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 with Enhancements	The digital log of user activity within the proposed **H2O Participant Database** would allow for this level of accounting, as well as the proposed **H2O Communications log**: "A narrative record (digital notes), reviewable by AHCCCS, recording the full range of communications regarding member, community, provider, health plan, and AHCCCS questions relating to all-things H2O."	1	
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 with Enhancements	This variety of eligibility file is routinely handled by BCBSAZ Health Choice. The merging of BCBSAZ (A.K.A. "AZ Blue") systems with those of Health Choice have created many innovations of benefit to processing member eligibility, not the least of which is enhanced data security with the resources and scale of AZ Blue. In addition, we propose to evaluate potential H2O participant eligibility in real time.	1	upgrade to 2 because notes demonstrate that they meet requirement
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 with Enhancements	The proposed Tribal Coordinator (Holly Figueroa: see her resume in Section B5 as well as: https://www.linkedin.com/in/holly-figueroa-93bb0880/) has deep connections she has built-up over many years of dedicated work which will GREATLY enhance this requirement. In addition, the proposed **H2O Network Database**, along with the associated **H2O Network Dashboard**, will meet this requirement with both innovation	1	
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 with Enhancements	This master member record perfectly aligns with out proposed **H2O Participant Database** described in Section B2. Even without this enhancemement, this is perfectly within the scope of current operations.	1	
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 -	Functional		Meets Requirement		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 with Enhancements	What sets BCBSAZ Health Choice apart in the context of this requirement is the proposed H2O Participant Database, which would expand current systems we own which could also accomplish this workflow.	1	
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 with Enhancements	Our proposal makes this requierement much easier in that we would conduct H2O directly, without subcontractors; it is worth noting that BCBSAZ Health Choice has an internal culture of proactive, effective, real-time communication along multiple possible platforms - Teams messaging being one of the most frequently used. the proposed Org chart also exceeds this requirement.	1	upgrade to 2 because notes demonstrate that they meet requirement
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	Functional		Meets with Enhancements	In addition to our set of advanced, internal training curricula devoted to this topic, BCBSAZ Health Choice operates with a scrupulous trackrecord of ethical performance along each of these lines of legislation. We have developed a set of "Diversity, Equity, and Inclusion" councils and workgroups as a means to further reinforce and embody these.	1	upgrade to 2 because notes demonstrate that they meet requirement
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	Wherever possible, we intend to deploy a "member choice focussed", rather than a blanket mechanical assignment, to H2O providers. This is logical, given that one of the core tenants of "Housing First" methodology is housing client choice. Where assignments are automated, we fully intend to inform this automation process using provider suveys, provider scoring, and (if potentially feasible) AI-enhancements.	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 with Enhancements	This is a core feature of the proposed **H2O Participant Database** described in Section B2. The start date would be "as soon as is possible" in accordance with this requirement.	1	
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	All of these data would be routinely and accurately reflected within the proposed **H2O Participant Database** outlined in Section B2.	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 with Enhancements	These data exchange file formats and platforms are scheduled for review within the "Award Phase" of our implementation plan [see Element 9: H2O Participant Database].	1	
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 with Enhancements	The proposed H2O Eligibility Team will conduct "Delivery Point Validation" as a standard component of their workflows of addresses as per: https://en.wikipedia.org/wiki/Postal_address_verification ("Delivery Point Validation (DPV) provides the highest level of address accuracy checking. In a DPV process, the address is checked against the USPS Address Management System (AMS) data file to ensure that it exists as an active delivery point.").	1	upgrade to 2 because notes demonstrate that they meet requirement
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 with Enhancements	This is something BCBSAZ Health Choice currently excels at; the proposed **H2O Participant Database** will enhance this requirement.	1	upgrade to 2 because notes demonstrate that they meet requirement
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 with Enhancements	Our proposal would encourage H2O participant participation in various (secure) social media outlets, increasing the opportunities for engagement. In addition, our proposed network of enchanced Community Health Workers (conducting Sociological Community Resource Mapping), combined with other forms of outreach, should identify ALL available outreach teams as a means to engage H2O participants beyond technological solutions. We currently have relationships with Sonoran Prevention Works (Harm Reduction outreach) and the Catholic Charities Community Services PATH (Projects for Assistance in Transition from Homelessness) Team.	1	upgrade to 2 because notes demonstrate that they meet requirement
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	This requirement would be both automated within the proposed H2O Participant Database, and something the Eligibility Team would conduct on a routine basis. BCBSAZ Health Choice has deep connections with Law Enforcement, such as in Mohave County through our administration of Title-36 services, which requires heavy coordination with detention center staff.	1	upgrade to 2 because notes demonstrate that they meet requirement
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 with Enhancements	This is exactly the focus of the proposed **H2O Participant Database** outlined in Section B2.	1	
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 with Enhancements	We intend to execute a real-time version of this workflow using the proposed **H2O Participant Database**.	1	
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	We propose a phased set of post-H2O participant followups at various month-deliniated increments within Section B2.	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 with Enhancements	This is *exactly* one of the reasons we proposed the innovative **H2O Network Database**, which also would allow our teams (and AHCCCS) to explore provider possibilities using the graphical, map-based view of the propsoed H2O Network Map.	1	
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 with Enhancements	This level of automated alert would be a standard component of the innovative **H2O Network Database**.	1	

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 with Enhancements	The proposed **H2O Participant Database** would include this functionality; the H2O Eligibility Team would would also coordinate with internal BCBSAZ Health Choice Care Management Teams to house/serve these members desipte their enrollment status wherever possible	1	
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 with Enhancements	Very possible to automate this within the proposed **H2O Participant Database**; at BCBSAZ Health Choice *"the member always comes first"* , meaning we would would to engage these members using CBOs and other resources	1	
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 with Enhancements	BCBSAZ Health Choice has existing protocols (such as involving Care Managemnet and SHOUT - "Safety-Help-Outreach-Understand-Track") to handle this eventuality. The proposed H2O Participant Database, as well as our expertise within HMIS, etc. will also enhance this requirement	1	
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 with Enhancements	We also propose to conduct this level of validation in multiple-other systems as well, such as CareRadius, *CommunityCares* , and HMIS.	1	upgrade to 2 because notes demonstrate that they meet requirement
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 with Enhancements	This requirement is enhanced, and easily automated, using the prposed **H2O Participant Database**.	1	
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 with Enhancements	BCBSAZ Health Choice already employs this level of provider verification, which would be enhanced using multiple sources of proposed triangulation: participant surveys of provider experiences, entries within the proposed **H2O Participant Database**, etc.	1	
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	(a) We will deploy H2O workflows to establish eligibility in real-time using the proposed **H2O Eligibility Team**; (b) we will emphasize member selection over auto-assignment; (c) we propose to accomplish this within 72 hours as per Section B2.	1	
							29	8

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 with Enhancements	BCBSAZ Health Choice will identify potentially qualifying H2O Providers/Enhanced Shelters through those Behavioral Health and Justice providers participating in AHCCCS Targeted Investments 2.0 and through referral coordination. Assistance will be given to providers that may not have an active AHCCCS registration according to 42 CFR 455.410 ensuring Providers are properly trained on completing AHCCCS Provider Enrollment and documentation of the proper provider types, specialty codes and uploaded materials.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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	BCBSAZ Health Choice Network Services Department is staffed with qualified, experienced professionals who are dedicated to developing partnerships with providers and committed to providing personalized assistance such as staff orientation, education and training on claims or billing/coding issues, AHCCCS standards, prior authorization requirements, and compliance matters. Our goal is to collaborate on innovative approaches to maximize effectiveness and efficiency and identify resources to help reduce administrative burdens. resources to help reduce administrative burdens.	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 with Enhancements	BCBSAZ Health Choice will identify qualifying H2O Providers/Enhanced Shelters through those Behavioral Health, Justice providers, Municipalities, Primary Care and other Community Based Organizations that supports increasing positive health and wellbeing outcomes; offering participation agreements outlining requirements that support the success of the H2O program with defined expectations of services.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	BCBSAZ Health Choice has a progressive contract management process that tracks contracted providers and subcontractor services and locations. This information will be routinely evaluated for accuracy and updated accordingly. Contractor and Subcontractor will have the appropriate contractual agreements outlining the obligations of keeping member information safe and secure.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	BCBSAZ Health Choice Network Services Department data management system has mechanisms to track new providers AHCCCS provider enrollment process through PMMIS and working directly with AHCCCS to troubleshoot areas that may prevent proper registration or hold up the processes through APEP. This includes specific validations of requirements prior to processing in APEP and following the process through completion.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	BCBSAZ Health Choice Network Services Department provider education includes the requirements of when a provider may or may not provider services or engage in members prior to completion of AHCCCS registration, system safeguards will be built to not reimburse for service unless the Provider requirements are completed. Communication of status of the enrollment process will documented included standardize reason of explanation if the provider has not successfully completed AHCCCS Provider Enrollment.	1	
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 with Enhancements	BCBSAZ Health Choice has a progressive contract management process that tracks Contracted Providers, Subcontractor and pending contract/AHCCCS registration providers, the Contracts and Provider Management Manuals will clearly outline the Provider obligations to ensure protected health information/confidential data is secure and the contractual mandates of State and Federal requires to comply with HIPAA regulations.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	BCBSAZ Health Choice's Provider vetting process ensures that Contractor, subcontractors are properly identified through various State and Federal agencies, ensure the providers are in good standing with AHCCCS and other applicable Governmental Authorizes prior to allowing participation and routinely validating. In addition ensure Providers comply to the same terms and conditions as BCBSAZ Health Choice as the Contractor.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
						8	6

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

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 with Enhancements	BCBSAZ Health Choice has a scrupulous track record of proactive, real-time, effective communication with AHCCCS and providing them with the levels of customer service they need; multiple systems with our proposed administration of H2O would enhance this requirement, such as the **H2O Communications Log**.	1	
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 with Enhancements	We intend to log all of these within the proposed web-based, H2O, user-tiered, **Wiki training platform**, and multiple proposed systems would collect these best practices from the evolving H2O Network.	1	
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 with Enhancements	Within Section B2 we propose a meticulous team of experts (the H2O Training Team), along with various technologies to support their collaborative work (such as the **Wiki training platform**, project web site, etc.).	1	
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 with Enhancements	The iterative response and Q.I. systems we propose to deploy in the context of the H2O Training Team - such as feedback surveys - enhances this requirement.	1	
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 with Enhancements	In addition to the coverage of this topic within the implementation plan we include in Section B3 [please see Element #3], ALL of our training materials/curricula have iterative processes to improve them over time. We would also highlight the role of the proposed web-based, H2O, user-tiered, **Wiki training platform**.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	A core part of the proposed Training Team's workflow would be to refer CBOs and other providers to existing trainings: "Section 3.8.2 of the Scope of Work makes it clear that "...directing the H2O providers to existing training" is also permitted. This will require coordination with statewide RBHAs and other entities (DES for example), including AHCCCS itself, who also offers quality trainings on the topic (such as through The Division of Fee for Service Management).	1	
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 with Enhancements	The proposed BCBSAZ Health Choice **H2O Training Team**, along with their deployed **Wiki Training Platform**, enhances with requirement.	1	
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 with Enhancements	The proposed BCBSAZ Health Choice **H2O Training Team**, along with their deployed **Wiki Training Platform**, enhances with requirement. We have also incorporated the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool" into the intake process for all H2O participant files and intend to cover this tool's deployment in the H2O Network.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	This education would be enhanced through both the proposed **Wiki training platform**, and through the collection of training participant feedback surveys - which will probe future topics of learning "students" are interested in as iterative processes.	1	
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 with Enhancements	We propose an extensive *set* of Sociologically-informed survey instruments. It is worth noting that the author of this proposal has academic contacts including the leading expert in survey design, Dr. Don Dillman: see [https://sesrc.wsu.edu/dillman/]	1	
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 with Enhancements	We intend to extend call center hours for H2O participants into the evening as a means to best-support this population.	1	
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 with Enhancements	Our proposal outlines these within Section B2 and expands the list into (secure) social media outlets, on-line forums, and the **Wiki Training Platform**. Wherever possible (and especially in regard to the proposed set of enhanced Community Health Workers (CHWs) serving on the proposed **H2O Outreach Team**), we will add Peers to the team.	1	
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 with Enhancements	This is smoothly facilitated through the proposed technological solutions, including the **H2O Communications Log** and **H2O Participant Database**.	1	
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 with Enhancements	We also intend to closely collaborate with the SHA in order to determine the overall quantitative impact of H2O services on, for example, overall Medicaid billing. Multiple proposed team members are focused on this level of collaboration with ABC/HOM Inc.	1	
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 with Enhancements	The union of BCBSAZ (A.K.A. "AZ Blue") with Health Choice has greatly expanded/reinforced Health Choice's infrastructure into these domains. Several of these elements are included within Section B7 (proposed budget), or subsumed within indirect costs.	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	While grievance / appeal processes are certainly included within our proposal, we believe many of our proposed workflows will actually reduce the level of H2O grievances and negative participant experiences/outcomes. For example: the proposed deployment of intensive participant AND provider survey strategies, allowing for both provider rating scales AND enhanced referrals/assignments, would have a major impact.	1	
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 with Enhancements	This workflow requirement is enhanced through the proposed **H2O Participant Database**, which would log/track these events.	1	
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 with Enhancements	[This is a useful list to consider in the context of Section B3's Detailed Implementation Plan - Element #3 - thank you!]; the proposed Wiki Training Platform would collect a growing inventory of these training resources, AND make them hyper-available to H2O Network staff (and beyond).	1	Down to a 0 based on comments, no clear understanding of requirememt

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 with Enhancements	Choice, consent, and being free from coercion are core ethical aspects of "Housing First" principles, which we have built our proposal around. The proposed **H2O Participant Database** will record these items; one role of the H2O Eligibility Team is to handle and process these patient record elements.	1	
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 with Enhancements	The selection and assignment of CBOs and H2O providers is a function enhanced using the proposed **H2O Network Database**. The robust and comprehensive nature of the evolving H2O Provider Network would be the sole responsibility of BCBSAZ Health Choice; the proposed H2O Outreach Team's Sociological Community Resource Mapping methodology would ensure we have the needed services for all potential H2O participants, across all geographies and "deserts" (physical, service, food, etc.).	1	
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 with Enhancements	We have expanded this initial set of HRSN categories to include those contained within the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool"; these include: "Living Situation, Food, Transportation, Utilities, Safety, Financial Strain, Employment, Family and Community Support, Physical Activity, Substance Use, Mental Health, & Disabilities."	1	Upgrade to 2 based on Offeror's comments
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 with Enhancements	While the anticipated initial set of H2O providers are (as AHCCCS explains within the RFP) Health Homes, our proposal's aggressive outreach methodologies (including Sociological Community Resource Mapping) will ensure a robust and holistic set of possible H2O services which would be delivered across many possible venues.	1	
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 with Enhancements	We can certainly automate this within the digital systems we propose (the **H2O Network Database**; the **H2O Participant Database**) and we can readily track this process. However, we intend to more rely on participant choice than automated assignment wherever possible. Where providers become "less popular" and fall behind in billing, our Network Services Dept. and H2O Training Team will step up and enhance their competitive nature (benefitting the entire system of care).	1	
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 with Enhancements	Our proposal's aggressive outreach methodologies (including Sociological Community Resource Mapping) will ensure a robust and holistic set of possible H2O services which would be delivered across many possible service areas. The implementation of the proposed **H2O Network Map** will facilitate geographic coverage analysis by both AHCCCS and BCBSAZ Health Choice.	1	
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 with Enhancements	We propose to contain this documentation within the **H2O Network Database**.	1	
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 with Enhancements	This would be facilitated through the use of the proposed **H2O Network Database** innovation, which would automate this process, notifying the H2O Training Team and BCBSAZ Health Choice Network Services.	1	
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 with Enhancements	We intend to augment these self-assessments with the use of both provider and H2O participant survey instruments (as outlined within Section B2).	1	upgrade to a 2 based on Offeror's comments
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 with Enhancements	We intend to track this within the proposed **H2O Network Database**, and will augment these self-assessments with an additional array of provider and H2O participant surveying.	1	upgrade to a 2 based on Offeror's comments
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 with Enhancements	This is readily accomplished using the proposed **H2O Network Dashboard** and the associated (graphical, interactive, A.I.-assisted) **H2O Network Map**.	1	
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 with Enhancements	This workflow is something BCBSAZ Health Choice currently excels at; our status as a former and long-standing RBHA also enhances this requirement.	1	upgrade to a 2 based on Offeror's comments
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 with Enhancements	This workflow is something BCBSAZ Health Choice currently employs (using extensive "AZ Blue" training & IT resources); our status as a former and long-standing RBHA also enhances this requirement.	1	upgrade to a 2 based on Offeror's comments
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	We propose to collect a vast array of H2O participant data within the innovative **H2O Participant Database**; the design of this digital tool is based on our current digital monitoring systems, such as eVIPs.	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	We intend to track a wide range of provider KPI and include these within the proposed **H2O Network Dashboard** (for real-time monitoring by both our internal teams and AHCCCS).	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 with Enhancements	Our proposed Tribal Coordinator has deep and long-standing relationships with Indigenous Nations, resulting in an extensive set of cooperative agreements with BCBSAZ Health Choice; our existing provider networks are already robust, and we've demonstrated the ability to expand and manage them successfully (such as in regard to SOR - State Opioid Response - a SAMHSA-funded program we administered as the North Region RBHA).	1	UPGRADE TO 2 BASED ON OFFEROR'S COMMENTS
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 with Enhancements	Most of the CBOs we envision adding to the evolving H2O Provider Network would have preexisting funding streams which have allowed them to field, for example, outreach teams and other services independent of H2O. Where appropriate, BCBSAZ Health Choice will deploy techniques currently used by our Network Services Dept. to evaluate provider fiscal vitality.	1	
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 with Enhancements	This is a current investigative function of the BCBSAZ Health Choice Network Services Dept. and a proposed function of the innovative The **H2O Network Database**.	1	upgrade to 2 based on offeror's comments
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 with Enhancements	BCBSAZ Health Choice current has deep internal expertise, including university-level academic expertise, in regard to these training topics; the innovative **Wiki Training Platform** will contain a large set of resources relating to the education of front-line staff on these topics.	1	upgrade to 2 based on offeror's comments
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 with Enhancements	This is a current investigative function of the BCBSAZ Health Choice Network Services Dept. and a proposed function of the innovative The **H2O Network Database**.	1	upgrade to 2 based on offeror's comments
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 with Enhancements	We can accomplish this using the same set of rigorous, investigative techniques we deploy through BCBSAZ Network Services. The enhanced aspect of this relates to the ways in which BCBSAZ conducts these investigations in a collaborative, encouraging, supportive manner which fosters positive change and quality improvement.	1	upgrade to 2 based on offeror's comments
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 with Enhancements	This process will be augmented in two ways: [1] through the use of both H2O participant (resident) and provider surveys (especially with front-line staff), and through the use of investigative staff with deep familiarity with housing and homeless services (which we possess in abundance - proposed candidates Eric Marcus and Michael Van Ness as examples).	1	

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 with Enhancements	We intend to create a subset of the proposed H2O Outreach Team which will specialize in these forms of investigations drawing on internal expertise mentioned above; in general, wherever possible we will seek to house H2O participants within more-permanent housing options.	1	
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	As an example of how we intend to excel in the context of this requirement, we already collaborate with Coordinated Reentry systems statewide, such as with the Coconino County *Front Door* Coordinated Reentry system (with which we currently have a partnership involving DAF - Diversion Assistance Funds).	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 with Enhancements	Our existing call center statistics consistently exceed AHCCCS expectations and guidelines.	1	upgrade to a 2 based on Offeror's comments
							43	**13**

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	**[For this page, "Replicate" means we have processes that meet the requirements. The processes would be adapted and scaled to fulfill the AHCCCS requirements for H2O.]** Replicate Credentialing; Provider Case Management Oversight; Care Plan Development and Monitoring; ICTs; Care Coordination Process; Service Level Transition Processes' in addition, the implementation of the proposed **H2O Participant Database** will contain Housing Care Plans, the enhancement/definition of "best practices" within these documents is incorporated into Section B3's Element #14.	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	Replicate current member assignment process and scale to H2O; the implementation of the innovative **H2O Network Database** will enhance this requirement.	1	
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	Replicate existing member provider change request process; both our inclusion of multiple tracking platforms (such as HMIS and *CommunityCares*) and our proposed Eligibility Team's use of the proposed **H2O Participant Database** will enhance this requirement.	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	Replicate ICT, ART, SHOUT and COT Processes; the inclusion of the proposed **H2O Participant Database** enhances this requirement.	1	upgrade to 2 based on Offeror's Comments
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	Replicate Regulatory Reporting - AHCCCS, CMS, NCQA; the inclusion of the proposed **H2O Participant Database** enhances this requirement.	1	upgrade to 2 based on Offeror's Comments
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	Replicate ICT Process; the inclusion of the proposed **H2O Participant Database** enhances this requirement.	1	upgrade to 2 based on Offeror's Comments
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	Replicate Care Coordination Processes w/ Multidisciplinary Providers; Health Appraisal Process; Quality of Life Survey Process; In addition, the collection and dissemination of "best practices" throughout the evolving H2O Provider Network is written into Section B2 and is supported by the innovative **Wiki Training Platform** and H2O (secure) Social Media forums/discussions.	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 with Enhancements	Replicate QM Report/Monitoring tools; in addition, the extensive process of preparing for H2O service limitations combined with post-limit follow-up described in Section B2 enhances this requirement.	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	Replicate Provider Manual/Services Agreement Oversight Process; this proposal was written from the perspective of "Housing First" tenets which includes core ideas such as participant choice and housing as a human right. The goal is always lasting, permanent housing - which everyone is "ready" for according to these tenets.	1	upgrade to 2 based on Offeror's Comments
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	Replicate QM and Business Intelligence Reporting Process; the inclusion of the proposed **H2O Participant Database** enhances this requirement.	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 with Enhancements	Replicate ICT Process with Stakeholders; the inclusion of the proposed **H2O Participant Database** enhances this requirement. In addition, a key aspect of Section B3's Implementation Plan involves Element #14, which fully-develops both **Housing Care Plans** and **Housing Success Plans**.	1	upgrade to 2 based on Offeror's Comments
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	Replicate Provider Portal, HIE, CLRS; NICE Portal; the inclusion of the proposed **H2O Participant Database** and **H2O Network Database** enhances this requirement.	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	Replicate Health Appraisal and Care Plan Development Processes; the inclusion of the proposed H2O Participant Database enhances this requirement. In addition, a key aspect of Section B3's Implementation Plan involves Element #14, which fully-develops both **Housing Care Plans** and **Housing Success Plans**.	1	upgrade to 2 based on Offeror's Comments
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	Replicate Care Plan Review and Update Processes; In addition, a key aspect of Section B3's Implementation Plan involves Element #14, which fully-develops both **Housing Care Plans** and **Housing Success Plans**.	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	Replicate ICT Process; NICE Provider Portal Process; the Outreach Teams deployment of extensive H2O participant surveys will assess and inform this process (as would front-line provider survey data we intend to collect).	1	upgrade to 2 based on Offeror's Comments
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	Replicate Health Appraisal and Care Plan Monitoring Processes; the inclusion of the proposed **H2O Participant Database** enhances this requirement, as does our selection of initial KPI.	1	
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	Replicate QM Record Review Process; *we have integrated the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool" into the intake process for all H2O participant files, and will make extensive use of a (heavily modified) version of the "AZ Self-Sufficiency Matrix" to assess participant progress along multiple domains (including income viability); deploying the best techniques for **Housing Care Plans** and **Housing Success Plans** (as defined in Section B2 and also in B3's Element #14) also enhances this requirement.	1	
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 with Enhancements	Replicate QM Oversight Process (which is currently highly effective); our proposed deployment of both H2O participant and front-line provider surveying will add a data set with utility in the context of this requirement.	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	Replicate Portal Use for Prior Authorization Request Submission; Replicate Provider Education to Submit Authorizations; the proposed **H2O Participant Database** readily facilitates and augments this requirement.	1	upgrade to 2 based on Offeror's Comments
						19	14

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 Proces	The Contractor shall provide a solution which will serve as the invoice clearinghouse for all H2O Service Providers and services.	Functional	X	Meets with Enhancements	Our expertise in this area has been developed over decades of excellence, as a RBHA, AHCCCS contractor, etc.; in regard to H2O, the implementation of the innovative **H2O Participant Database** (which logs all billed services/interventions) greatly enhances this requirement.	1	upgrade to 2 based on offeror's comments
CLM-0002	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0003	Billing - Claims Proces	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 with Enhancements	We have expanded the categorization of provider services using the insights of the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool" (see Section B2, pages 3-4); the detailed development of billing workflows and anticipation of billing errors in H2O are key aspects of Section B3 (please see Element #15).	1	
CLM-0004	Billing - Claims Proces	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 with Enhancements	The monitoring of AHCCCS' development of these is a core aspect of our Detailed Implementation Plan in Section B3 (please see Element #11).	1	
CLM-0005	Billing - Claims Proces	The Contractor shall provide a solution that incorporates and utilizes AHCCCS defined H2O HCPCS codes for billing and financial reporting.	Functional	X	Meets with Enhancements	The monitoring of AHCCCS' development of these is a core aspect of our Detailed Implementation Plan in Section B3 (please see Element #11).	1	
CLM-0006	Billing - Claims Proces	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	This array of requirements aligns with BCBSAZ current practices; the Service Provider Invoice will be coded according to the categories established by AHCCCS and taken from the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool" (please see Section B2, pages 3-4); these services will be logged into the innovative **H2O Participant Database**, enhancing this requirement's scope.	1	upgrade to 2 based on offeror's comments
CLM-0007	Billing - Claims Proces	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	This system of workflows and billing details is both logical and something BCBSAZ will excel at; the proposed H2O Training Team will ensure that internal teams are familiar with all appropriate HCPCS Codes - these codes and related training/reference materials will be included within the proposed, innovative, **Wiki Training Platform**.	1	upgrade to 2 based on offeror's comments
CLM-0008	Billing - Claims Proces	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 with Enhancements	This requirement was one of the ideas leading up to our proposed **H2O Participant Database**, which will automate this requirement.	1	
CLM-0009	Billing - Claims Proces	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	We will exceed expectations in the context of this requirement in the following ways: [1] by doing extra due diligence in regard to ensuring H2O participants actually attend these reported bed nights - an areas for possible FWA, [2] by meticulously recording these shelter nights within the proposed **H2O Participant Database** AND ensuring provider participation in HMIS where possible as secondary backup.	1	
CLM-0010	Billing - Claims Proces	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 with Enhancements	This requirement was one of the ideas leading up to our proposed **H2O Participant Database**, which will automate this requirement.	1	
CLM-0011	Billing - Claims Proces	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 HCPCS code for submission to AHCCCS for claims	Functional	X	Meets with Enhancements	This array of requirements aligns with BCBSAZ current practices; the Service Provider Invoice will be coded according to the categories established by AHCCCS and taken from the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool" (please see Section B2, pages 3-4); these services will be logged into the innovative **H2O Participant Database**, enhancing this requirement's scope.	1	upgrade to 2 based on offeror's comments
CLM-0012	Billing - Claims Proces	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 with Enhancements	This requirement was one of the ideas leading up to our proposed **H2O Participant Database**, which will automate this requirement.	1	
CLM-0013	Billing - Claims Proces	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 transitioned back to the RHBA or Health	Functional	X	Meets with Enhancements	We acknowledge (and celebrate) that section "f." of this requirement perfectly aligns with "Housing First" principles. Our detailed post-6 month follow-up procedures outlines in Section B2 enhances this requirement.	1	
CLM-0014	Billing - Claims Proces	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 with Enhancements	Readily performed through the implementation of the (innovative), proposed **H2O Network Database**.	1	
CLM-0015	Billing - Claims Proces	The Contractor shall provide a solution that shall validate a Member's H2O service eligibility before invoices will be processed.	Functional	X	Meets with Enhancements	Readily performed through the implementation of the (innovative), proposed **H2O Participant Database**.	1	

CLM-0016	Billing - Claims Proces	The Contractor shall provide a solution that maintains compliance through the life of the contract with AHCCCS billing policies and procedures.	Functional	X	Meets with Enhancements	BCBSAZ Health Choice excels as keeping up-to-date on these types of policies and procedures; the proposed set of digital tracking/data reporting tools outlined in Section B2 enhances this requirement.	1	upgrade to 2 based on offeror's comments
CLM-0017	Billing - Claims Proces	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 with Enhancements	The proposed **H2O Participant Database** readily facilitates the demands of this requirement.	1	
CLM-0018	Billing - Claims Proces	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 with Enhancements	This aligns with current BCBSAZ flexibility in billing support, and upholds the philosophy of billing outlined within this RFP's Scope of Work 3.5.1: "Because many new H2O providers will not have historically billed Medicaid, it is essential that AHCCCS allow for these organizations to operate in a manner that is consistent with reimbursement methodologies familiar to them."; our deep experiences with grant-funded work (STR, SOR, PATH, etc.) adds enhanced ability to meet this requirement.	1	upgrade to 2 based on offeror's comments
CLM-0019	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0020	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0021	Billing - Claims Proces	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 with Enhancements	Section B2 outlines how this will be accomplished within the proposed **H2O Participant Database**.	1	
CLM-0022	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise; in regard to tracking service limitations in the context of this requirement, the proposed **H2O Participant Database** exceeds the requirement.	2	
CLM-0023	Billing - Claims Proces	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	The proposed set of digital accounting tools we outline in Section B2, such as the H2O Participant and H2O Network databases, enhances this requirement.	1	
CLM-0024	Billing - Claims Proces	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	The proposed set of digital accounting tools we outline in Section B2, such as the H2O Participant and H2O Network databases, enhances this requirement.	1	
CLM-0025	Billing - Claims Proces	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 e. Provider rights for claim disputes.	Functional	X	Meets Requirement	This is currently within BCBSAZ Health Choice operational expertise; our track record of billing accuracy speaks to this requirement.	2	
CLM-0026	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0027	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0028	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0029	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CLM-0030	Billing - Claims Proces	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
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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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement. In fact, the need to meticulously track service requirements led to these innovations.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement.	1	
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 with Enhancements	The proposed **H2O Participant Database** enhances this requirement.	1	
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 with Enhancements	H2O services will be coded according to the categories established by AHCCCS and taken from the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool" (see Section B2, pages 3-4); these services will be logged into the innovative **H2O Participant Database**, enhancing this requirement's scope.	1	
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 with Enhancements	We designed the proposed **H2O Network Dashboard** (along with the associated digital reporting tools) to exactly meet and exceed this requirement.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement. We would also highlight other innovations within this proposal, including the deployment of specialized Community Health Workers (CHWs) engaged in Sociological Community Resource Mapping, which would benefit the entire spectrum of housing and homelessness services statewide.	1	
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 with Enhancements	We designed the proposed **H2O Network Dashboard** (along with the associated digital reporting tools) to exactly meet and exceed this requirement.	1	
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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 with Enhancements	The preselected key personnel listed within Section B5 both demonstrate these proficiencies and greatly exceed them; the job descriptions we include within B5 achieves the same function.	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	The inclusion of the innovative **H2O Participant Database** will ensure that duplicative services (and service limitations) are tracked as meticulously as possible.	1	
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 QIG quarterly CONG meetings	Functional	Meets with Enhancements	Several of the key personnel listed within Section B5 already attend these meetings, as well as a wide array of statewide meetings focused on housing and homeless issues: please see B2, "Section B Endnotes", note **[14]**, page 12 for a sample listing.	1	
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 with Enhancements	This is currently within BCBSAZ Health Choice operational expertise and something we perform for other AHCCCS contracts - we opt to label this as "Meets with Enhancements" based on our track record of compliance.	1	upgrade to 2 based on Offeror's Comments
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" AGCOM 193	Functional	Meets with Enhancements	The preselected key personnel listed within Section B5 both demonstrate these proficiencies and greatly exceed them; the job descriptions we include within B5 achieves the same function.	1	
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 with Enhancements	This is currently within BCBSAZ Health Choice operational expertise and something we perform for other AHCCCS contracts - we opt to label this as "Meets with Enhancements" based on our track record of compliance.	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	The preselected key personnel listed within Section B5 both demonstrate these proficiencies and greatly exceed them; the job descriptions we include within B5 achieves the same function.	1	
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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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement.	1	
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 with Enhancements	The digital systems we outline in Section B2, including the proposed **H2O Participant Database**, the **H2O Network Database**, as well as the **H2O Network Dashboard** all enhance this requirement. ** We would also highlight the innovative **H2O Network Map**: "A key component of the proposed H2O main web site making the H2O Network most visually accessible for all parties. The map will contain an integrated A.I. assistant (in the style of Chat GPT) designed to help users navigate both the mapping tool and the public-accessible elements of the **H2O Network Database**."	1	
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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	1	
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	This is currently within BCBSAZ Health Choice operational expertise.	2	
CPM-009	Data Governanc	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	We have a comprehensive records retention corporate policy and set of internal procedures to prevent this.	1	upgrade to 2 based on Offeror's Comments
CPM-010	Data Governanc	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 with Enhancements	This is currently within BCBSAZ Health Choice operational expertise; we would also highlight the array of proposed digital tools as a way we meet this requirement "with enhancements".	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's number of "100%" scores..	1	upgrade to 2 based on Offeror's Comments
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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 e. Log any errors encountered for reporting	Functional	X	Meets Requirement	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	We have no capacity to locate data sets outside the continental US due to security precautions and logistics.	1	
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 with Enhancements	We possess DEEP internal expertise in Excel and routinely provide thus variety of Ad Hoc reporting.	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	BCBSAZ Health Choice fosters a strong internal culture focused on providing AHCCCS what they need in exactly the requested formats; the proposed **H2O Network Dashboard** speaks to this ability.	1	upgrade to 2 based on Offeror's Comments
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	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	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	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	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	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	1	
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	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	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	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	1	
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	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	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 with Enhancements	This dashboard is detailed within Section B2 and is referred to as the **H2O Network Dashboard**: "The user-friendly version of the **H2O Network Database**, with charts and infographics making it relatively easy to examine the H2O Network as it grows and evolves."	1	
CPM-025	Compliance & Monitoring	The Contractor shall provide a solution that publishes internally and externally facing dashboards to track program performance.	Functional		Meets with Enhancements	We propose a full set of these within Section B2, including the **H2O Network Dashboard** and the **H2O Network Map**: "A key component of the proposed H2O main web site making the H2O Network most visually accessible for all parties. The map will contain an integrated A.I. assistant (in the style of Chat GPT) designed to help users navigate both the mapping tool and the public-accessible elements of the **H2O Network Database**."	1	
CPM-026	Compliance & Monitoring	The Contractor shall provide a solution that performs ad-hoc reporting for program review and management.	Functional	X	Meets with Enhancements	BCBSAZ Health Choice fully embraces Ad Hoc Reporting and has a long track record of full compliance with these requests.	1	upgrade to 2 based on Offeror's Comments
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 with Enhancements	Three of the proposed digital tools within Section B2 specifically enhance this requirement: the **H2O Participant Database**, The **H2O Network Database**, and the associated **H2O Network Dashboard**.	1	
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 with Enhancements	The proposed H2O **Participant Database** would contain and manage these plans; Section B3 outlines how we will deploy Housing Care Plans and Housing Success Plans in innovative ways (please see Element #14).	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 with Enhancements	The proposed **H2O Participant Database** would facilitate this requirement "with Enhancements".	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 with Enhancements	The proposed **H2O Participant Database** would facilitate this requirement "with Enhancements" as outlined in Section B2.	1	
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 with Enhancements	The proposed **H2O Participant Database** would facilitate this requirement "with Enhancements" as outlined in Section B2.	1	
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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 with Enhancements	The HIE integration is an exchange of member population from Health Choice to Contexture, alerts are received from Contexture for any admits, discharges or transfers of membership.	1	
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 with Enhancements	Section B2 outlines how the proposed H2O Eligibility Team would exceed these requirements, and how we intend to use/update HMIS, CommunityCares, CareRadius, etc.	1	
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 with Enhancements	This is currently well-within our standard operational practices; we highlight the array of innovative data collection and reporting systems outlined in Section B2 as examples of how we would exceed this requirement.	1	upgrade to 2 based on the comments
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 with Enhancements	This is currently well-within our standard operational practices; we highlight the array of innovative data collection and reporting systems outlined in Section B2 as examples of how we would exceed this requirement.	1	upgrade to 2 based on the comments
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	This is currently well-within our standard operational practices; we highlight the array of innovative data collection and reporting systems outlined in Section B2 as examples of how we would exceed this requirement.	1	upgrade to 2 based on the comments
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	This is currently within BCBSAZ Health Choice operational expertise.	2	
INT-007	Data sharing	The Contractor shall provide a solution that complies with HUD's national data sharing standards.	Functional	Meets Requirement	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	This is currently within BCBSAZ Health Choice operational expertise; as this domain related to H2O participant records, we highlight the role of the proposed **H2O Participant Database** as a way in which we intend to exceed this requirement.	1	upgrade to 2 based on the comments
INT-012	Interfaces	The Contractor shall provide a solution that will ensure proprietary interfaces and protocols between modules are not used.	Functional	Meets with Enhancements	We have no "proprietary interfaces and protocols" which would interfere with this requirement.	1	upgrade to 2 based on the comments
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 with Enhancements	This is currently well-within our standard operational practices; we highlight the array of innovative data collection and reporting systems outlined in Section B2 as a means we would exceed this requirement.	1	upgrade to 2 based on the comments
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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise; the proposed **H2O Network Database** exceeds the requirements of this domain.	1	upgrade to 2 based on the comments
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 with Enhancements	This is currently well-within our standard operational practices; we highlight the array of innovative data collection and reporting systems outlined in Section B2 as examples of how we would exceed this requirement.	1	upgrade to 2 based on the comments
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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	Understood and acknowledged.	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	Understood and acknowledged.	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 with Enhancements	When it comes to AHCCCS collaboration, BCBSAZ Health Choice has an excellent track record of service. One proposed innovation in particular addresses this requirement, the **H2O Communications Log** outlined in section B2.	1	
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 with Enhancements	When it comes to AHCCCS collaboration, BCBSAZ Health Choice has an excellent track record of service. One proposed innovation in particular addresses this requirement, the **H2O Communications Log** outlined in section B2.	1	
GR-005	Contract Management	The Contractor shall facilitate meetings and provide reporting to communicate Contract status on an AHCCCS approved frequency.	Functional		Meets Requirement	This is currently within BCBSAZ Health Choice operational expertise.	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	Understood and acknowledged.	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	Understood and acknowledged.	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 with Enhancements	This is currently within BCBSAZ Health Choice operational expertise. In addition, the service code methodology we outline in Section B2, combined with our proposed array of digital reporting systems, exceeds this requirement.	1	Upgrade to 2 based on Offeror's Comment
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	Understood and acknowledged.	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	Understood and acknowledged.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise, as well as within "AZ Blue" (BCBSAZ) Legal Dept. expertise.	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	This is currently within BCBSAZ Health Choice operational expertise and consistently applied during our RBHA contracts (for example).	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	Understood and acknowledged.	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	Understood and acknowledged.	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	Understood and acknowledged.	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	Understood and acknowledged.	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 with Enhancements	The proposed set of digital innovations outlined in Section B2 exceeds this requirement.	1	Upgrade to 2 based on Offeror's Comment
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 with Enhancements	The proposed set of digital innovations outlined in Section B2 exceeds this requirement.	1	Upgrade to 2 based on Offeror's Comment
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 with Enhancements	The proposed set of digital innovations outlined in Section B2 exceeds this requirement.	1	Upgrade to 2 based on Offeror's Comment
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	Understood and acknowledged.	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	Understood and acknowledged.	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	Understood and acknowledged.	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	Understood and acknowledged.	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	Understood and acknowledged.	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	Understood and acknowledged.	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 with Enhancements	We intend to provide this level of technical support beyond these hours.	1	Upgrade to 2 based on Offeror's Comment
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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
GR-031	Maintenance & Operations	The Contractor shall identify impacts to existing reports and queries as data sources change and evolve.	Functional		Meets Requirement	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	2	
GR-036	Maintenance & Operations	The Contractor shall provide solution documentation, training manuals, and desk level procedures before the solution enters production.	Functional		Meets with Enhancements	We outline the development of these manuals within Section B3 (please see Element #18).	1	Upgrade to 2 based on Offeror's Comment
GR-037	Performance Management	The Contractor shall conduct regularly scheduled reviews to assess performance against KPIs and SLAs.	Functional		Meets Requirement	Understood and acknowledged.	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 with Enhancements	Understood and acknowledged; several of our innovative proposed systems will contain H2O KPI, such as the **H2O Network Database** and its associated **H2O Network Dashboard**, which will provide real-time access to these indicators.	1	
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	Understood and acknowledged.	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 with Enhancements	The proposed **H2O Network Dashboard**, along with the set of digital tools described in Section B2, exceed this requirement.	1	

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 Requirement	Understood and acknowledged.	**2**	
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	Understood and acknowledged.	**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.	Functional	X	Meets Requirement	Understood and acknowledged.	**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 Requirement	Understood and acknowledged.	**2**	
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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**2**	
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	Understood and acknowledged.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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 with Enhancements	We propose an innovation which exceeds this requirement; the **H2O Communications Log** outlined in Section B2.	**1**	Upgrade to 2 based on Offeror's Comment
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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	[An excellent idea]; Understood and acknowledged.	**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 with Enhancements	We have exceeded this requirement within Section B3.	**1**	Upgrade to 2 based on Offeror's Comment
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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**2**	
GR-063	Quality Assurance	If significant operations 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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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 with Enhancements	We believe we have exceeded this requirement within this response.	**1**	

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 with Enhancements	We believe we have exceeded this requirement within this response.	**1**	
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 with Enhancements	We believe we have exceeded this requirement within this response.	**1**	
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 with Enhancements	We believe we have exceeded this requirement within this response; we intend to treat the provided Org chart as a routinely-updated and "living" document.	**1**	Upgrade to 2 based on Offeror's Comment
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	Understood and acknowledged.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**2**	
GR-078	Staffing	The Contractor's staffing solution will only include staff located within the continental United States (CONUS).	Functional		Meets with Enhancements	This is in alignment with current BCBSAZ ("AZ Blue") HR policies, which mandate AZ residence.	**1**	Upgrade to 2 based on Offeror's Comment
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	Understood and acknowledged.	**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	This is currently within BCBSAZ Health Choice operational expertise.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**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	Understood and acknowledged.	**2**	
GR-086	Transition	The Contractor shall, at time of transition, ensure associated licenses with ownership are transferred to AHCCCS.	Functional	X	Meets Requirement	Understood and acknowledged.	**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	Understood and acknowledged. **[Thank you for providing this level of detail in regard to H2O Administration]**	**2**	
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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 with Enhancements	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's Corporate Compliance (Category CC 2: "The Contractor and its subcontractors have a process for identifying suspected cases of Fraud, Waste and Abuse (FWA) and for reporting all the suspected FWA referrals to AHCCCS OIG following the established	1	
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 with Enhancements	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's Corporate Compliance (Category CC 3: "The Contractor educates staff and the provider network on fraud, waste and abuse.") was rated a **perfect 100%** score.	1	
FWA-003	Fraud Waste and Abuse	The Contractor shall provide a solution that includes a systematic process to detect fraud and abuse.	Functional	Meets with Enhancements	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's Corporate Compliance (Category CC 4: "The Contractor audits its providers through its claims payment system or any other data analytics system for accuracy and to identify billing inconsistencies and potential instances of fraud, waste or abuse.") was	1	Upgrade to 2 based on comments
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 Requirement	This is currently within BCBSAZ Health Choice operational expertise.	2	
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 Requirement	This is currently within BCBSAZ Health Choice operational expertise.	2	
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	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's Corporate Compliance (Category CC 2: "The Contractor and its subcontractors have a process for identifying suspected cases of Fraud, Waste and Abuse (FWA) and for reporting all the suspected FWA referrals to AHCCCS OIG following the established	1	
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	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's Corporate Compliance (Category CC 2: "The Contractor and its subcontractors have a process for identifying suspected cases of Fraud, Waste and Abuse (FWA) and for reporting all the suspected FWA referrals to AHCCCS OIG following the established	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	BCBSAZ Health Choice fully embraces Ad Hoc Reporting and has a long track record of full compliance with these requests.	1	Upgrade to 2 based on comments
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	Section B2 outlines the array of service codes we intend to utilize, which include an advanced set taken from the CMS "Accountable Health Communities Health-Related Social Needs Screening Tool"; these codes are a part of the proposed databases in Section B2 and organize all H2o Billing.	1	
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	This would be readily facilitated by our proposed **H2O Network Database**.	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 Requirement	This is currently within BCBSAZ Health Choice operational expertise.	2	
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	This is currently within BCBSAZ Health Choice operational expertise.	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	Based on our collective history of high operational scores in this domain, we opt to label this requirement met "with Enhancements". For example: the AHCCCS 2022 "OPERATIONAL REVIEW EXECUTIVE SUMMARY" of BCBSAZ Health Choice's Corporate Compliance (Category CC 1: "The Contractor has an operational Corporate Compliance program including a work plan that details compliance activities.") was rated a **perfect 100%** score.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	These incidents would be recorded within the proposed **H2O Participant Database**, which will be specifically designed to account for participant income inaccuracies. The proposed deployment of a heavily-modified version of the "AZ Self-Sufficiency Matrix" has a domain, "income", which would assist with tracking these kinds of income irregularities.	1	
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	This is currently within BCBSAZ Health Choice operational expertise.	2	
						26	4

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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	We have a comprehensive records retention corporate policy and set of internal procedures to facilitate this.	1	Upgrade to 2 based on Offeror's comment
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 with Enhancements	We have a comprehensive records retention corporate policy and set of internal procedures to facilitate this. In addition, there is a designed redundancy in data collection systems we propose for H2O.	1	Upgrade to 2 based on Offeror's comment
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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	We have designed a detailed set of planning meetings outlined within Section B3, including a set of meetings and tasks that start PRIOR to 7/1/24.	1	Upgrade to 2 based on Offeror's comment
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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	BCBSAZ Health Choice maintains an excellent track record of on time, or early deliverable submissions and typically achieves 100% compliance in reporting. We take great pride in our deliverables and get excited about reporting our achievements, as well as our challenges.	1	Upgrade to 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 Requirement	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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	This is currently within BCBSAZ Health Choice operational expertise.	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 with Enhancements	We outline a detailed Training Plan development process within Section B3 [please see Element #3 in particular] and can achieve this within (30) calendar days.	1	Upgrade to 2 based on Offeror's comment
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	This is currently within BCBSAZ Health Choice operational expertise.	2	
							33	5

POINTS	# Req	Max Points	Initial Procurement Tally	Evaluator Adjustment	Final
RTM TEAM #1: MemberElig	28	56	29	8	37
RTM TEAM #2: ProviEnroll	8	16	8	6	14
RTM TEAM #3: ProvMgt	43	86	43	13	56
RTM TEAM #4: HousingCare	19	38	19	14	33
RTM TEAM#5: BillingClaims	30	60	40	6	46
RTM TEAM #6: UtilizMgtReporting	10	20	10	0	10
RTM TEAM #7: Staffing and Exp	7	14	7	3	10
RTM TEAM #8: CompMonitorPgm	31	62	38	6	44
RTM TEAM #9: Integration and Interfaces	16	32	22	8	30
RTM TEAM #10: GlobalReq	87	174	157	10	167
RTM TEAM #11: FWA	18	36	26	4	30
RTM TEAM #12: SLA	19	38	33	5	38
	316	632	432	83	**515**