

# Medicaid Management Information System Design, Development, and Implementation, Medicaid Operations Services, and Integrated Contact Center System and Services

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Vendor Overview Briefing  
July 15, 2014



# Agenda

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- General Welcome and Vendor Role Call
- Conference Logistics
- Schedule and Purpose of the Vendor Briefings
- Procurement Overview
- Opening Comments
- Goals and Objectives
- MMIS Team Introductions
- Response Types and Partnerships
- Desired Approach to Contact Centers
- Priorities and the Approach to Phasing
- Other MMIS-Related Initiatives
- Other Related Initiatives
- Question and Answers
- Closing Remarks

## Conference Logistics and Vendor Roll Call

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- Please place telephone on mute during the call.
- **Attendance** — It is a requirement to send Michelle Mosher (michelle.mosher@state.vt.us) an email with “Vendor Briefing Attendance” in the subject line and with your contact information in the body of the email in order to record your attendance.
- **Questions** — And the end of the presentation, there will be a round-robin for participants to ask questions to the State. Each registered company will be asked in turn whether they would like to ask a question that the Vendor would like addressed during the conference. Each company will be allowed one question.
- **Answers** will be provided verbally during the call and in the form of Addenda to the RFP, available on the DVHA website below –
  - <http://dvha.vermont.gov/administration/2013-requests-for-proposals>
- **Follow-up questions** – Additional questions may be submitted in writing in accordance with guidelines of the RFP.
  
- Vendor Roll Call

## Schedule and Purpose of the Vendor Briefings

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- This session is one of the Vendor Briefings to be conducted as part of the procurement. Each will be 60 minutes, and will allow for a brief Question and Answer session related to the specific topic of the briefing. The topics of the briefings are:
  1. Procurement Overview (this session)
  2. Technical Overview (scheduled for July 16, 2014 at 12:00pm-1:00 pm)
  3. State Strategic Initiatives (scheduled for July 17, 9:00am-10:00 EST)
  
- There is also a mandatory pre-proposal bidders' conference scheduled for August 6 .

## Procurement Overview

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- Answers to additional questions posed on today's call will be posted by Monday, July 21, 2014 by 5:00 pm EST.
- Proposals are due on September 5, by 3:00PM EST.
- The State anticipates making an award announcement by November 18 and that work will begin under the resultant contract on February 3, 2015.

***“...the State is seeking to procure a full SOA based MMIS system, as well as, the associated Fiscal Agent services...”***

***“... In addition, the State intends to consolidate and operate a Vendor-run contact center... that provides Member and Provider services for AHS programs...”***

## Goals and Objectives

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The primary business drivers for the MMIS and Contact Center procurement include:

- Improve the customer service provided to Vermonters and Medicaid providers.
- Contract limitations and cost to maintain / change the system.
- Support of the State's vision of an Agency of One, supporting additional programs in the primary benefits management and claiming systems.
- Improve efficiency and effectiveness of Medicaid Operations by increasing AHS' MITA 3.0 maturity.
- Need for more effective cost avoidance and cost recovery through maximizing, fraud, waste and abuse prevention / detection capabilities.
- Support of Vermont's transition to a universal health system for all Vermonters, assuring access to and coverage for high-quality health care to all Vermont residents.

## Goals and Objectives (cont'd)

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- Need to support multiple, evolving payment models
  - Population-based Performance: Vermont Shared Savings ACO Models
  - Coordination-based Performance: Bundled Payment Models
  - Individual-based Performance: Pay for Performance (P4P) Models
  - Capitation
- Need to move beyond silos to an integrated enterprise that support improved customer experience and integrated services
- Mandates to comply with all regulatory reporting and service delivery requirements

## MMIS Team Introductions

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- Lori Collins – Executive Sponsor and Business Lead
- Samantha Haley – MMIS Business Lead
- Joseph Liscinsky – Deputy MMIS Program Business Lead
- Michelle Mosher – Procurement Officer
- Scott Brown – Project Manager
- Michael Hall – Technical Lead
- John Hunt – Enterprise Architect, DII
- Deb Austin – Project Subject Matter Expert

## Response Types and Partnerships

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- Each proposal should select the Proposal Response Type
- The Letter of Intent should state the Vendor's intent to submit the selected Proposal Response Type
- The State has stated a preference for a Proposal Response Type of C – an integrated proposal that includes all of the functionality and services of both A and B.
- Vendors are encouraged to seek out partnerships that provide the most viable and best value option for the State

PROPOSAL RESPONSE TYPE	PROPOSED
A. MMIS and Medicaid Operations Services ONLY	<input type="checkbox"/>
B. Contact Center System and Services ONLY	<input type="checkbox"/>
C. Integrated MMIS, Medicaid Operations Services and Contact Center System and Services (including both A and B above)	<input type="checkbox"/>

## Desired Approach to Contact Centers

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- The Vendor must provide an integrated contact management system to be used in tracking and managing customer contacts from all channels, and that can report on customer contact metrics by channel or comprehensively.

WORK STREAM NAME	ALIGNMENT WITH MITA 3.0
Member Services	Contact Center Member Services is responsible for Tier 1 member-facing enrollment, disenrollment, member information request, and member communication support. This includes outreach, education and outgoing mailing support. Details of these functions and technology are provided later in this document.
Provider Management	Contact Center Provider Management is responsible for all provider eligibility, enrollment, disenrollment, and the management of the services functions using the MMIS and a Contact Center-provided CRM solution. Details of these functions and technology are provided later in this document.

## Priorities and the Approach to Phasing

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- The State anticipates that a phased implementation of functional components will be required to manage risk and level resources.
- The Vendor must identify the proposed schedule and functional requirements that will be delivered in a more detailed set of implementation phases that will enhance likelihood of successful implementation using their methodologies, systems, and services.
- External facing capabilities, such as the Provider contact center, need to be prioritized to ensure consistency for these stakeholders.

DATE	CONSTRAINT
January 1, 2015	Expected Vendor(s) start date
June 30, 2015	Expiration of call center contract; Vendor must have Contact Center systems and services operational by this date
January 1, 2017	Vendor must have all systems and services operational by this date

## Other MMIS-Related Initiatives

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- The PBM solution and Vendor provide all PBM capabilities necessary for Medicaid, with the exception of claims payments and some data management.
- The Care Management system provides several of the functions within the MITA 3.0 Care Management business process area.

Procurement	Status
Pharmacy Benefit Management (PBM)	•DDI initiated 5/2014 •Projected Operational 1/1/2015
Care Management	Pre-Procurement Stage

## Other Related Initiatives

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<b>INITIATIVE</b>
<b>Health Services Enterprise (HSE) Platform</b>
<b>Integrated Eligibility (IE)</b>
<b>Vermont Health Connect (VHC)</b>
<b>Green Mountain Care 2017</b>
<b>Vermont Information Technology Leaders (VITL)</b>

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# Follow-up Q&A

## Closing Remarks

<b>Procurement Schedule</b>	
<b>RFP Release Date</b>	June 30, 2014
<b>Letter of Intent Due - Mandatory</b>	July 14, 2014
<b>Vendor's Questions Due</b>	July 24, 2014
<b>Dept. Responses to Vendor's Questions Posted</b>	August 1, 2014
<b>Vendor's Conference</b>	August 6, 2014
<b>Dept. Responses to Vendor's Conference Questions Posted</b>	August 12, 2014
<b>Proposals Due</b>	September 5, 2014
<b>Bid Opening</b>	September 5, 2014
<b>Deadline for Proposal Withdrawal or Modification</b>	September 4, 2014
<b>Vendor's Demonstrations/Oral Presentations</b>	October 28, 29, 2014
<b>Site Visits</b>	November 3-14, 2014
<b>Anticipated Award Announcement</b>	November 18, 2014
<b>Anticipated Contract Start Date</b>	February 3, 2015

Thank you for your time today.