that are submitted to AHCCCS.	Functional	Meets with Enhancements	Sub-Contractor's claims system will be set up to only allow the services covered under the H2O program as allowable by each H2O provider loaded into the system. The invoices will be reviewed against the claims to ensure accuracy of the claims submitted to AHCCCS and that only services allowable under the program will be paid.	**1**	Upgrade to 2 based on comments
FWA-010	Fraud Waste and Abuse	The Contractor shall provide a solution that ensures all H2O Service Provider invoices that are converted and submitted to AHCCCS for payment originate from H2O Service Providers that are AHCCCS enrolled and contracted with the H2O-PA.	Functional	Meets with Enhancements	Sub-Contractor will implement the solution that meets the specified requirements. As part of the process to convert invoices into claims, the provider submitting the invoice will be checked to ensure that they are AHCCCS enrolled and contracted with the H2O-PA.	**1**	
FWA-011	Fraud Waste and Abuse	The Contractor shall provide a solution that provides the ability to drill down to any financial transaction that has been linked to a specific program integrity transaction as defined by AHCCCS.	Functional	Meets with Enhancements	Sub-Contractor will develop the process, systems, and/or reports to drill down to any financial transaction that has been linked to a specific program integrity transaction as defined by AHCCCS.	**1**	Upgrade to 2 based on comments
FWA-012	Fraud Waste and Abuse	The Contractor shall provide a solution with the ability to identify and track payees with AR balances held within the contractor or sub-contractor system in order to reconcile invoice payments.	Functional	Meets Requirement	Sub-Contractor has the ability to identify and track payees with AR balances held within the Sub-Contractor or Contractor systems in order to reconcile invoice payments. Sub-Contractor's finance team will run reports and communicate this information with the payee as needed.	**2**	
FWA-013	Fraud Waste and Abuse	The Contractor shall provide a solution that will provide an assessment of program effectiveness around FWA based upon guidance from OIG that includes scope definition and other reviews as defined by AHCCCS.	Functional	Meets with Enhancements	Sub-Contractor will implement a solution that meets the specified requirements. Sub-Contractor will conduct an assessment of program effectiveness around FWA in accordance with guidance from OIG which includes scope definition and other reviews as defined by AHCCCS.	**1**	Upgrade to 2 based on comments
FWA-014	Fraud Waste and Abuse	The Contractor shall provide a solution that will submit notification to OIG around H2O Service Providers not in compliance with training and in accordance with ACOM 103 *Reference RFP Section 7 "Relevant Contract and Program Policies" ACOM 103	Functional	Meets Requirement	Sub-Contractor will conduct routine audits of H2O Service Providers to evaluate compliance with training in accordance with ACOM 103. Providers not in compliance will be reported to AHCCCS OIG per ACOM 103.	**2**	
FWA-015	Fraud Waste and Abuse	The Contractor shall provide a solution that will self-notify OIG at the discovery of potential overpayments in accordance with AHCCCS FWA guidelines.	Functional	Meets Requirement	Sub-Contractor will notify OIG of any potential overpayments in accordance with AHCCCS FWA guidelines.	**2**	
FWA-016	Fraud Waste and Abuse	The Contractor shall provide a solution that performs an automated prepayment review process of invoices using edits and audits prior to claim submission to AHCCCS to ensure data completeness and accuracy.	Functional	Meets Requirement	Sub-Contractor will implement a solution that meets the specified requirements. Pre-processing edits in claims can be used to perform an automated prepayment review. If indicated, additional review of the invoice/claim will be conducted prior to submission to AHCCCS to ensure data completeness and accuracy.	**2**	
FWA-017	Fraud Waste and Abuse	The Contractor shall provide a solution that reports incidents of undisclosed income of H2O Members identified by the SHA that are considered flagrant, willfull misrepresentation or result in substantial underpayment as an immediate referral to OIG.	Functional	Meets Requirement	Contractor and Sub-Contractor will implement a solution that meets the specified requirements. If the State Housing Authority identifies a member with undisclosed or misrepresented income, Sub-Contractor will report the case to AHCCCS OIG.	**2**	
FWA-018	Fraud Waste and Abuse	The Contractor shall provide a solution that promptly notifies OIG for all financial situations where a payment to the H2O Service Provider must be cancelled or re-issued in accordance with ACOM 103	Functional	Meets Requirement	Sub-Contractor shall promptly notify OIG for all financial situations where a payment to the H2O Service Provider's payment must be cancelled or re-issued in accordance with ACOM 103.	**2**	
					Total	**27**	**6**

SLA Requirements

Req #	Category	Description	Type	Contract Penalty Indicator	Adherence to Mandatory Requirements	Contractor Response Notes	Procurement Initial Tally	EVALUATOR ADJUSTMENT
SLA-001	Audit	The Contractor shall initiate State requested and approved audit activities within five (5) business days of request by the State or another date agreed to by the State.	Functional		Meets Requirement	Contractor is prepared to meet all requirements for submitting documentation.	2	
SLA-002	Audit	The Contractor shall submit Corrective Action Plans (CAPs) within ten (10) business days from discovery of non compliance.	Functional		Meets Requirement	Contractor is prepared to meet all requirements for submitting documentation.	2	
SLA-003	Billing	The Contractor shall correct and reissue invoices within twenty (20) business days of State notification of necessary correction. The Contractor shall maintain a minimum of a 95% accuracy rate on all initial invoices submitted to the State, and a 100% accuracy rate on all resubmitted invoices.	Functional		Meets Requirement	Contractor is prepared to meet all requirements for correction and resubmission.	2	
SLA-004	Data Management	The Contractor shall provide a solution that will retain electronically imaged documents and data in compliance with the appropriate AHCCCS and State of Arizona archive and retention policies.	Functional		Meets Requirement	Contractor stores this information in a data warehouse as well as in the systems where data is collected.	2	
SLA-005	Data Management	The Contractor shall provide a solution that will retain all active records (active providers, active members, active cases, etc.) and 100% of all history for any entity in compliance with the appropriate AHCCCS and State of Arizona archive and retention policies.	Functional		Meets Requirement	Contractor stores this information in a data warehouse as well as in the systems where data is collected.	2	
SLA-006	Data Management	The Contractor shall provide a solution that will be responsible for backup and retention of data that meets a Recovery Point Objective (RPO) of 15 minutes, a Recovery Time Objective (RTO) of 24 hours, and the appropriate AHCCCS and State of Arizona archive and retention policies.	Functional		Meets Requirement	Contractor maintains both a Disaster Recovery and Incident Management process with onsite backups and meets 15 minute RPO and 24 hour RTO timeframes.	2	
SLA-007	DR	The Contractor shall execute a disaster recovery test, at least annually, to demonstrate the offeror's capability to restore processing capability in accordance with the Disaster Recover Business Continuity Plan and for all critical system components in a remote environment. The test shall conform to state SLAs related to the amount of time that is necessary to recover from the disaster and provide proof that the recovery has been successfully completed using live data.	Functional		Meets Requirement	Contractor currently conducts these tests in a fashion that meets this requirement and can provide documentation upon request.	2	
SLA-008	DR	The Contractor shall provide a disaster recovery plan that meets a Recovery Point Objective (RPO) of 15 minutes, a Recovery Time Objective (RTO) of 24 hours, and the appropriate AHCCCS and State of Arizona archive and retention policies.	Functional		Meets Requirement	Contractor's systems are replicated to an offsite datacenter and meets 15 minute RPO and 24 hour RTO.	2	
SLA-009	Project Management	The Contractor, in coordination and with direction from the AHCCCS project manager, shall coordinate the project initiation kick-off meeting with key stakeholders and the AHCCCS Project team within five (5) business days of contract start date.	Functional		Meets Requirement	Contractor understands this requirement and will provide the project management resources, the project kickoff meeting, and support documentation as required.	2	
SLA-010	Risk Management	The Contractor shall have an acceptable documented risk mitigation plan submitted to AHCCCS within five (5) business days of risk identification for 100% of high or critical risks. AHCCCS shall determine the level of criticality of each risk.	Functional		Meets Requirement	Contractor is prepared to meet all requirements for submitting documentation.	2	
SLA-011	Risk Management / Data breach	The Contractor shall report to the State any instances of unauthorized access to or potential disclosure of Personal Identifiable Information (PII) or Protected Health Information (PHI) in the custody or control of the Contractor. Any such report shall be made by the Contractor within twenty-four (24) hours after the Unauthorized Disclosure has come to the attention of the Contractor. The Contractor shall take all necessary measures to halt any further Unauthorized Disclosures. The Contractor, at the sole discretion of the State, shall provide no cost credit monitoring services for individuals whose PII or PHI was affected by the Unauthorized Disclosure. The Contractor shall bear the cost of notification to all individuals affected by the Unauthorized Disclosure, including individual letters and public notice. The remedies set forth in this Section are not exclusive and are in addition to any claims or remedies available to this State under this Contract.	Functional	X	Meets Requirement	Contractor has policies and procedures in place to comply with the reporting requirements set forth. Further, Contractor will acquire insurance policies and resources necessary to comply with the remediation measures outlined.	2	
SLA-012	SOC	Ninety (90) calendar days before the Solution enters production and annually thereafter, the Contractor shall submit the Security and Privacy Controls Assessment Report (SAR) to AHCCCS within twenty-four (24) hours of finalizing the report.	Functional		Meets with Enhancements	Contractor and Sub-Contractor will provide documentation to AHCCCS regarding security and privacy controls. Both teams will work with AHCCCS to discuss the details of the SAR report and will provide reasonable documentation to support it. Contractor and Sub-Contractor will work to provide reasonable solutions necessary to meet security and privacy control requirements. Contractor requests clarification on this deadline as the initial implementation period for the project is only 90 days from Contract start to go live. This will not be a problem for future solution implementations.	1	Upgrade to a 2
SLA-013	SOC / PenTest	Ninety (90) calendar days before the Solution enters production and annually thereafter, the Contractor shall provide penetration test report results that are submitted to AHCCCS and any major or critical vulnerabilities mitigated.	Functional		Meets with Enhancements	Contractor and Sub-Contractor will submit penetration test results to AHCCCS as specified. Contractor requests clarification on this deadline as the initial implementation period for the project is only 90 days from Contract start to go live. This will not be a problem for future years.	1	Upgrade to a 2
SLA-014	Staffing	The Contractor shall notify the State within 1 hour of terminations unless the termination was related to fraudulent activity which then would need to be reported immediately but no later than one (1) hour after termination of employee.	Functional		Meets Requirement	Contractor has processes in place to monitor and report changes in staff and key personnel consistent with this requirement.	2	
SLA-015	Staffing	The Contractor shall provide the State seven (7) business days or more advance notification in writing when hiring or reassigning Key Personnel Staff. AHCCCS has the discretion to review all submitted Key Staff positions and reserves the right to direct Contractor actions regarding staffing decisions it deems are in the best interest of the State. The Contractor shall be responsible for all the costs of changes, hires, or reassignment of Key Staff that are not preapproved by the State. The costs will be the sole responsibility of The Contractor until written approval is received from the State, including all costs incurred prior to State approval.	Functional		Meets Requirement	Contractor has processes in place to monitor and report changes in staff and key personnel consistent with this requirement.	2	
SLA-016	Staffing	The Contractor shall include the name of the interim contact person with the Key Personnel notification. Unless otherwise approved by AHCCCS, an individual staff member is limited to occupying a Key Staff position on an interim basis for no longer than six months from the date of notification submitted to AHCCCS.	Functional		Meets Requirement	Contractor has processes in place to monitor and report changes in staff and key personnel consistent with this requirement.	2	
SLA-017	System availability / performance	Except for scheduled downtime and approved maintenance times, the Contractor's solution shall be available 99.95% of the time, twenty-four (24) hours a day; seven (7) days a week. Availability is calculated as follows: availability percentage = unplanned downtime (total downtime-approved downtime) divided by total time (24X7).	Functional		Meets Requirement	Contractor's systems can all meet the required 99.95% SLA	2	
SLA-018	Training	The Contractor shall develop and deliver a training plan within sixty (60) calendar days of contract award to AHCCCS for review and approval.	Functional		Meets Requirement	Contractor will collaborate on the development of a training plan within 60 calendar days of contract award for submission to AHCCCS for review and approval.	2	
SLA-019	Transition Plan	The Contractor shall implement the Transition Plan and transition activities within six (6) months of the contract end date.	Functional		Meets Requirement	Contractor understands the need for transition activities at Contract end and is able to complete them as required within the timeline outlined in Contract.	2	
						Total	36	**2**

POINTS	# Req	Max Points	Initial Procurement Tally	Evaluator Adjustment	Final
RTM TEAM #1: MemberElig	28	56	51	1	52
RTM TEAM #2: ProviEnroll	8	16	15	0	15
RTM TEAM #3: ProvMgt	43	86	83	-1	82
RTM TEAM #4: HousingCare	19	38	24	7	31
RTM TEAM#5: BillingClaims	30	60	55	1	56
RTM TEAM #6: UtilizMgtReporting	10	20	20	0	20
RTM TEAM #7: Staffing and Exp	7	14	14	0	14
RTM TEAM #8: CompMonitorPgm	31	62	54	1	55
RTM TEAM #9: Integration and Interfaces	16	32	30	0	30
RTM TEAM #10: GlobalReq	87	174	172	1	173
RTM TEAM #11: FWA	18	36	27	6	33
RTM TEAM #12: SLA	19	38	36	2	38
	316	632	581	18	**599**