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# EVV Solutions and Services

West Virginia Department of Health and Human Resources  
Solicitation Number: CRFP 0511 BMS2000000001  
February 27<sup>th</sup>, 2020

GeoH, LLC  
8801 N Meridian Street #209  
Indianapolis, IN 46260

(317) 455-3218

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## Certification and Signature Page

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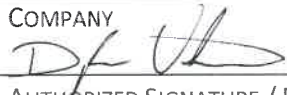
### Designated Contact

Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

  
\_\_\_\_\_  
NAME, TITLE  
Doug Rowe, Co-Founder  
\_\_\_\_\_  
PRINTED NAME AND TITLE  
8801 N Meridian Street #209, Indianapolis, IN 46260  
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\_\_\_\_\_  
PHONE NUMBER / FAX NUMBER  
doug@gogeoh.com / info@gogeoh.com  
\_\_\_\_\_  
EMAIL ADDRESS

### Certification and Signature

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

GeoH, LLC  
\_\_\_\_\_  
COMPANY  
  
\_\_\_\_\_  
AUTHORIZED SIGNATURE / REPRESENTATIVE NAME, TITLE  
Dylan Vester, Co-Founder  
\_\_\_\_\_  
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE  
February 27<sup>th</sup>, 2020  
\_\_\_\_\_  
DATE  
(317) 494-1224 / Fax: (317) 732-7156  
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PHONE NUMBER / FAX NUMBER

## Addendum Acknowledgement Form

SOLICITATION NO.; CRFP 0511 BMS2000000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- Addendum No. 1
- Addendum No. 2
- Addendum No. 3
- Addendum No. 4
- Addendum No. 5

- Addendum No. 6
- Addendum No. 7
- Addendum No. 8
- Addendum No. 9
- Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

GeoH, LLC

COMPANY



AUTHORIZED SIGNATURE

February 27<sup>th</sup>, 2020

DATE

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

## Certification and Signature Page (Continued)

SOLICITATION NO.; CRFP 0511 BMS200000001

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, agree to comply with all mandatory requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

GeoH, LLC

COMPANY

(317) 455-3218 / Fax: (317) 732-7156

CONTACT PHONE / FAX NUMBER

Doug Rowe, Co-Founder

REPRESENTATIVE NAME, TITLE

February 27<sup>th</sup>, 2020

DATE



AUTHORIZED SIGNATURE

### DESIGNATED CONTACT

The Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Doug Rowe, Co-Founder

PRINTED NAME, TITLE

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## Executive Summary

GeoH is a leader in technology and services solutions, chosen by Healthcare Tech Outlook as one of the Top 10 Home Health Software for 2020. With users in 15 states and growing, the company provides secure and innovative technology consulting and services to businesses around the country, from small and large businesses to state, and local government entities.

## Government Healthcare & Medicaid Experience

GeoH has provided consulting services for hundreds of healthcare and Medicaid projects that cross the spectrum of state health and human services agencies. We strongly believe that organizations that employ sound project management process, tools, and techniques exhibit greater overall project success. The GeoH Team:

- Provides expertise in Project Management, Medicaid, MITA, MMIS, and CMS Certification, as well as understanding how to best leverage technology in support of business goals
- Brings in-depth experience, tools, templates, and an established Project Management practice to the engagement
- Understands the nuances of the SDLC and how it intersects with the updated Medicaid Enterprise Certification Toolkit (MECT) 2.2 to achieve CMS Certification

## The GeoH Electronic Visit Verification Solution

GeoH provides EVV services for Medicaid programs by providing an enterprise-scale, hosted application solution, delivering Software as a Service (SaaS). GeoH's solution provides sophisticated real-time location, time, and service data capture as beneficiaries receive services. Our solution includes a set of modules for scheduling and appointments, time and attendance tracking, billing, and reporting that can be configured to meet the business rule requirements of different Medicaid-related programs and waivers. GeoH is designed to validate that beneficiaries are receiving authorized services according to their care plans in home or facility settings, while automating worker timekeeping and compliance with Fair Labor Standards Act (FLSA) records requirements. GeoH solution meets all requirements for EVV mandated in the 21st Century Cures Act, as well as additional functionality that supports both providers and payers.

## EVV Experience

GeoH brings years of knowledge and experience providing EVV services in the Home and Community Based Services (HCBS) sector. The Electronic Visit Verification story began in 2015 in Indiana with one of the founders owning a Home Health Agency as a provider. As they grew, it was apparent that there was not a solution available in the market that worked as an agency would need it to while maintaining security measures to avoid fraud. They began assembling a team of experts and developers to build a mobile-first technology solution that was intuitive to both user and administrator usage. Their solution gained traction and began spreading across the country with adoption rates near 100%. Through user and state level feedback and suggestions, the technology has been improved and enhanced to compensate for most edge cases that happen within home health. GeoH has now been deployed throughout Montana, Minnesota, Colorado, Texas, Missouri, Wisconsin, Illinois, Indiana, Michigan, Kentucky, Georgia, Florida, North and South Carolina, Massachusetts, New York, New Jersey, and most recently West Virginia.

## Scalable and Configurable EVV Solution

We recommend that West Virginia pay special attention to the functionality of any EVV solution that is being proposed. Not all solutions will be flexible and scalable enough to be configured to meet your business rules in order to deliver home and community-based services to beneficiaries in a timely, accurate, and cost-effective manner. For example, GeoH is offering a complete mobile verification solution, which includes ‘store and forward’ (offline) technology to collect visit information

in locations that may not have cellular connectivity. This gives users options and covers different service settings. Other EVV vendors may propose a fixed device as an alternate method of verification. As described in detail in our proposal, the GeoH offering of a complete mobile solution makes these fixed devices unnecessary, also incorporating a cost saving to the state.

Data integrity, privacy, and protection should also be a vital component of any EVV solution that West Virginia should consider. The EVV vendor selected by the DHHR should be able to demonstrate that their provider and beneficiary data is scoped and meets the privacy requirements as well as HIPAA and PHI compliance while supporting role-based views for the state, providers, Case Managers, and Care Coordinators.

## MITA Compliance

With GeoH, DHHR gains the capabilities of our consulting practice along with our healthcare industry leadership. GeoH knows the certification process and has developed our practices based upon industry and government standards – continually monitoring and researching updates to stay current with the dynamic changes in technology within the CMS guidelines, requirements, and toolkits. GeoH will support DHHR by providing evidence showing conformance with CMS certification criteria and by contributing to artifacts to be submitted to support the certification process as required.

GeoH has incorporated our applied project delivery experience to develop accelerators and complementary processes that are tightly coupled with federal guidelines and templates from CMS. With knowledge of the release of the Medicaid Enterprise Certification Lifecycle (MECL) in March 2016, GeoH has made sure we maintain alignment with the new CMS requirements, processes, and certification toolkit (MECT 2.1). DHHR benefits from GeoH’s industry leadership, expertise, and efficiencies with the use of our evidence tracking tools in support of MECT.

These capabilities provide DHHR with the confidence that your EVV project is adhering to sound project management and development standards within the Health and Human Services industry, and that the EVV Solution and Services Project is meeting federal requirements for certification and enhanced federal funding. As an integral partner with agencies across the country, as well as their regional CMS representatives, GeoH provides a unique perspective on what is necessary to satisfy CMS mandates and state imperatives. The combination of our Healthcare Solution along with GeoH’s proven industry and MITA experience is unparalleled in the current marketplace.



GeoH is offering a complete mobile verification solution, which includes ‘store and forward’ (offline) technology.



MITA Business Process Area/Process	GeoH Feature	Benefit
Care Management / Authorize Service	Authorization Management	Manages Approved Care: GeoH allows the user to search on the service authorizations and return information such as the number of authorized units available, service type, and standard results like service ID, Client information, provider information, and effective dates. Within this search, authorizations can be modified and details of the service can be viewed.
Care Management / Authorize Treatment Plan	Authorization Management	Supports Treatment Plan Execution: the approval of a treatment plan prepared by a care management team in a care management setting.
Operations Management / Process Claim and Process Encounter	Exceptions Workflow	Business Rules Enforcement: Prevents claims from being submitted that would be denied payment.
Operations Management / Prepare Remittance Advice  Financial Management / Manage Accounts Receivable Information	Electronic Claim submission (837) and payment reconciliation (835)	Electronic Billing: Paperless and accurate claims submission resulting in prompt payment for approved claims.  Improved Receivables Management: Payment reconciliation data enables delayed or denied claims to be investigated and resolved quickly.
Care Management / Manage Case Information	Real time Late and Missed Visit Email Alerts	Confirms Timely Care is provided: Identifies attendants who are chronically late or have missed scheduled visits. Notifies providers via email so a backup attendant can be dispatched to the consumer's home.

<p>Financial Management / Generate Financial Report</p>	<p>Real time Graphical Dashboards</p>	<p>Improved Cash flow – Displaying actual revenue impacted by claims having critical exceptions is a management tool to monitor and resolve these claims prior to the next claim submission.</p> <p>Monitoring Quality of Care: Management of late or missed visits by the providers allows them to be proactive ensuring quality of care to consumers is not compromised.</p> <p>Improving Productivity - A centralized location for status of attendant and claim activity with links where staff can take quick and timely actions on claims.</p>
<p>Plan Management / Manage Performance Measures</p>	<p>Reports</p>	<p>Manage Policy decisions: Provides DHHR data to assist in making and monitoring policy decisions and meeting federal and state reporting requirements for accurately and efficiently creating financial reports.</p> <p>Designed to save time: Ability to save report templates by user with desired sort options makes regularly required reports a breeze to run.</p> <p>Integration with provider backend systems: Four different report formats – PDF, Excel, CSV, and XML.</p>
<p>Plan Management / Manage Performance Measures</p>	<p>User defined Data Fields</p>	<p>Allows linking of External Data to GeoH: e.g. having a “flag” to indicate if a recipient is having</p>
		<p>services performed by another member of the household allows DHHR to closely monitor potential fraud scenarios. Adding of a user defined field does not require a code change</p>

		and can be done on an ad hoc basis. Linking provider Attendant ID to GeoH allows claim data to be used in provider Payroll systems.
Operations Management / Process Claim & Process Encounter	Audit Data	Audit Trail: The audit log documents who changed a claim, when, and what was changed, creating a valuable audit trail if needed.
Operations Management / Process Claim & Process Encounter	Billing Confirmation	Improves billing accuracy: Holds providers accountable, requiring them to confirm claims before they are submitted.
Contractor Management / Manage Contractor Communication	Mobile Application/Alerts/Dashboard	Topical Communication with Providers: The process receives requests for information, appointments, and assistance from contractors (e.g., managed care, at- risk mental health) such as inquiries related to modifications in Medicaid Program policies and procedures, introduction of new programs, modifications to existing programs, public health alerts, and contract amendments, etc. This business process includes the log, research, development, approval, and delivery of routine or ad hoc messages. The State Medicaid Agency (SMA) communications include a variety of methods such as email, mail, publication, mobile device, facsimile, telephone, web or Electronic Data Interchange (EDI).
Contractor Management / Manage Contractor Communication	Provider Data	Maintain Accurate Provider Information: The process is responsible for managing all operational aspects of the

		Contractor (e.g., managed care, at-risk mental health) data store. This business process receives a request for addition, deletion, or modification to Contractor information, validates the request, and applies the instruction.
Performance Management / Identify Utilization Anomalies	Exception Reports	Fraud and Abuse Support: The process uses criteria and rules to identify target groups (e.g., providers, contractors, trading partners or members) and establishes patterns or parameters of acceptable and unacceptable behavior, tests individuals against these models, or looks for new and unusual patterns, in order to identify outliers that demonstrate suspicious utilization of program benefits.
Performance Management / Manage Compliance Incident Information	Exception Reports/Missed and Late Visit Alerts	Fraud and Abuse Support: The business process is responsible for the monitoring of incidents of utilization anomalies. Activities include referring (e.g., escalation) incident to another incident manager or agency, modifications to incident information, journaling activities, and disposition of incident.

**Benefits of Implementing GeoH’s Electronic Visit Verification Solution**

- GeoH is fully compliant with Section 12006 of the 21st Century Cures Act, enabling DHHR to receive federal matching funds without interruption.
- Reduced Medicaid costs due to reduced potential for fraud, waste, and abuse by users of the EVV system allows funding to be directed where needed most. Additionally, DHHR will benefit from operational efficiencies gained by implementing GeoH.

We look forward to the opportunity of demonstrating the GeoH’s ability to implement and operate an innovative, low risk, and economical EVV program that offers the best value for West Virginia and its

requisite stakeholders. We bring the full commitment of GeoH to assist in understanding how best to deliver a comprehensive EVV system.

## Attachment 3: Vendor Qualifications and Experience

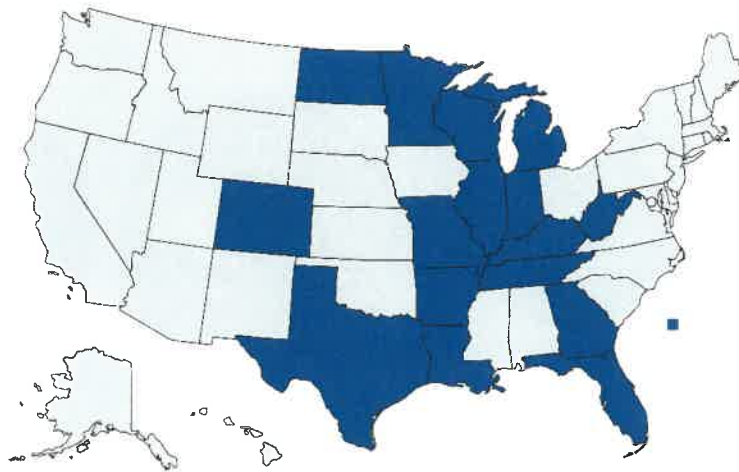
### Organizational Overview

GeoH was founded to solve the issues of the daily operations of running an agency. We believe new technology, and building something that works for an agency, versus making an agency conform to how software works, enables agencies to focus on patient care, and employee engagement. We understand, firsthand, how difficult this industry is and endeavor to constantly make our software focused on the technology that allows for incredible patient care. The best way to set up agencies for success is to personally know what an agency needs to be successful.

GeoH’s unique origin came from technologists that owned a Home Care Agency and realized that there was not a reliable technology solution on the market that solved the administrative issues of operating a Home Health agency while also not being overly expensive and riddled with hidden fees. They took their hands-on, intimate knowledge of the industry, and their decades of technical recruiting experience on a national level, and created software that is easy to use, highly secure, agile in adaptability for end-user needs, and technology forward while still providing unmatched technical support and functionality.

“GeoH’s unique origin came from technologists that owned a Home Care Agency”

GeoH has expanded into multiple states (including West Virginia), getting complete buy-in from agency owners and their staff, working with multiple State’s Department of Health, as well as CMS at a national level. Our software solution is designed to be adaptable to any level of technical understanding of any client while capturing needed information.



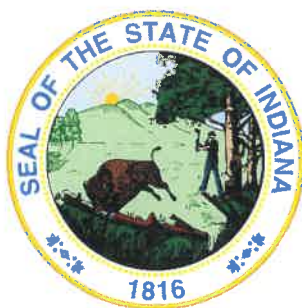
GeoH's clients have enjoyed, as DHHR will experience, an ease of implementation and ongoing customer support throughout the implementation and deployment. We have developed a process for software roll out and adoption that makes GeoH the solution of choice.

GeoH has a blend of technical expertise and enterprise industry experience which has enable the development of scalable, adaptable, and innovative technology. The team that they have assembled is a diverse mix of passionate technologists, and empathetic client support who leverage technology. Our Co-Founders have over 20 years of experience in technology and the home health space. Having built software applications still in use in Indiana and West Virginia at a state level, they understand the intricacies involved with providing a solution which not only meets the current needs but has the capability to adapt to additional specifications on a go-forward basis.

GeoH's executives have surrounded themselves with advisors that bring a depth of experience to the organization. From the inventor of digital voicemail to the executives of the company which currently has the CMS training contract, GeoH has made sure that their support structure was embedded with pioneers who not only built world changing technology but could help educate and train end users.

The past public sector experience of the technologists at GeoH spans multiple states. For example, the state based online marriage application in West Virginia as well as the technology and software behind the parking ticket/speeding ticket system-including online payment-in Indiana were designed and built by one of our founders. Our approach of becoming a trusted partner rather than simply a vendor as was demonstrated in both examples will be the overarching value proposition DHHR will have while utilizing GeoH for this solution.

GeoH will prepare and submit all evidence and supporting information for the applicable MECT certification criteria during milestone reviews defined by the MECL. We will also incorporate OBC into the MECT process to achieve CMS certification for the EVV solution. Because our solution is a SaaS-based approach, without the need for stand-alone components or devices to access either the app or web-based technology, we expect to see both economic and time savings as a result, all while avoiding potential procurement and logistical problems with stand-alone components. Additionally, if required by the DHHR, a SOC designation will be achieved and the certification provided by request.





Mandatory Qualifications

Mandatory Qualification Item(s) Mandatory Qualification Item(s)	Provide A Brief Narrative to Demonstrate Fulfillment of Requirement
The Vendor must demonstrate experience within the last three (3) years as the prime contractor for at least three (3) federal, state, local government or private healthcare entities where the proposed solution of similar size and scope is currently being or has been implemented.	Yes. We have implemented our software at private healthcare entities of franchise scale. Both entities have currently gone through implementation and are currently using the GeoH EVV solution. See below, 2.1.1.
The Vendor must demonstrate at least three (3) years' experience in Medicaid and Health and Human Services.	Yes. Our software company started in 2017, but our healthcare and technology experience spans over 20 years. See below, 2.1.2
The Vendor must include at least three (3) references from projects performed within the last three (3) years that demonstrate the Vendor's ability to perform the scope of work described in the RFP. Vendors may only use one (1) reference per project performed. DHHR strongly prefers three (3) references from different state engagements where the proposed solution is currently or has been implemented. Note, because this item is a mandatory requirement, it will not be scored.	Yes. Please see Section 5; Table 21
The solution proposed by the Vendor must have been previously implemented successfully in a State environment.	Yes. Our solution is currently in multiple state environments. See below, 2.1.4
The Vendor must have at least three (3) years' experience in operation of the proposed solution with similar size and scope to the State's in compliance with all Federal and State regulations.	Yes. We are in compliance with all Federal and State regulations.

Existing Business Relationships with the State

**Describe any existing or recent (within the last five [5] years) business relationships the Vendor or any of its affiliates or proposed Subcontractors have with the State, the State's counties, and/or the State's local municipalities.**

GeoH and its affiliates have no pre-existing relationships with the State, the State's counties, and/or the State's local municipalities. However, we currently have individual provider agencies within the State of West Virginia as clients. These clients pre-date the presentation of this RFP, and GeoH was chosen as their EVV Solution.

### Business Disputes

**Provide details of any disciplinary actions and denote any that are pending litigation or Terminated for Cause or Convenience and associated reasons. Also denote any other administrative actions taken by any jurisdiction or person against the Vendor. List and summarize all judicial or administrative proceedings involving your sourcing activities, claims of unlawful employment discrimination, and anti-trust suits in which you have been a party within the last five (5) years. If the Vendor is a subsidiary, submit information for all parent companies. If Vendor uses Subcontractors, associated companies, or consultants that will be involved in any phase of this project, each of these entities will submit this information as part of the response.**

There have been no disciplinary actions or litigation of that nature. There have been no judicial nor administrative proceedings involving sourcing, unlawful employment discrimination, or anti-trust suits. We did have dismissed litigation between the initial founders. Indiana cause NO. 29D02-1909-PL-008307; Anthony Whitaker v. Doug Rowe, Dylan Vester, CANCHECKS LLC. A joint motion to dismiss was agreed to and filed by both parties.

### References

Vendor Information		
<b>Vendor Name:</b> GeoH, LLC	<b>Contact Name:</b>	Doug Rowe
	<b>Contact Phone:</b>	317-696-9132
Customer Information		
<b>Customer Organization:</b> Advantage Home Health	<b>Contact Name:</b>	Paul Holeman
	<b>Contact Title:</b>	CFO
<b>Customer Address:</b>	<b>Contact Phone:</b>	765-284-1211
	<b>Contact Email:</b>	pholeman@advantagehhc.com
Project Information		
<b>Total Vendor Staff:</b> 6		
<p><b>Project Objectives:</b> GeoH provides Electronic Visit Verification (EVV) and monitoring services for the Medicaid Agency, Advantage Home Health. GeoH’s EVV product currently processes:</p> <ul style="list-style-type: none"> <li>Multiple waiver programs managed by multiple locations of the agency</li> <li>System startup June 1, 2019</li> <li>Mobile Application and web-based access</li> <li>Complex billing to state integration using proprietary EDI batch billing</li> <li>GeoH Web Portal</li> <li>Mobile Application with Integrated GPS and Store &amp; Forward capabilities for areas without 4G data coverage</li> </ul>		
<p><b>Project Description:</b></p> <p>Advantage Home Care contracted with GeoH to provide Electronic Visit Verification services for its “Operating Agencies” through the state of Indiana</p>		



The following Home and Community Based Service (HCBS) waivers are currently supported in GeoH for Advantage Home Care:

- Aged and Disabled (“A & D”) Waiver
- Traumatic Brain Injury (“TBI”) Waiver
- Respite (“RESP”) Waiver
- Family supports Waiver (“FSW”) Waiver

The GeoH solution was deployed on June 1, 2019. The workers were able to use a GPS enabled mobile device (Android or iOS).

Using GPS technology, GeoH identifies the client and the services authorized for that client. From that mobile device interaction, GeoH generates a session record. The provider can review and approve it, and the claim is submitted to the Indiana State aggregator system electronically for adjudication.

GeoH provided in-person training for the agency and users. Once the system went live GeoH remained in weekly contact with the agency for training and assistance.

These calls are an open forum that enables the providers to learn from each other and provide feedback on desired enhancements or improvements as well to provide weekly updates on system changes or policy decisions.

The user of GeoH is assigned one of several different roles. The providers can designate custom sub-roles to their administrative staff to perform functions specific to their business processes. GeoH helps reduce paperwork and gives the user tools to assist in managing staff resources and service delivery. The system also includes real-time dashboards where information is presented in graphical format, which gives providers easy access to information on the status of their claims and their scheduled workers for that day.

Providers, clients and service authorizations are loaded into the system by secure file transfer from the Operating Agencies. Using GeoH’s scheduling feature, providers schedule workers’ visits to clients’ home which helps agency Administrator’s by sending real-time multi-level escalating alerts if there are potential gaps in care.

As required for all GeoH EVV implementations, Advantage’s project was conducted in accordance with HIPAA standards.

**Vendor’s Involvement:** Vendor worked with client IT vendor to gather needed data. Data was loaded into system and their entities built out as SBU’s for delineation. Training and roll out was then provided.

**Project Benefits:** Client opted out of state aggregator as solution in lieu of GeoH after a trial with aggregator. GeoH was able to provide a working solution with additional benefits to the client which were missing from the state solution and supplied the agency with a more intuitive workflow.

**Key Personnel**

<b>Name:</b> Doug Rowe	<b>Role:</b> Account Manager
<b>Name:</b> Dylan Vester	<b>Role:</b> Project manager / support

**Project Measurements:**

<b>Estimated one-time costs:</b> \$10,000.00	<b>Actual one-time costs:</b> \$10,000.00
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Vendor Information				
Reason(s) for change in one-time cost: There was no change. GeoH was able to meet all deliverables before the required deadline with no additional cost to the client.				
<b>Original Value of Vendor's Contract:</b> \$246,000.00		<b>Actual Total Contract Value:</b> TBD. Contract is still in place and dependent on usage. They are trending 10% below contract value		
Reason(s) for change in value: Contract is dependent on usage (active accounts) and they recently went through a loss of headcount due to a change in State-level Conditions of Participation (COP's). Patients that do not have 100% coverage must be discharged as there can be no more missed visits. This caused them to have to discharge some patients and thus lose internal headcount.				
<b>Estimated Start &amp; Completion Dates:</b>	<b>From:</b>	3/12/2019	<b>To:</b>	4/1/2019
<b>Actual Start &amp; Completion Dates:</b>	<b>From:</b>	6/1/2019	<b>To:</b>	6/20/2019
<b>Reason(s) for difference between Estimated and Actual dates:</b> Both Advantage Home Care and GeoH are involved in the Indiana State EVV pilot program; Advantage as the largest agency, and GeoH as the only software integrated with the state aggregator. The delay occurred as we worked through errors with the aggregator regarding their product in order to allow it to function correctly. This work with them is what spurred the initiative of making GeoH a State level solution.				
If the Vendor performed the work as a Subcontractor, the Vendor should describe the scope of subcontracted activities: Not applicable				

Vendor Information		
<b>Vendor Name:</b> GeoH	<b>Contact Name:</b>	Doug Rowe
	<b>Contact Phone:</b>	317-696-9132
<b>Customer Information</b>		
<b>Customer Organization:</b> The HomeCare Group, LLC	<b>Contact Name:</b>	Isaac Leestma
	<b>Contact Title:</b>	Administrative
<b>Customer Address:</b>	<b>Contact Phone:</b>	844-767-3337, EXT 9001
	<b>Contact Email:</b>	ileestma@visitingnurse.com
<b>Project Information</b>		
<b>Total Vendor Staff:</b> 5		

**Project Objectives:** GeoH provides Electronic Visit Verification (EVV) and monitoring services for the Medicaid Agency, The HomeCare Group, LLC. Multiple state locations required unique reporting the meet the requirements for Indiana, Illinois, and Florida.

**GeoH’s EVV product currently processes:**

- Multiple waiver programs managed by multiple locations of the agency
- System startup June 1, 2019
- Mobile Application and web-based access
- Complex billing to state integration using proprietary EDI batch billing
- GeoH Web Portal
- Mobile Application with Integrated GPS and Store & Forward capabilities for areas without 4G data coverage

**Project Description:** The HomeCare Group, LLC contracted with GeoH to provide Electronic Visit Verification services for its “Operating Agencies” in multiple states.

The following Home and Community Based Service (HCBS) waivers are currently supported in GeoH for The HomeCare Group, LLC:

- Aged and Disabled (“A & D”) Waiver
- Respite (“RESP”) Waiver
- Family supports Waiver (“FSW”) Waiver

The GeoH solution was deployed on July 25, 2019. The workers were able to use a GPS enabled mobile device (Android or iOS).

Using GPS technology, GeoH identifies the client and the services authorized for that client. From that mobile device interaction, GeoH generates a session record. The provider can review and approve it, and the claim is submitted to the Indiana State aggregator system electronically for adjudication.

GeoH provided in-person training for the agency and users. Once the system went live GeoH remained in weekly contact with the agency for training and assistance.

These calls are an open forum that enables the providers to learn from each other and provide feedback on desired enhancements or improvements as well to provide weekly updates on system changes or policy decisions.

The user of GeoH is assigned one of several different roles. The providers can designate custom sub-roles to their administrative staff to perform functions specific to their business processes. GeoH helps reduce paperwork and gives the user tools to assist in managing staff resources and service delivery. The system also includes real-time dashboards where information is presented in graphical format, which gives providers easy access to information on the status of their claims and their scheduled workers for that day.

Providers, clients and service authorizations are loaded into the system by secure file transfer from the Operating Agencies. Using GeoH scheduling feature, providers schedule workers’ visits to clients’ home which helps agency Administrators by sending real-time multi-level escalating alerts if there are potential gaps in care.

As required for all GeoH EVV implementations, Advantage’s project was conducted in accordance with HIPAA standards.

**Vendor’s Involvement:** GeoH worked with client to gather needed data, implement system and train staff on usage.

<b>Project Benefits:</b> GeoH was able to take a client using antiquated ways of managing their business in multiple states to a dashboard that cumulated their business while providing EVV compliance.	
<b>Key Personnel</b>	
<b>Name:</b> Doug Rowe	<b>Role:</b> Account Manager
<b>Name:</b> Harrison Schultz	<b>Role:</b> Project Manager/support
<b>Project Measurements:</b>	
<b>Estimated one-time costs:</b> \$1500.00	<b>Actual one-time costs:</b> \$1500.00

Vendor Information				
<b>Reason(s) for change in one-time cost:</b> No change in cost. This project allowed GeoH to work with multi-state client which enabled us to develop a data transfer system that was not limited by state boundaries nor specific aggregators, but could parse out data per location, state, or other desired end points.				
<b>Original Value of Vendor's Contract:</b> \$40,000.00-\$120,000		<b>Actual Total Contract Value:</b> TBD		
<b>Reason(s) for change in value:</b> Contract is still active, and as it is based on usage, it may vary at the end of the duration prior to renewal. Additionally, The HomeCare Group is actively adding additional locations which will skew the predicted value.				
<b>Estimated Start &amp; Completion Dates:</b>	<b>From:</b>	July 25, 2019	<b>To:</b>	August 15, 2019
<b>Actual Start &amp; Completion Dates:</b>	<b>From:</b>	October, 2019	<b>To:</b>	October, 2019
<b>Reason(s) for difference between Estimated and Actual dates:</b> Client needed to postpone the implementation due to adding an additional location, and the inter-company challenges that presented. GeoH worked with them to make the implementation, training and on-going support seamless.				
If the Vendor performed the work as a Subcontractor, the Vendor should describe the scope of subcontracted activities: Not applicable				



Vendor Information		
<b>Vendor Name:</b> GeoH	<b>Contact Name:</b>	Doug Rowe
	<b>Contact Phone:</b>	317-696-9132
<b>Customer Information</b>		
<b>Customer Organization:</b> Always First In-Home Services LLC and Always First Consumer Directed Services, LLC	<b>Contact Name:</b>	Emily Trowbridge
	<b>Contact Title:</b>	Owner
<b>Customer Address:</b>	<b>Contact Phone:</b>	573-333-5088
	<b>Contact Email:</b>	alwaysfirstinhome@att.net
<b>Project Information</b>		
<b>Total Vendor Staff:</b> 4		
<p><b>Project Objectives:</b> GeoH provides Electronic Visit Verification (EVV) and monitoring services for the Medicaid Agency, Always First In-Home Services LLC and Always First Consumer Directed Services, LLC.</p> <p><b>GeoH’s EVV product currently processes:</b></p> <ul style="list-style-type: none"> <li>• Multiple waiver programs managed by multiple locations of the agency</li> <li>• System startup June 1, 2019</li> <li>• Mobile Application and web-based access</li> <li>• Complex billing to state integration using proprietary EDI batch billing</li> <li>• GeoH Web Portal</li> <li>• Mobile Application with Integrated GPS and Store &amp; Forward capabilities for areas without 4G data coverage</li> </ul>		
<p><b>Project Description:</b> Always First In-Home Services LLC and Always First Consumer Directed Services, LLC contracted with GeoH to provide Electronic Visit Verification services for its “Operating Agencies” in multiple locations.</p> <p>The following Home and Community Based Service (HCBS) waivers are currently supported in GeoH for Always First In-Home Services LLC and Always first Consumer Directed Services, LLC</p> <ul style="list-style-type: none"> <li>• Aged and Disabled (“A &amp; D”) Waiver</li> <li>• Assisted Living</li> <li>• Division of DD Missouri Children’s Developmental Disabilities (MOCCDD)</li> <li>• Division of DD Partnership for Hope (PfH)</li> <li>• Division of DD Comprehensive</li> <li>• Division of DD Support</li> </ul> <p>The GeoH solution was deployed on June 1, 2019. The workers were able to use a GPS enabled mobile device (Android or iOS).</p>		

<p>Using GPS technology, GeoH identifies the client and the services authorized for that client. From that mobile device interaction, GeoH generates a session record. The provider can review and approve it, and the claim is submitted to the Missouri eMOMED system, currently in integration.</p> <p>GeoH provided in-person training for the agency and users. Once the system went live GeoH remained in weekly contact with the agency for training and assistance.</p> <p>These calls are an open forum that enables the providers to learn from each other and provide feedback on desired enhancements or improvements as well to provide weekly updates on system changes or policy decisions.</p> <p>The user of GeoH is assigned one of several different roles. The providers can designate custom sub-roles to their administrative staff to perform functions specific to their business processes. GeoH helps reduce paperwork and gives the user tools to assist in managing staff resources and service delivery. The system also includes real-time dashboards where information is presented in graphical format, which gives providers easy access to information on the status of their claims and their scheduled workers for that day.</p> <p>Providers, clients and service authorizations are loaded into the system by secure file transfer from the Operating Agencies. Using GeoH scheduling feature, providers schedule workers' visits to clients' home which helps agency administrators by sending real-time multi-level escalating alerts if there are potential gaps in care.</p> <p>As required for all GeoH EVV implementations, Always First In-Home Services LLC and Always first Consumer Directed Services, LLC's project was conducted in accordance with HIPAA standards.</p>	
<p>Vendor's Involvement: We built out the client, adding child groups so each entity was separate yet had the functionality to roll up together for easier business understanding and simplified administration.</p>	
<p>Project Benefits: Client was able to realize instant saving through reduced administrative labor time, while increasing their billings with verified visit verification and precise charting.</p>	
<p><b>Key Personnel</b></p>	
<p><b>Name:</b> Dane Johnson</p>	<p><b>Role:</b> Account Manager</p>
<p><b>Name:</b> Harrison Schultz</p>	<p><b>Role:</b> Developer and project manager</p>
<p><b>Project Measurements:</b></p>	
<p><b>Estimated one-time costs:</b> \$0*</p>	<p><b>Actual one-time costs:</b> *0</p>

**One Time Cost Explanation\***

Always First In-Home Services LLC and Always First Consumer Directed Services, LLC were not charged an implementation fee as GeoH wanted a test case in Missouri to prepare for the State's upcoming RFP, and the ability to integrate into the State's billing portal, eMOMED. This symbiotic relationship allowed entrance into an additional state, and another view of State-level EDI billing.

Vendor Information	
<p>Reason(s) for change in one-time cost: There was no change in cost, nor charge for the implementation. Please see 5.1.1</p>	



<b>Original Value of Vendor's Contract:</b> \$45600		<b>Actual Total Contract Value:</b> Trending at \$57600		
<b>Reason(s) for change in value:</b> With the help of GeoH, the client has been able to focus on the business instead of the problems that GeoH solves. That regained focus has allowed them to grow their business, resulting in an increased ability to admit and provide care to patients requiring additional caregivers, and a higher monthly cost.				
<b>Estimated Start &amp; Completion Dates:</b>				
<b>From:</b>	12/2/2019	<b>To:</b>	12/30/2019	
<b>Actual Start &amp; Completion Dates:</b>				
<b>From:</b>	12/2/2019	<b>To:</b>	12/30/2019	
<b>Reason(s) for difference between Estimated and Actual dates:</b> There is not a difference between anticipated and actual.				
If the Vendor performed the work as a Subcontractor, the Vendor should describe the scope of subcontracted activities:				

### Financial Stability

The Vendor should provide the industry standard Dun & Bradstreet (D&B) ratings that indicate its financial strength and creditworthiness, assigned to most U.S. and Canadian firms (and some firms of other nationalities) by the U.S. firm D&B. These ratings are based on a firm's worth and composite credit appraisal. Additional information is given in credit reports (published by D&B) that contain the firm's financial statements and credit payment history.

Dun & Bradstreet 08-110-3002

## Attachment 4: Project Organization and Staffing Approach

### Initial Staffing Plan

#### Qualifications and Experience

GeoH has completed multiple EVV implementation projects. We are proposing our experienced staff to lead this opportunity. We understand what it takes to be effective in this project and believe our success in the industry demonstrates our ability to do that.

The scope of this project will dictate a need for a close working relationship between the GeoH team, the depth of the technical resources within GeoH that support the application and provide operational support, and the West Virginia project team. This team will provide solid expertise in the EVV solution, its development, and implementation, and the client services needed to support West Virginia and its providers. We understand the importance of starting any project with a strong and cohesive team, and we have selected the best team members to be a part of the EVV Project.



Our developers come from Salesforce, Microsoft, and the Supreme Court of Indiana, having built numerous state applications and integrations.

GeoH has a unique advantage over all the competitors in the market. Not only did GeoH come from those within Home Health Care so the software works the same way the industry does, but GeoH's leadership comes from a national technical recruiting company.

The team at GeoH has multiple items working in their favor: we've built technology companies all across the country and have a unique group of resources at their disposal at all times. When put together, that technical backing and constant flow of

exceptional talent allows GeoH to put together teams that understand the industry, are empathetic towards those in the system, and have a true desire that the software needs to do more than just function well, it has to make a difference. The team we are assembling for West Virginia illustrates those sentiments.

Perhaps the single most important element of the proposed GeoH solution is the experienced people assigned to the project. Beyond tools, methodologies, and approaches, it is clearly the quality of the project team that will ultimately determine success on this important project. The GeoH Team offers DHHR a comprehensive understanding of visit verification solutions and the programs they support. GeoH Team's knowledge is built on a successful record of accomplishment of real, hands-on, practical experience performing the work required to verify the realization of DHHR's specific goals and objectives. In addition to the three required positions for West Virginia, GeoH will also provide an:

### Key Staff, Resumes, and References

#### EVV Account Manager

Doug Rowe (Account Manager)

GeoH is pleased to propose Doug Rowe as the Account Manager for the implementation of the EVV Project. Mr. Rowe has over 20 years of experience leading successful agency initiatives in account management and client relationship capacity. He brings a strong understanding of electronic visit verification, including being a principal and Co-Founder of GeoH, which came to fruition through Mr. Rowe's ownership with multiple provider agencies. Mr. Rowe has led the EVV Project team initiatives and coordinated the implementation of projects of Medicaid projects in multiple states. He has provided on-boarding and on-site training with the officials and advocacy groups, product enhancements, and managed EVV revenue inflow.



Mr. Rowe will provide account management oversight, monitor project progress and coordinate the team's client needs and resource allocation. He will provide account management during the Planning & Administration and the Operation and Maintenance (O&M) Closeout tasks. Mr. Rowe will coordinate and monitor client and customer satisfaction, reduce administrative barriers for the provider and improve the ease of use, access, and provider satisfaction. He will work out of an Indianapolis, IN office

remotely and will be available for any in-person meetings and coordination of activities. His responsibilities have involved providing primary client support for the application.

He plays a central role in the development, documentation, design, and testing of the GeoH application, supporting its implementation in multiple states. He maintains documentation of all application features and uses in technical specification documents. He coordinates and participates in weekly/monthly status calls with State and providers, and supports client relationships. He provides support of the application and maintains enhancement lists.

### EVV Project Manager

Jennifer Porter, PMP (Project Manager)

Ms. Jennifer Porter will be the Project Manager for the West Virginia Electronic Visit & Verification System project and will serve as the client point-of-contact for technical questions. She will lead the project management efforts and shall work with DHHR to develop a set of plans that guides the project team through all project tasks by managing the scope of the work, project schedule, costs, quality, change, and the risks and issues. She will lead the project management efforts of the:



- Project Management Plan
- Project Work Plan and Schedule
- Project Documentation Management and Maintenance
- Project Entrance and Exit Criteria for Configuration, Deployment, Operations, and Closeout
- Project Quality Milestone Review Processes
- Project Team Organizational Chart, Roles, and Responsibilities

She is an information technology professional with extensive management and leadership expertise in Home Health, Medicaid, and healthcare, government, and technology industries. She has experience working with legacy MMIS platforms, and the Medicaid Information Technology Architecture (MITA). She is experienced in phased system replacements taking a modular approach. She will direct the proposed EVV.

#### Relevant Experience:

- 6 years working in the Home Health industry
- 5 years working with the Office of Medicaid Policy and Planning as the Implementation Manager and Process Design and Projects Manager
- Launched an Enterprise Patient Data program through Eli-Lilly (pharma)
- 2017 Medicare Advantage compliance
- Provider Directory Process Improvement in 2015
- Eligibility Process Improvement in 2015

**EVV Quality Manager**

Raj Lall (Project Manager)

GeoH is pleased to present Raj Lall as our Quality Lead. Mr. Lall has a very specific background specifically as the subject matter expert (SME) working with HealthStar and CareBridge Health as they built out their MDM and IVR platform. Mr. Lall's background specific to MOC's and State aggregators lies within their work in Tennessee and Texas providing EVV services to those states. His experience in building, integrating and sustaining other State level aggregator and EVV platforms brings a wealth of knowledge that allows GeoH to assist West Virginia in making the EVV roll out successful.



Similar to the other team members for this project, the direct experience with other State aggregators and policies, including Tennessee which has one of the more strict procedure and policy status of all of the states, through system implementations and quality review and approval gives a layer of practical knowledge and skill to the project. Rather than simply provide a Quality candidate, GeoH believes that utilizing the cumulative knowledge of those that have worked with Medicaid, MMIS and the State will allow the integration to proceed smoothly as those involved have an innate knowledge of the inner-workings of the respective entities that materially affect the development and integration of GeoH with DHHR and their interests.

Name	Proposed Role	Experience in Proposed Role
Jennifer Porter	Project Manager	10 years
Doug Rowe	Account Manager	12 years
Raj Lall	Quality Manager	13 years



Jennifer Porter – Project Manager

The following information requested pertains to the individual being proposed for this project.			
<b>Name:</b>	Jennifer Porter	<b>Role Designation:</b>	Project Manager
<b># of Years in Classification:</b>	10 Years of Medical IT Project Management Experience		

Brief Summary of Professional Experience

Ms. Porter is an information technology professional with extensive management and leadership expertise in Home Health, Medicaid, and healthcare, government, and technology industries. She has experience in working with legacy MMIS platforms, and the Medicaid Information Technology Architecture (MITA). She is also experienced in phased system replacements taking a modular approach. She will direct the proposed EVV.

Relevant Experience

- 6 years working in the Home Health industry
- 5 years working with the Office of Medicaid Policy and Planning as the Implementation Manager and Process Design and Projects Manager
- Launched an Enterprise Patient Data program through Eli-Lilly (pharma)
- 2017 Medicare Advantage compliance
- Provider Directory Process Improvement in 2015
- Eligibility Process Improvement in 2015

Project Manager - Qualification Requirements

Ms. Jennifer Porter, PMP	Qualification Requirements for Project Manager
✓ Exceeds Requirements	A: Project Management Professional Certification
✓ Exceeds Requirements	B: A minimum of five (5) years' experience in project management of an IT project that encompassed the system development in duration, scope and complexity to the EVV Project

**JENNIFER PORTER, PMP, PSM I, SAFe 4 CERTIFIED**

9640 Bradford Knoll Drive • Fishers, IN 460377 • 317 448 8614 • [jensatterlyporter@yahoo.com](mailto:jensatterlyporter@yahoo.com)

**EXECUTIVE SUMMARY**

Committed program manager with proven success in managing programs with multiple projects and implementations, over 10 years experience in the healthcare industry. Excels in streamlining processes and finding new efficiencies. Thrives on building and maintaining relationships with internal and external stakeholders, and exceeding client expectations.

**Areas of Expertise**

- Project Management • Process Improvement • Insurance • Government Programs and Regulatory Compliance
- Strategic Planning • Communication • Risk Management • Conflict Resolution
- Relationship Building with Key Stakeholders

**FORMAL EDUCATION**

**Bachelor of Science, Health Administration** – *Indiana University, Bloomington*  
**Project Management Professional – PMP**  
**Professional Scrum Master – PSM I**  
**SAFe 4 Agilist**  
**SAFe 4 Scrum Master**

**KEY PROJECTS**

- 2019 Enterprise Patient Data Program • 2018 Global Employee Intranet Consolidation • 2017 Medicare Advantage Compliance • 2016 Marketplace Product Filing and Implementation • 2016 Marketplace CSR Reconciliation • 2015 Vision Product Launch • 2015 MA Retiree Exchange Platform Launch • 2015 Provider Directory Process Improvement • 2015 Eligibility File Process Improvement

**PROFESSIONAL EXPERIENCE**

**BCFORWARD at ELI LILLY & COMPANY • March, 2017 to Present**

**Consultant, IT Program Management Services**

- Consult teams on project management standards and best practices, including critical chain, agile and scrum
- Manage the planning and execution of multiple global IT projects for HR, Legal and Communications
- Lead internal and external stakeholders, communicating project timelines and ensuring critical deliverables are executed timely
- Manage project scope, deliverables, risks, issues, constraints, changes and action items within a global program
- Monitor, control and report on project performance metrics, measuring progress and projecting potential variance to schedule using various project management software
- Manage multiple vendors and scrum teams developing a consolidated data hub
- Oversee computer system validation process ensuring compliance across program
- Implemented new digital signage communications for over 100 global sites
- Successfully launched a consolidated intranet site for 40,000 employees worldwide

**INDIANA UNIVERSITY HEALTH • January, 2015 to March, 2017**

**Manager, Member Enrollment and Premium Billing**

- Managed a Medicare Advantage (MA) risk adjustment initiative to maximize revenue
- Led a strategic initiative team to evaluate and select a consolidated core administrative platform, including enrollment, prior authorization, claims, provider data and finance
- Managed multiple security compliance programs
- Managed MA Annual Enrollment Period implementation partnering with multiple departments and vendors
- Oversaw cross-functional teams managing member enrollment, billing, and receivables for Medicare, Marketplace, and Commercial insurance lines of business
- Established department goals and metrics that align with organizational initiatives

**Program Manager, Operational Integration**

- Launched the first MA Retiree Exchange platform to maximize member growth
- Implemented new Marketplace products statewide increasing member growth

- Facilitated business process mapping sessions to identify areas of improvement reducing cycle time and increasing compliance, including eligibility file delivery process and provider data file process
- Collaborated with business leaders, operations, and IT staff to document business needs and implement new product launches and vendor relationships, including vision products
- Developed and managed all project-related documentation, including agendas, meeting minutes, risks, action items, timelines and requirements
- Coached and mentored new project managers within organization
- Assisted Transformation Office in coaching and applying Lean practices and tools throughout organization

**OFFICE OF MEDICAID POLICY & PLANNING • December, 2010 – January, 2015**

**Manager, Process Design and Projects**

- Designed, executed and managed the Presumptive Eligibility programs impacting member and provider eligibility, portal updates, coverage and claims, provider training and reporting
- Oversaw the development of project plans, goals, and deliverables of team
- Collaborated with subject matter experts and stakeholders to develop and document improved processes
- Managed the contract process with Centers for Medicare and Medicaid Services, ensuring compliance with eligibility, benefits and coverage criteria, and reimbursement methodologies
- Redesigned the organization's SharePoint portal, improving organization and team collaboration

**Manager, Policy Implementation**

- Led initiative identifying Administrative Code, Policy and Operational inconsistencies for corrections
- Managed multiple projects, including project planning, resources and deadlines
- Managed the design, development and implementation of Hoosier Healthwise, Healthy Indiana Plan, and Care Select programs impacting more than one million recipients
- Aligned Medicaid policy strategy with division goals, federal contracts, legislation and the Affordable Care Act
- Designed and executed Medicaid policy improvements from issue identification to full implementation
- Partnered with fiscal agent/claims payment vendor on technical changes for system modifications
- Led quarterly and annual procedure code coverage determinations

**BUREAU OF MOTOR VEHICLES • January, 2007 – December, 2010**

**Manager, Employment Programs**

- Managed full life-cycle recruitment for central office and 140 branches statewide
- Developed and implemented new and streamlined recruitment processes statewide
- Consulted hiring managers throughout recruitment and employment cycle
- Analyzed and forecasted staffing trends to accurately advise managers on operational needs
- Created and continuously evaluated effective recruiting and interviewing resource guides for branch and regional managers
- Updated new employee orientation that improved new employee retention by over 50 percent
- Implemented and managed new quarterly bonus program for branch and regional managers
- Executed and managed numerous employee programs, including 360 degree feedback and succession planning, engaging staff and improving performance improvement

**INTREPID USA HEALTHCARE SERVICES • July, 2001 – January, 2007**

**Manager, Human Resources and Operations**

- Recruited and hired clinicians and executive staff for three offices
- Created effective new employee orientation program reducing turnover
- Streamlined processes for office staff to reduce billing and payroll errors improving operational efficiency and maximized profit
- Audited patient medical records and Medicare billing statements to ensure compliance
- Advised additional office branches with computer system issues, transition, and office operations

Key Personnel Reference Form (Jennifer Porter)						
<b>Key Personnel Name:</b>	Jennifer Porter	<b>Proposed Role:</b>	Project Manager			
<b>Client Name:</b>	Indiana	<b>Client Address</b>	N/A			
<b>Contact Name</b>	Natalie Angel	<b>Contact Title</b>	Deputy Director of Indiana Medicaid			
<b>Contact Phone</b>	317-234-5547 Or 317-509-9562	<b>Contact Email</b>	<a href="mailto:natalie.Angel@fssa.in.gov">natalie.Angel@fssa.in.gov</a>			
<b>Project Name:</b>	Family Planning Program Hospital Presumptive Eligibility Program	<b>Start Date:</b>	12/2010	<b>End Date:</b>	10/2013	
<b>Project Description:</b>	<p>The Family Planning Program was a new IN Medicaid category for qualifying individuals for family planning related services.</p> <p>The Hospital Presumptive Eligibility Program was a new IN Medicaid eligibility program enabling temporary and immediate coverage to qualifying individuals for short-term services.</p>					
<b>Project Role and Responsibilities</b>	<p>Project Manager – gathered requirements, created project plans and oversaw execution of deliverables. Managed vendor relationship ensuring timely execution of deliverables for claims system documentation, development, testing and deployment. Created program policies, procedures, communications and training materials for providers and potential members. Managed State Plan amendment process and legislative updates.</p>					
<b>Client Name:</b>	Indiana	<b>Client Address</b>	N/A			
<b>Contact Name</b>	Amber Swartzell	<b>Contact Title</b>	Senior Consultant at Health Management Associates (Formerly Indiana Medicaid Policy, State Plan and Waiver Manager)			
<b>Contact Phone</b>	574-709-9471	<b>Contact Email</b>	<a href="mailto:amberchristine1117@gmail.com">amberchristine1117@gmail.com</a>			
<b>Project Name:</b>	Telehealth	<b>Start Date:</b>	10/2013	<b>End Date:</b>	07/2014	
<b>Project Description:</b>	Telehealth Policy Updates for Coverage and Reimbursement					
<b>Project Role and Responsibilities</b>	<p>Project Manager – gathered requirements, created project plans and oversaw execution of deliverables. Managed vendor relationship ensuring timely execution of deliverables for claims system documentation, development, testing and deployment. Created program policies, procedures, communications and training materials for providers and potential members. Managed State Plan amendment process.</p>					

Key Personnel Reference Form (Jennifer Porter)					
<b>Client Name:</b>	Indiana	<b>Client Address</b>	N/A		
<b>Contact Name</b>	Joy Heim	<b>Contact Title</b>	Compliance Manager at Franciscan Health Network (Former Indiana Medicaid Reimbursement Director)		
<b>Contact Phone</b>	317-847-7070	<b>Contact Email</b>	<a href="mailto:joy.heim@franciscanalliance.org">joy.heim@franciscanalliance.org</a>		
<b>Project Name:</b>	Program for all-inclusive care to the elderly (PACE)	<b>Start Date</b>	10/2013	<b>End Date:</b>	01/2015
<b>Project Description:</b>	PACE is a program for qualifying seniors to receive comprehensive care within their community as an alternative to long-term care facility.				
<b>Project Role and Responsibilities</b>	Project Manager – led stakeholder requirement sessions, created project plans and oversaw execution of deliverables. Managed stakeholder and vendor relationships ensuring timely execution of deliverables for program material creation, claims system documentation, development, testing and deployment. Created program policies, procedures, communications and training materials for providers and potential members. Managed CMS updates, State Plan amendment process and legislative updates.				

Letter of Intent to Hire

## GeoH LLC.

8801 N Meridian street, STE 209

Indianapolis, IN 46260

February 7<sup>th</sup>, 2020

Dear Jennifer Porter,

**I. The Parties.** This letter represents confirmation of the intent to employ, Jennifer Porter (“Candidate”), made by Doug Rowe (“Principal”), of GeoH, LLC (“Company”) with a mailing address of 8801 N Meridian Street, STE 209, City of Indianapolis, State of Indiana, as *Project Manager* (“Job Title”), and to confirm the broad terms of our discussions.

**II. Commitment.** Candidate’s work shall be considered: - Full Time.

**III. Pay.** Candidate’s pay shall be agreed upon post Contract award

**IV. Payment Period.** Payment shall be made to the Candidate - Bi-Weekly basis.

**V. Start Date.** It is the intention of the Company to have the Candidate begin employment no later than the week post contract award.

**VI. Responsibilities.** The responsibilities of the Candidate shall be to as follows:

The Project Manager shall be assigned to the project on a full-time basis for the duration of the development and implementation work, until the EVV system is successfully implemented and accepted by DHHR.

The Project Manager is responsible for all project management activities and for ensuring all project requirements are satisfied, including:

Attending in person, upon DHHR request, meetings and hearings of legislative committees and interested governmental bodies, agencies, officers, providers, and stakeholders.

Maintaining the project plan over the life of the project.

Supporting any federal gatepost reviews, including Centers for Medicare & Medicaid Services (CMS), State, and or federal certification processes.

**VII. Time Off.** The Candidate will have PTO decided and mutually agreed upon

**VIII. Termination.** The Candidate may, at any time, terminate their employment any employment agreement by giving no less than 14 days’ notice to the Company. In addition, the Company may terminate the Candidate’s employment at any time and for any reason by providing 14 days’ notice. The Company’s termination may be at any time with the requirement to show sufficient cause pursuant to the Employment Standards Act of 2000.


**IX. Non-Compete.** It is understood that if the Candidate’s employment is terminated, he or she will not be able to hire employees of the Company for a period of one (1) year. It is further acknowledged that any termination shall prohibit the Candidate from communicating with any clients, customers, affiliates,

or any other individuals in connection with the Company for a period of one (1) year unless there is a previous relationship prior to joining GeoH LLC.

**X. Binding Effect.** This letter shall be considered Non-Binding, but based on the potential opportunity as described in the contract award

\*If Binding, this letter shall be governed under the laws in the State of Indiana.

**Company**

Signature:  \_\_\_\_\_

Printed Name: Douglas Rowe

Executed Date: February 7<sup>th</sup>, 2020

**Candidate**

Signature:  \_\_\_\_\_

Printed Name: Jennifer Porter

Executed Date: February 7<sup>th</sup>, 2020

Doug Rowe - Account Manager

The following information requested pertains to the individual being proposed for this project.

<b>Name:</b>	Doug Rowe	<b>Role Designation</b>	Account Manager
<b># of Years in Classification:</b>	12 Years of Medical Claims Management Experience		

#### Brief Summary of Professional Experience

Mr. Rowe will provide account management oversight, monitor project progress and coordinate the team's client needs and resource allocation. He will provide account management during the Planning & Administration and the Operation and Maintenance (O&M) Closeout tasks. Mr. Rowe will coordinate and monitor client and customer satisfaction, reduce administrative barriers for the provider and improve the ease of use, access, and provider satisfaction. He will work out of an Indianapolis, IN office remotely and will be available for any in-person meetings and coordination of activities. His responsibilities have involved providing primary client support for the application.

#### Relevant Experience

- 6 years working with \$9 Billion Revenue Cycle for Patient and Physician billing
- Built technology companies across the country to include Rackspace in Texas, WebTrends in Portland, and Salesforce in Indianapolis.
- Owner of multiple home health agencies, both skilled and personal services, so lives in this world

#### Account Manager - Qualification Requirements

Mr. Doug Rowe	Qualification Requirements for EVV Account Manager
✓ Exceeds Requirements	A: A minimum of eight (8) years of demonstrated experience in Management of an organizational unit within a Human Services Department in a U.S. State or Territory
✓ Exceeds Requirements	B: Management of an organizational unit within a Human Services Department that is performing operations in a state similar in scope to the services that the State of West Virginia has requested
✓ Exceeds Requirements	C: Experience in another healthcare Electronic Visit Verification (EVV) setting or agency contracted with the state/territory responsible for the performance of the same
✓ Exceeds Requirements	D: Must have a Master of Business (MBA), Master of Health Administration (MHA), Master of Public Administration (MPA), advanced business degree, or comparable work experience.
✓ Exceeds Requirements	E: Must have demonstrated knowledge of the Medicaid policy and administrative rules governing fee-for-service modules.
✓ Exceeds Requirements	F: Must have demonstrated knowledge of EVV systems and Medicaid Claims processing
✓ Exceeds Requirements	G. Must have a demonstrated knowledge of the delivery of home- and community-based services

#### Contact

317-696-9132 (Mobile)  
doug@profyletracker.com

[www.linkedin.com/in/dougrowe](http://www.linkedin.com/in/dougrowe)  
(LinkedIn)  
[www.profyletracker.com](http://www.profyletracker.com)  
(Company)

#### Top Skills

Lead Generation  
B2B  
Change Management

## Douglas Rowe

Director

Indianapolis, Indiana, USA

### Summary

My experience is in matching top talent with the opportunities that meet their career goals while simultaneously exceeding the requirements of my clients. I believe that the cultural and environmental fit is as important if not more so than the technical. This personality and culture matching is where I excel.

Feel free to contact me at [doug@profyletracker.com](mailto:doug@profyletracker.com)

Specialties: I have specialized in finance and accounting, and most recently technology related roles. However, my skill is in the understanding of people, company culture, and the matching thereof.

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### Experience

#### GeoH

Principal Cofounder

November 2017 - Present (2 years 4 months)

Indianapolis, IN

We founded GeoH and created our home healthcare software solutions because we know first hand the administrative challenges that all home healthcare agencies face. GeoH can help you simplify and automate all the typical administrative struggles, from charting to billing and payroll. You can rest assured that we partnered with various governing bodies to make sure agencies would be compliant with the upcoming 2020 Electronic Visit Verification (E.V.V.) requirements. GeoH simplifies your agency administration while making you compliant.

#### ProfyleTracker

Director of Operations

March 2009 - Present (11 years)

Specialized recruiting firm dedicated to finding the right fit and talent for my clients. Networked within the finance, accounting, IT, and sales communities.

Your Healing Touch  
Co-Founder  
February 2017 - Present (3 years 1 month)

[Indisompile, Indiana Area](#)

Our mission is to provide our clients with quality care while adding a personal, compassionate, dedicated touch. Your loved one will be in an environment that is familiar, reducing stress and allowing him/her to maintain the level of independence to which they are accustomed.

We know that the need for care varies from client to client – every situation is different. That's why each one of our senior care plans is customized to fit the client and reflect the changing needs of their situation. Whether you need immediate long-term 24-hour care or one-time transportation to a doctor's appointment, Your Healing Touch can provide the service promptly and efficiently.

FISHERS IMPORTS  
Partner  
2014 - Present (6 years)

[Fishers, Indiana](#)

Fishers Imports is the new and upcoming Luxury Automotive Dealer in Fishers, Indiana. With a simple business model of being the opposite of every other old school dealer in the country, Fishers Imports will always have 90 to 130 high-end, cherry picked, vehicles in our inventory for you to pick from.

Fishers Imports has three Main Focuses:

1. Carrying A+ vehicles in our inventory (Cherry picked)
2. Transparency between the dealer and the consumer (Non-pressure selling)
3. Simply said, "A Great Experience."

Our last, yet very important piece to our business model:

If you can't find what you want, come to Fishers Imports and build your own deal! Tell us what you want and your price range, then we will shop the entire country to find it for you!

ChaCha Search  
HR Function  
2008 - September 2009 (1 year)



LGC Associates  
Executive Recruiter  
2007 - 2008 (1 year)

Executive recruiter specializing in Accounting and Finance. Using over nine years of human resource experience and expertise to refine and expedite the hiring and sourcing processes

Two Brothers Consulting  
HR Consultant  
2005 - 2007 (2 years)

HR consulting to various companies, from mid size to large in scale. Employee handbook development, legal compliance, arbitration and mediation, and general employee relations issues are areas of expertise.

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### Education

Indiana University Bloomington  
BA/BS · (1991 - 1995)

Key Personnel Reference Form (Doug Rowe)						
<b>Key Pers Name:</b>	Doug Rowe	<b>Proposed Role:</b>	Account Manager			
Reference 1						
<b>Client Name:</b>	DemandJump	<b>Client Address</b>	10 W Market St #1950, Indianapolis, IN 46204			
<b>Contact Name</b>	Shawn Schwegman	<b>Contact Title</b>	CIO			
<b>Contact Phone</b>	317-908-2119	<b>Contact Email</b>	Shawn@demandjump.com			
<b>Project Name:</b>	Build Out	<b>Start Date:</b>	03/2014	<b>End Date:</b>	Current	
<b>Project Desc:</b>	Expand the company through talent acquisition and growth					
<b>Project Role and Responsibilities</b>	Successfully find talent and manage pipeline of the exponential growth of the SaaS based company working within multi-sectors					
Reference 2						
<b>Client Name:</b>	AIS, LLP	<b>Client Address</b>	Indianapolis, IN			
<b>Contact Name</b>	Lamont Hatcher	<b>Contact Title</b>	CEO			
<b>Contact Phone</b>	317-974-0382	<b>Contact Email</b>	LHatcher@aisllp.com			
<b>Project Name:</b>	AIS Government 8A certification	<b>Start Date:</b>	04/2017	<b>End Date:</b>	12/2019	
<b>Project Description:</b>	AIS was awarded 8A certification though NGS. AIS execution of Government contracts					
<b>Project Role and Responsibilities</b>	Role and responsibilities included management of solution delivery, talent management, and client management					
Reference 3						
<b>Client Name:</b>	IU Health Revenue Cycle	<b>Client Address</b>	250 Shadeland Ave, Indianapolis, IN 46219			
<b>Contact Name</b>	Rich Michaels	<b>Contact Title</b>	Sr Director of IT and Infrastructure			
<b>Contact Phone</b>	317-964-1004	<b>Contact Email</b>	rmichaels@iuhealth.org			
<b>Project Name:</b>	Cerner Implementation/GE billing upgrade	<b>Start Date</b>	02/2018	<b>End Date:</b>	11/2019	
<b>Project Desc:</b>	Software upgrade in a \$9B revenue Cycle organization dealing with patient billing					
<b>Project Role and Responsibilities</b>	Responsible for the talent oversight and client management during the implementation and roll out of a new billing software, Cerner, for a \$9B patient and physician billing company					

Raj Lall – Quality Manager

The following information requested pertains to the individual being proposed for this project.			
<b>Name:</b>	Raj Lall	<b>Role Designation</b>	Quality Manager
<b># of Years in Classification:</b>	14 Years of Medical Billing Data Management		

**Brief Summary of Professional Experience**

Mr. Lall has a very specific background specifically as the subject matter expert (SME) working with HealthStar and CareBridge Health as they built out their MDM and IVR platform. Mr. Lall's background specific to MOC's and State aggregators lies within their work in Tennessee and Texas providing EVV services to those states. His experience in building, integrating and sustaining other State level aggregator and EVV platforms brings a wealth of knowledge that allows GeoH to assist West Virginia in making the EVV roll out successful.

**Relavant Experience**

- Handled SOC II & HiTrust Audits as VP of Network Infrastructure & Security at CareBridge Health
- Built and maintained entire EVV ecosystem as CTO of HealthStar, LLC
- Managed daily issues from poor data as Operations Manager at Zotec Partners, overseeing 70 million EDI transactions

**Quality Manager - Qualification Requirements**

Mr. Raj Lall	Qualification Requirements for Quality Manager
✓ <b>Meets Requirements</b>	A: Bachelor's degree, preferably in healthcare administration, nursing, health information administration, or comparable work experience
✓ <b>Exceeds Requirements</b>	B: A minimum of four (4) years of experience serving as Quality Manager for projects similar in size, duration, and complexity to the EVV project.
✓ <b>Exceeds Requirements</b>	C: A minimum of three (3) years of experience in claims processing and data management.



## Raj Kumar Lall

888 E 66<sup>th</sup> St Unit 201 | Indianapolis, Indiana 46220  
thatguyraj@gmail.com | 317.526.2157

### Business Analysis, Security, Development, Implementation, Analytics, and Automation Expert

I have worked primarily in some of the most demanding and critical positions in healthcare for the past 20 years. My responsibility is to complete projects and work in any capacity needed to get the job done. Some of my skills include consultations, data management, network engineering, software development, analytics, revenue generation, implementations, solution sales, customer service, scripting, project management, testing, and relationship building. I have an organized approach at being able to complete difficult projects, document my progress, and train peers for possible future innovation. I am a natural leader who consistently meets and exceeds deadlines.

US Citizen authorized to work remote or relocate preferably to Chicago, IL - San Diego, CA - Miami, FL - New York, NY.

### Skills

SQL	Networking	Data Warehouse	SDLC	QA/Regression Testing
Training	Office 365	Mobile Devices	Business Operations	Development
Client Account Management	Azure	Ping Identity	Server Management	MDM
Penetration Testing & Security	Business Continuity	Sales	ITIL	Splunk
AWS	Account Management	Backup and Escrow	Active Directory	IT Infrastructure
IT Management	Technical Support	HIPAA	Microsoft SharePoint	Continuous Improvement
Business Development	Scrum Master	IT Strategy	Implementation	Marketing
Mirth	Project Management	Technical Documentation	Revenue Cycle Management	Public Speaking

### Experience

#### VP Network Infrastructure & Security | CareBridge Health, LLC - Nashville, TN | November 2019 to Present

After I successfully rebuilt and organized the HealthStar SaaS, MDM, IVR platform the owners decided to sell the company before the EVV national mandate. A venture company created a new company called CareBridge Health, rebranding HealthStar LLC and bringing in another company called Sing. During the rapid merger and fusion of technologies my responsibility changed to being responsible for overseeing infrastructure/security as well as providing documentation for audits such as SOC II & HITrust. Moved CareBridge off Google Suite to Office 365, migrated the CareBridge Office 365 to the HealthStar 365 manually. Rebuilt SharePoint sites, rebuilt exchange, one drive accounts, security protocols, azure accounts, removed local AD, added Jumpcloud for compliance. Continued to advise and lead until the new executive team and new hires can get a grasp of the business and technology.

#### Chief Technology Officer | HealthStar, LLC - Indianapolis, IN | February 2018 to November 2019

Responsible for maintaining, building vast EVV ecosystem covering the complete local and cloud infrastructure at both campuses, monitoring and defending against security threats, implementing industry practices in HIT, securing assets, documenting processes, managing the complete technology team which includes IT, BA, DBA, Development, asset management, participating in strategy meetings, leading training sessions, discussing solutions with vendors, researching new technologies, working closely with operations, finance, and ownership. Expertise revolved around AWS, Office365/Azure, AD, Samsung Knox MDM, Twilio IVR, SIEM, GitHub, Atlassian JIRA, Atlassian Confluence, RingCentral VOIP, and many other platforms. Site had hybrid environments for Sharepoint local, Sharepoint 365, HyperV Shared Drive, and Google Drive – consolidated services to 365 and secured Office 365 tenant. Upgraded Federated Identity services internally with Jumpcloud internally and for clients added Ping Identity services for SSO and MFA. Built and rebuilt Office 365 backup, AWS, JIRA, Github, Local Servers/Machines, and custom dashboard with SMS alerting. Increased security with VPN, biometrics, facility cameras, temperature monitoring, keycard schedules, IP white/black listing, monitoring activity with Azure. Assisted in every capacity from rebuilding the organization from a roughly 3 million-dollar company to a company that sold for about 30 million dollars in less than 18 months.

#### Chief Technology Officer | Lall Technologies LLC - Indianapolis, IN | August 2015 to April 2018

Launched healthcare technology company specializing in preprocessing, analytics, automation, and data management. Wrote code and developed framework for an adaptable billing platform for several months. Built Office 365 educational materials on SharePoint for clients and shared resources for employees. Created a service request portal for HealthStar and for billing company requests. In August of 2016 gained one national healthcare account for Radiology Partners, earned business from organizations in two mid-west regional specialties. Providing world-class preprocessing, interface development, coding, file management, physician billing, file processing, data management, server management, and automation. Managing daily activities across the network for my providers and running daily operations.

**Operations Manager | Zotec Partners - Carmel, IN | December 2014 to February 2016**

Zotec Partners is the largest radiology billing company in the country responsible over 70 million EDI transactions. I was recruited to fix the daily issues of poor data management of healthcare data sent by physicians and fixing the reliability issues of data interchange at Zotec. With my clearinghouse experience, expert data analysis, integration experience, project management skills, workflow automation, interface requirements, and x12 exchange I brought valuable industry experience to Zotec Partners. Managed Office 365 services for vendors, internal employees utilized local office services. After buying several companies we had several different tenants that needed to be tested from the hybrid exchange, skype services, and backups. Built new SharePoint tenants to migrate internal employees to Office 365. Responsible for dissolving new and old purchased businesses that operated independently. I redesigned and migrated the original multiple SFTP's to one primary SFTP, eliminated the majority of manual processes, repurposed VPNs, converted scanning, mailing, faxing, and various other outdated healthcare methods of data exchange. I reviewed data in x12, HL7, Flat, ANSI, Pipe Delimited, Image Verification, Excel, Word, and various other formats on hundreds of different platforms. I negotiated with security counsels, reviewed hospital network capabilities, administrated access, created better processes for partner networks, physicians, internal employees, and national financial organizations. I identified and provided solutions for issues rooting from poor data exchange, manual processes, poor original integrations, programming limitations, advocated better formats, and instructed hospitals on workflow automation. Automated and organized complicated data feeds for live HL7, multiple internal and external SFTP's, fax server, VPNs, and email to various servers for processing. Troubleshoot Citrix issues, VMware management, NetScaler, IPswitch MoveIT scripting, Visual Basic Macros, Active Directory policy, Python Scripting, provide WebEx Training, SQL reporting, implementations, server maintenance, improve security and policy review, provide analytics on demand, provide insight to various divisions, and triage workflow to other team members. I conducted data backups/recovery, reprocessed data, performed extensive auditing, agile testing, monitored network health, operational meetings, and integrated departments. I was responsible for reviewing existing practices internal and external to the organization. I created documentation and developed and implemented new corporate standards. I outlined and quarterbacked most projects, developed and implemented new corporate standards. I worked as first point of contact for hundreds of organizations responsible for 1000k+ physicians and maintained the role of primary business resource for Zotec Enterprise. Managed and trained new recruits and industry veterans on correct industry processes as well build individual strengths. I stabilized data exchange, calculated file expectations and provided much needed insights with email notifications I developed. I worked with technology partners and other IT resources to fix issues 14 hours a day and on-call 24 hours a day. In under one year, I transformed this organization's complete file management processes, helped vendors internationally correctly manage patient's coded data, educated internal employees on various subjects regarding healthcare data, changed industry banking practices and policies for 6 of the largest banks in the US, and educated physician networks.

**National Sales Director | CMB Solutions, Inc - Indianapolis, IN | July 2014 to December 2014**

CMB Solutions is a research startup company with 9 clients, providing patient IVR, compliance, and basic data management solutions for home healthcare providers. Site was using free Google services with no internal managed communication platform, setup Office 365 accounts for the sales team. Created SharePoint instances for owners, sales, and development to share resources. I was recruited to bring my healthcare sales experience to the organization and was responsible for all new revenue for the organization. With my vast expertise in enterprise operations, process management, development, and testing I was asked to strengthen areas needing improvement. I become responsible for bringing corporate standards and culture to this young research company. I quickly found before I could assess the sales situation an overhaul needed to be done with data management, ticketing, financial information, and implementing a new CRM. I implemented and administered Salesforce for ticketing, data storage, financial records, and sales processes. I analyzed imported and cleansed existing data, gathered appropriate documentation, performed testing, built objects and fields, built validation rules, page layouts, created workflows, created profiles, and started training my sales team and our call center team. I worked extensively to build new industry relationships with MED Group, AA Homecare, state associations, and various other groups with a strong emphasis on provider education. I wrote SQL queries to provide benchmarking information for QA whitepapers and adjusted for our offshore scrum team. As I was working with getting the company sales ready, I proactively was identifying new opportunities for sales process. I designed cold-calling scripts, quota setting, pro-active reporting, new sales compensation plan, developed deliverables, and created content for marketing. I attend and participated in industry conventions and traveled to prospect sites for research meetings and presentations. In less than 5 months, I developed new plans for future growth for the organization moving our basic platform service into a multi-functioning platform giving us a competitive edge in the marketplace. I started with 8 field salespersons with various levels of skills; I helped each person individually with their own development and designed a new sales process framework. We were getting close rates of 10-20%, now we are getting consistent results with 70% or better. With our additional revenue, I hired 2 additional salespeople. CMB Solutions is now projected to close a little under 2.4 million for 2014, up from 1.1 million in 2013.

**Sales Executive, Business Analyst, Client Services | Availity - Indianapolis, IN | July 2011 to June 2014**

Availity is the country's largest healthcare data clearinghouse processing patient data through one of the world's largest network. I started working on the client end supporting issues related to the provider portal, providing training, troubleshooting physician's desktops, and servers. I configured and troubleshooted file automation, integration issues, reviewed data formats, ran SQL queries to update application settings, and clear EDI errors. I quickly became the company's primary resource for client connectivity and EDI issues. I trained employees on our core solution and our enhancement options. Tested using SharePoint local over the wiki that we were using that had vastly become unstable. Built SharePoint instances for RealMed and for Availity then we started testing access for SharePoint with AD. Was able to consolidate the newly created SharePoint into one instance that was accessible either from web browser or from explorer dependent on AD permissions. As I became more involved with identifying issues with data, I was able to recommend enhancement services to dramatically improve provider experiences. I moved to our add-on sales department and became responsible for the complete United States except for the Atlantic Coast. My role involved understanding provider processes and infrastructure, giving an accurate assessment of their revenue cycle, and then educating the provider and delivering solutions. I absorbed the additional responsible of

being a Salesforce Administrator and WebEx Administrator. I hosted and built live educational Monday webinars for the industry and provided demonstrations for physicians across the country. I became a liaison with multiple technology partners, daily resolving incompatibilities, develop prospecting strategies for multiple internal and external to our organization, compile marketing strategies and material, provide reporting through IBM Cognos, Splunk, and other internal systems. I closed existing approximately 600k a year and My expertise revolved around being able to understand provider data, closing business, and deploying solutions. I also traveled to sites as well as active participation in regional events.

**Sales Executive** | Butler - Indianapolis, IN | March 2009 to July 2011

For two years I was not able to work full-time while raising my son, so I chose to work part-time at local sales businesses. I worked part-time at Butler Automotive where I became Toyota, Hyundai, and Nissan Certified selling new and used vehicles. I approached prospects on the lot and answered leads provided by the dealership's marketing department. I always ranked in the top 3 out of approximately 70 sales employees at five dealerships. I also worked a part-time sales job at during the evenings at HH Greg Appliances selling consumer electronics where my natural technical expertise, customer service, and salesmanship closed deals and warranties. In these short two years, I learned 100% sales commission tactics, building immediate rapport, taking control of a sale, and I became aware of personal motivation being higher than my peers.

**Account Manager** | Bluefish Wireless - Indianapolis, IN | February 2008 to August 2008

Bluefish Wireless is the connectivity and wireless solution vendor for most Fortune 500 organizations. I oversaw managing connectivity devices for IBM as well as Hewlett Packard. I was the primary source for solution deployment and support needs for both organizations. I learned firsthand the demands of multi-million-dollar networks and the complicated environments that need a work around. I learned every aspect of my devices I provisioned, configured appropriate requirements, tested, and calculated necessary changes. I was a mobility expert understanding the complexities of streamlining wireless device application, advanced technical support for corporate clients, wireless engineers on CDMA & GSM networks, VPN Tunneling, and became the authority on Blackberry support.

**Optometric Technical Consultant** | Private Contractor - Indiana | July 2006 to January 2008

After building years of skills learning billing, medical devices, lab equipment, operations, infrastructure, evaluating chair time, understanding how to retain and attract patients, I was asked to become a consultant. I was able to help many small business owners in the region with their optometric or ophthalmic specialties. I helped them educate their employees, dispense more products, and generate more revenue while staying competitive. I networked with professionals in the Midwest, targeting practices that have 10 doctors or less, increasing revenue and developing successful business practices. Received training as technician at local Optometric offices, including Lens Crafters, Noblesville Family Eye Care, Dr. McQuitty and Associates, and Vision Care Holdings. I learned internal office procedures and how to interact professionally with patients and medical insurance companies. I became proficient with lab test equipment for evaluating patient eye health and eye glass prescriptions. I worked directly with insurance and flexible spending accounts. I advanced my position and assumed responsibility for management of the primary office function plus local practices. I assisted in the management of employee training and work schedules.

**Education**

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*Microbiology*

Ivy Tech College

August 2001 to December 2003

*AP Courses*

Carmel High School

August 1996 to June 2000

**Certifications**

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Cisco Site Administrator December 2011 to Present

Salesforce.com Certified Administrator January 2012 to Present

A+ Certified October 2001 to Present

Key Personnel Reference Form (Raj Lall)						
<b>Key Pers Name:</b>	Raj Lall	<b>Proposed Role:</b>	Quality Manager			
Reference 1						
<b>Client Name:</b>	HealthStar	<b>Client Address</b>	611 King St, Suite 200B, Knoxville, TN 37917			
<b>Contact Name</b>	Tyler Wright	<b>Contact Title</b>	Software Architect			
<b>Contact Phone</b>	317-517-2957	<b>Contact Email</b>	<a href="mailto:tylerxwright@gmail.com">tylerxwright@gmail.com</a>			
<b>Project Name:</b>	Federated Identity Upgrades	<b>Start Date:</b>	02/2018	<b>End Date:</b>	11/2019	
<b>Project Description:</b>	Mr. Lall upgraded Federated Identity services internally with Jumpcloud and added Ping Identity Services for clients for SSO and MFA.					
<b>Project Role and Responsibilities</b>	Utilized AWS, Office365/Azure, AD, Samsung Knox MDM, Twilio IVR, Atlassian Confluence along with other platforms.					
Reference 2						
<b>Client Name:</b>	HealthStar	<b>Client Address</b>	611 King St, Suite 200B, Knoxville, TN 37917			
<b>Contact Name</b>	Joseph Lynch	<b>Contact Title</b>	Chief Data Officer			
<b>Contact Phone</b>	317-523-2228	<b>Contact Email</b>	<a href="mailto:josephlynch6561@gmail.com">josephlynch6561@gmail.com</a>			
<b>Project Name:</b>	HealthStar LLC Expansion	<b>Start Date:</b>	02/2018	<b>End Date:</b>	11/2019	
<b>Project Description:</b>	As the CTO, Mr. Lall oversaw and helped in every capacity in building the organization from a 3-million-dollar company to 30 million.					
<b>Project Role and Responsibilities</b>	Increased security with VPN, biometrics, facility cameras, temperature monitoring, keycard schedules, IP white/black-listing and monitoring activity with Azure.					
Reference 3						
<b>Client Name:</b>	HealthStar	<b>Client Address</b>	611 King St, Suite 200B, Knoxville, TN 37917			
<b>Contact Name</b>	Katie Schneider	<b>Contact Title</b>	Director			
<b>Contact Phone</b>	765-561-0858	<b>Contact Email</b>	<a href="mailto:katieschneider0@gmail.com">katieschneider0@gmail.com</a>			
<b>Project Name:</b>	HealthStar SaaS Rebuild	<b>Start Date</b>	02/2018	<b>End Date:</b>	11/2019	
<b>Project Descr:</b>	Mr. Lall rebuilt HealthStar's SaaS infrastructure post-purchase by CareBridge					
<b>Project Role and Responsibilities</b>	Rebuilt Sharepoint sites, rebuilt exchange, one drive accounts, security protocols, azure accounts, added Jumpcloud for compliance. Oversaw infrastructure & security and provided documentation for SOC II & HiTrust Audits.					

Letter of Intent to Hire

## GeoH LLC.

8801 N Meridian street, STE 209  
Indianapolis, IN 46260  
February 17<sup>th</sup>, 2020

Raj Lall

888 E 66<sup>th</sup> St Unit 201  
Indianapolis, IN 46220

Dear Raj Lall,

**I. The Parties.** This letter represents confirmation of the intent to employ, Raj Lall address of 888 E 66<sup>th</sup> ST Unit 201, Indianapolis, IN 46220 (“Candidate”), made by Doug Rowe (“Principal”), of GeoH, LLC (“Company”) with a mailing address of 8801 N Meridian Street, STE 209, City of Indianapolis, State of Indiana, as *VP Client Solutions* (“Job Title”), and to confirm the broad terms of our discussions.

**II. Commitment.** Candidate’s work shall be considered: - Full Time.

**III. Pay.** Candidate’s pay shall be agreed upon post Contract award

**IV. Payment Period.** Payment shall be made to the Candidate - Bi-Weekly basis.

**V. Start Date.** It is the intention of the Company to have the Candidate begin employment no later than the week post contract award.

**VI. Responsibilities.** The responsibilities of the Candidate shall be to as follows:

The *VP Client Solutions* will be the single point of contact for the EVV system, and is primarily responsible for:

Management of the day-to-day operation of the EVV system, including issue management and resolution.

Attending in person, upon DHHR request, meetings and hearings of legislative committees and interested governmental bodies, agencies, officers, providers, and stakeholders.

Managing all test activities related to the development and implementation of the EVV system.

Managing development process and being responsible for operational and technical deliverables.

**VII. Time Off.** The Candidate will have PTO decided and mutually agreed upon

**VIII. Termination.** The Candidate may, at any time, terminate their employment any employment agreement by giving no less than 14 days’ notice to the Company. In addition, the Company may terminate the Candidate’s employment at any time and for any reason by providing 14 days’ notice. The Company’s termination may be at any time with the requirement to show sufficient cause pursuant to the Employment Standards Act of 2000.

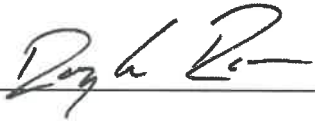
**IX. Non-Compete.** It is understood that if the Candidate's employment is terminated, he or she will not be able to hire employees of the Company for a period of one (1) year. It is further acknowledged that any termination shall prohibit the Candidate from communicating with any clients, customers, affiliates, or any other individuals in connection with the Company for a period of one (1) year unless there is a previous relationship prior to joining GeoH LLC.

**X. Binding Effect.** This letter shall be considered Non-Binding, but based on the potential opportunity as described in the contract award

\*If Binding, this letter shall be governed under the laws in the State of Indiana.

**Company**

Signature: \_\_\_\_\_

A handwritten signature in black ink, appearing to read 'Douglas Rowe', written over a horizontal line.

Printed Name: Douglas Rowe

Executed Date: February 17<sup>th</sup>, 2020

**Candidate**

Signature: \_\_\_\_\_

A handwritten signature in black ink, appearing to read 'Raj Lall', written over a horizontal line.

Printed Name: Raj Lall

Executed Date: February 17<sup>th</sup>, 2020

### EVV Training Lead

Planning and Administration- develops and manages EVV training and outreach plans, including solution training; creates activity schedules; conducts all types of training – in person, online, pre-recorded, real time, and interactive; and conducts training for various stakeholder groups. This role will lead the development of the training materials and courses and facilitate client-facing meetings. The Training Lead also will lead the initial implementation of the GeoH EVV Solution, post-implementation training, and outreach activities for the duration of the contract. Additionally, the Training lead will organize post-implementation training and outreach activities, identify standardized and ad hoc training and outreach materials, and identify the roles and responsibilities for all stakeholder types.

### EVV Help Desk Manager

This role will manage help desk and technical support and customer service centers for the EVV and Medicaid GeoH solution. This includes the processing of the lists and technical support for the clients and managing the client contacts for the maintenance side of the technical support systems. The Help Desk Manager will develop a plan for response to questions or issues as they are discovered during the testing phases. Once identified, the issues then are referred to the support technicians for correction and then retested until the application resumes functionality. The Help Desk Manager will map workflows for process enhancements, quality assurance and testing procedures, create and implement quality test scripts for product implementation.

## Attachment 5: Initial Work Plan

### Initial Work Plan

Our project management plan and project schedule (which is synonymous with project work plan) will incorporate the required timeline and review periods. GeoH will walk through the full plan and assumptions during the finalization of the project schedule with DHHR.

GeoH will provide overall project management of tasks and deliverables for the EVV Project including the day-to-day management and administrative support of staff and activities. GeoH will assist DHHR with identifying roles and activities necessary for the department to achieve a successful implementation and operation of the EVV solution. GeoH will assist DHHR in coordinating assignments for State staff working on the EVV Project. Throughout the EVV Project, the GeoH Project Manager will employ project management techniques to confirm the PMP is developed, executed, monitored, reported on, and maintained to achieve project success.

GeoH facilitates an in-person, formal project kickoff meeting with all project representatives from DHHR and other designees identified by DHHR within ten (10) calendar days after the contract approval or a mutually agreed upon date in writing to DHHR. GeoH will provide a meeting agenda that will include discussion on how to successfully implement an EVV Solution, review of the project schedule, overview of our Project Management and Software Development Lifecycle Plans, and topics required by DHHR as detailed in this section below.

The GeoH Team will be onsite in Charleston, West Virginia within ten (10) calendar days of the effective date of the contract award to conduct a kick-off meeting. The GeoH Team will include the Project Manager, Quality Assurance Lead, Account Manager and additional support staff to be onsite during the kick-off meeting. The following items will be included as part of the formalized agenda for the EVV Project Kickoff Meeting:

- 🕒 Presentation of a formal agenda
- 🕒 Review of project scope statement
- 🕒 Review of the project mission
- 🕒 Review of the EVV Vendor's draft project work plan and schedule
- 🕒 Introduction to project teams
- 🕒 Review of the EVV Vendor's proposed project management plan and schedule
- 🕒 Refine lines of communication and reporting relationships
- 🕒 Pinpoint high risk or problem areas
- 🕒 Review DHHR's deliverable review process
- 🕒 Discuss the issue resolution process



Adherence to PMBOK and strategic deployment of resources will facilitate user adoption and acceptance.

GeoH's EVV Project Manager will prepare a formal agenda including the following:

- 🕒 Determine the meeting attendees and each attendee's expectations for the meeting.
- 🕒 Alert attendees of any required preparation and provide any required material for prior review.
- 🕒 Coordinate the scheduling of the meeting.

All meeting agendas provided by GeoH will include a meeting purpose and the expected outcomes of the meeting.

After award, receipt of the purchase order, and contract execution, GeoH will immediately begin work on the project. The GeoH implementation team(s) will be identified and engaged and define the project scope statement and GeoH will confirm and review the project scope statement with DHHR.

GeoH understands the mission of the RFP and its complexity. GeoH will review the project mission of implementing an EVV solution that is compliant with the 21<sup>st</sup> Century Cures Act, reduces Medicaid costs and potential for fraud, waste, and abuse by users of the EVV systems. GeoH has proven experience and an industry leading project management methodology to assist DHHR in realizing their project mission.

GeoH will coordinate with DHHR during the implementation kick off meeting to review, refine and maintain the master project work plan, schedule, and dependencies, and to address any potential schedule conflicts as they arise. If necessary, the project work plan and schedule will include the steps needed to align EVV requirements with CMS certification criteria. GeoH will also coordinate pre-production release management activities and establish resource planning and utilization tracking processes.

At the onset of this EVV project, the detailed draft preliminary project schedule included in this response will be reviewed by all parties. GeoH understands that the project work plan and schedule is subject to input and final approval by DHHR. The Project Schedule reflects a GeoH implementation that consists of six phases: Initiation, Planning, Configuration, Deployment, Operations and Close Out.

Upon contract execution, GeoH's implementation team will begin work on the EVV Project. During the kickoff meeting, the GeoH resources identified in this response will be presented to the DHHR EVV project team. We provide a team skilled in project management and EVV program expertise.

As discussed above, GeoH will coordinate with DHHR during implementation kick off meeting to review, refine and maintain the proposed project management plan and schedule.

During the project kick off meeting, GeoH will review and outline details necessary to complete the Communication Management Plan and establish reporting relationships.

Based on GeoH's experience with EVV software solutions we will identify high risk and potential problem areas that may impact the EVV Project. These risks will form the initial items to be managed by the risk management process.

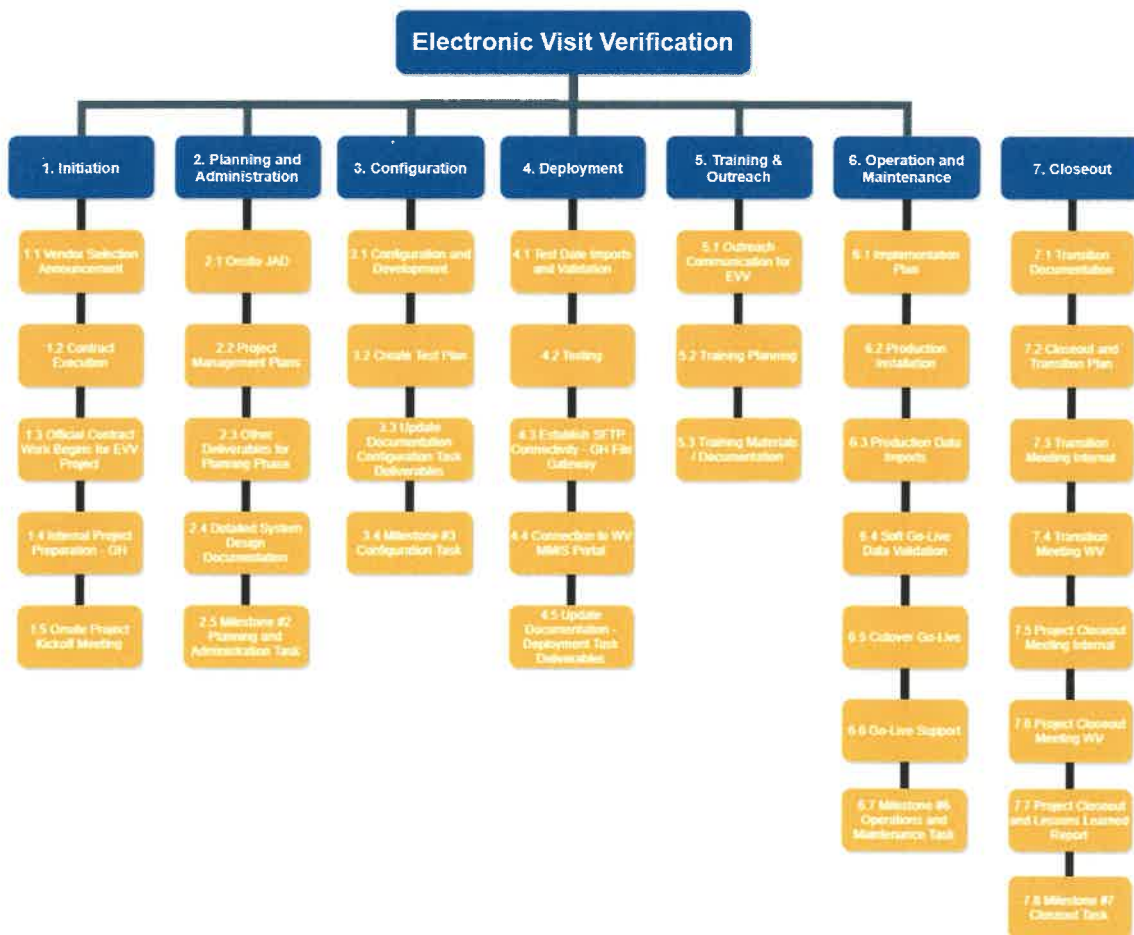
GeoH documented deliverables will contain a revision history section to provide guidance for what has been changed. A timeline for delivery of each document will be tracked in the project schedule and identified in the weekly project status reports. Our deliverables are submitted for stakeholder review and approval according to the project schedule approved by DHHR. GeoH will manage the number of deliverables for each stakeholder to review to de-conflict delivery, but this should be a cooperative effort with DHHR so that the stakeholders are timely in providing feedback.

GeoH utilizes our proven implementation and project management methodology to create and execute a project management plan and schedule. Our methodology has been refined over the years through advances in technology and time-saving solutions, and offers comprehensive planning, experienced

leadership, and knowledgeable staff to plan and execute a successful implementation project for West Virginia DHHR.

GeoH will coordinate with DHHR during implementation planning and execution to refine and maintain the master project schedule, report schedule changes and dependencies, and to address schedule conflicts as they arise. GeoH will also coordinate pre-production release management activities and establish resource planning and utilization tracking processes.

GeoH included a sample project schedule in the Project Management Plan of the RFP response. The project schedule is broken down into six (6) major phases – Initiation, Planning, Configuration, Deployment, Operations (Production Readiness) and Close Out.





ID	WBS	Task Name	Duration	Start	Finish	Predecessor Resource
0	0	GeoH West Virginia - EVV Project (Draft)	163 days	Mon 3/2/2020	Wed 10/21/2020	
1	1	1 Initiation	43 days	Mon 3/2/2020	Thu 4/30/2020	
2	1.1	1.1 Vendor Selection Announcement	1 day	Mon 3/2/2020	Mon 3/2/2020	WV
3	1.1.1	1.1.1 Vendor Selection Announcement	1 day	Mon 3/2/2020	Mon 3/2/2020	WV
4	1.2	1.2 Contract Execution	37 days	Tue 3/3/2020	Thu 4/23/2020	
5	1.2.1	1.2.1 BOE Approval	37 days	Tue 3/3/2020	Thu 4/23/2020	3 WV,GH
6	1.2.2	1.2.2 Contract and BAA - Fully Executed	37 days	Tue 3/3/2020	Thu 4/23/2020	3 WV,GH
7	1.3	1.3 Official Contract Work Begins for EVVM Project	1 day	Mon 4/27/2020	Mon 4/27/2020	5,6 WV,GH
8	1.4	1.4 Internal Project Preparation - GH	3 days	Mon 4/27/2020	Wed 4/29/2020	4
9	1.4.1	1.4.1 Project Kick Off Preparation (Internal)	2 days	Mon 4/27/2020	Tue 4/28/2020	GH
10	1.4.2	1.4.2 Project Kick Off Meeting (Internal)	1 day	Wed 4/29/2020	Wed 4/29/2020	9 GH
11	1.4.3	1.4.3 Submit Request for SharePoint site	1 day	Wed 4/29/2020	Wed 4/29/2020	9 GH
12	1.5	1.5 Onsite Project Kick Off Meeting (Client)	5 days	Mon 4/27/2020	Fri 5/1/2020	4
13	1.5.1	1.5.1 Preparation for Onsite Kick Off Meeting (Client)	2 days	Mon 4/27/2020	Tue 4/28/2020	GH,WV
14	1.5.2	1.5.2 Send Kick Off Meeting Agenda	1 day	Mon 5/4/2020	Mon 5/4/2020	26FS-2 days GH PM
15	1.5.3	1.5.3 Preparation for JACS	2 days	Mon 4/27/2020	Tue 4/28/2020	4 GH
16	1.5.4	1.5.4 Send JACS Agenda	1 day	Mon 5/4/2020	Mon 5/4/2020	26FS-2 days GH PM
17	1.5.5	1.5.5 Onsite Project Kick Off Meeting (Client)	1 day	Tue 5/5/2020	Tue 5/5/2020	4FS+4 days WV,GH
18	1.5.5.1	1.5.5.1 Introduction of Teams	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
19	1.5.5.2	1.5.5.2 Review Project Scope Statement	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
20	1.5.5.3	1.5.5.3 Review Project Mission	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
21	1.5.5.4	1.5.5.4 Review Project Management Plan (Draft)	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
22	1.5.5.5	1.5.5.5 Review Project Schedule (Draft)	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
23	1.5.5.6	1.5.5.6 Refine Lines of Communication and Reporting Relationships	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
24	1.5.5.7	1.5.5.7 Review/Discuss High Risk and Problem Areas	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
25	1.5.5.8	1.5.5.8 Review Deliverable Review Process	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
26	1.5.5.9	1.5.5.9 Review Issue Resolution Process	1 day	Tue 5/5/2020	Tue 5/5/2020	GH,WV
27	1.5.6	1.5.6 Milestone #1: Initiation Task	0 days	Tue 5/5/2020	Tue 5/5/2020	17
28	2	2 Planning and Administration	29 days	Mon 4/27/2020	Mon 6/8/2020	
29	2.1	2.1 Onsite Joint Application Configuration Sessions	3 days	Wed 5/6/2020	Fri 5/8/2020	26
30	2.1.1	2.1.1 JAC Session - Day 1	1 day	Wed 5/6/2020	Wed 5/6/2020	GH,WV,MCOs
31	2.1.1.1	2.1.1.1 GeoH Demo of EVV Solution	1 day	Wed 5/6/2020	Wed 5/6/2020	WV,GH,MCOs
32	2.1.2	2.1.2 JAC Session - Day 2	1 day	Thu 5/7/2020	Thu 5/7/2020	31 GH,WV,MCOs

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
33	2.1.3	2.1.3 JAC Session - Day 3	1 day	Fri 5/8/2020	Fri 5/8/2020	32	GH,WV,MCOs
34	2.2	2.2 Project Management Plans	21 days	Mon 4/27/2020	Wed 5/27/2020		
35	2.2.1	2.2.1 Project Management Plan (PMP)	20 days	Mon 4/27/2020	Tue 5/26/2020		
36	2.2.1.1	2.2.1.1 Update/Review PMP (Draft)	3 days	Mon 4/27/2020	Wed 4/29/2020	6	GH PM
37	2.2.1.1.1	2.2.1.1.1 Update PMP (Draft) - Overall Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
38	2.2.1.1.2	2.2.1.1.2 Update PMP (Draft) - Resource Management Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
39	2.2.1.1.3	2.2.1.1.3 Update PMP (Draft) - Communication Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
40	2.2.1.1.4	2.2.1.1.4 Update PMP (Draft) - Risk Management Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
41	2.2.1.1.5	2.2.1.1.5 Update PMP (Draft) - Issue Management Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
42	2.2.1.1.6	2.2.1.1.6 Update PMP (Draft) - Quality Management Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
43	2.2.1.1.7	2.2.1.1.7 Update PMP (Draft) - Change Management Plan	3 days	Mon 4/27/2020	Wed 4/29/2020		GH PM
44	2.2.1.2	2.2.1.2 Review/Walkthrough Project PMP (Draft) with WV at Proje	1 day	Tue 5/5/2020	Tue 5/5/2020	36,17SS	GH,WV
45	2.2.1.3	2.2.1.3 Review Project Management Plan	5 days	Wed 5/6/2020	Wed 5/13/2020	44	WV
46	2.2.1.4	2.2.1.4 Review/Update Project Management Plan	5 days	Wed 5/13/2020	Wed 5/20/2020	45	GH
47	2.2.1.5	2.2.1.5 Final Review of Project Management Plan	5 days	Thu 5/21/2020	Fri 5/29/2020	46	WV
48	2.2.1.6	2.2.1.6 Project Management Plan Signoff	1 day	Wed 5/27/2020	Wed 5/27/2020	47FF	WV
49	2.2.2	2.2.2 Project Schedule	21 days	Mon 4/27/2020	Mon 5/4/2020	6	
50	2.2.2.1	2.2.2.1 Internal Review/Update Detailed Project Schedule (Draft)	3 days	Mon 4/27/2020	Wed 4/29/2020		GH
51	2.2.2.2	2.2.2.2 Review/Walkthrough Project Schedule (Draft) with WV at J	1 day	Tue 5/5/2020	Tue 5/5/2020	26SS	GH,WV
52	2.2.2.3	2.2.2.3 Review Project Schedule	7 days	Wed 5/6/2020	Fri 5/15/2020	51	WV
53	2.2.2.4	2.2.2.4 Review/Update Project Schedule based on WV feedback	4 days	Fri 5/15/2020	Thu 5/21/2020	51,52	GH
54	2.2.2.5	2.2.2.5 Final Review of Project Schedule	5 days	Tu 5/26/2020	Mon 6/1/2020	53	WV
55	2.2.2.6	2.2.2.6 Project Schedule Signoff	1 day	Thu 5/27/2020	Thu 5/27/2020	54FF	WV
56	2.3	2.3 Other Deliverables for Planning Phase	29 days	Mon 4/27/2020	Mon 6/8/2020		
57	2.3.1	2.3.1 Requirements Traceability Matrix (RTM)	18 days	Mon 4/27/2020	Thu 5/21/2020	6	
58	2.3.1.1	2.3.1.1 Update/Review RTM (Draft)	2 days	Mon 4/27/2020	Wed 4/29/2020		GH
59	2.3.1.2	2.3.1.2 Review/Walkthrough RTM with WV at JACS	1 day	Wed 5/6/2020	Wed 5/6/2020	30SS,58	GH
60	2.3.1.3	2.3.1.3 Review/Update RTM based on WV Feedback	5 days	Mon 5/11/2020	Fri 5/15/2020	59FS+2 days	GH
61	2.3.1.4	2.3.1.4 Final Review of RTM	5 days	Mon 5/18/2020	Fri 5/22/2020	60	WV
62	2.3.1.5	2.3.1.5 RTM Signoff	1 day	Mon 5/25/2020	Mon 5/25/2020	61FF	WV
63	2.3.2	2.3.2 Customer Care Plan	18 days	Mon 4/27/2020	Thu 5/21/2020	6	
64	2.3.2.1	2.3.2.1 Update/Review Customer Care Plan (Draft)	3 days	Mon 4/27/2020	Wed 4/29/2020		GH
65	2.3.2.2	2.3.2.2 Review/Walkthrough Customer Care Plan with WV at JACS	1 day	Wed 5/6/2020	Wed 5/6/2020	33SS	GH,WV

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
66	2.3.2.3	2.3.2.3 Review/Update Customer Care Plan Based on WV Feedback	5 days	Thu 5/7/2020	Thu 5/14/2020	65	GH
67	2.3.2.4	2.3.2.4 Final Review of Customer Care Plan	5 days	Mon 5/18/2020	Fri 5/22/2020	66	WV
68	2.3.2.5	2.3.2.5 Customer Care Plan Signoff	1 day	Mon 5/25/2020	Mon 5/25/2020	67FF	WV
69	2.3.3	<b>2.3.3 Closeout and Transition Plan</b>	<b>11 days</b>	<b>Wed 5/13/2020</b>	<b>Fri 5/29/2020</b>	<b>29FS+2 days</b>	
70	2.3.3.1	2.3.3.1 Create/Review Closeout and Transition Plan (Draft)	4 days	Wed 5/13/2020	Tue 5/19/2020		GH
71	2.3.3.2	2.3.3.2 Review/Walkthrough Closeout and Transition Plan with WV	1 day	Wed 5/20/2020	Wed 5/20/2020	70	WV
72	2.3.3.3	2.3.3.3 Update Closeout and Transition Plan Based on WV Feedback	1 day	Thu 5/21/2020	Thu 5/21/2020	71	GH
73	2.3.3.4	2.3.3.4 Final Review of Closeout and Transition Plan	5 days	Fri 5/22/2020	Mon 6/1/2020	72	WV,GH
74	2.3.3.5	2.3.3.5 Closeout and Transition Plan Signoff	1 day	Thu 5/28/2020	Thu 5/28/2020	73FF	WV
75	2.3.4	<b>2.3.4 Training and Outreach Plan</b>	<b>19 days</b>	<b>Wed 5/13/2020</b>	<b>Wed 6/10/2020</b>	<b>29FS+2 days</b>	
76	2.3.4.1	2.3.4.1 Update/Review Training and Outreach Plan (Draft)	9 days	Wed 5/13/2020	Wed 5/27/2020		GH PM
77	2.3.4.2	2.3.4.2 Review/Walkthrough Training and Outreach Plan with WV	1 day	Thu 5/28/2020	Thu 5/28/2020	76	WV PM,GH PM
78	2.3.4.3	2.3.4.3 Review/Update Training and Outreach Plan	4 days	Wed 6/3/2020	Mon 6/8/2020	77	GH
79	2.3.4.4	2.3.4.4 Final Review of Training and Outreach Plan	5 days	Tue 6/9/2020	Tue 6/16/2020	78	WV
80	2.3.4.5	2.3.4.5 Training and Outreach Plan Signoff	1 day	Tue 6/16/2020	Tue 6/16/2020	79FF	WV
81	2.3.5	<b>2.3.5 Test Plan and Acceptance Criteria</b>	<b>12 days</b>	<b>Wed 5/13/2020</b>	<b>Mon 6/1/2020</b>	<b>29FS+2 days</b>	<b>GH BA</b>
82	2.3.5.1	2.3.5.1 Create/Review Test Plan and Acceptance Criteria (Draft)	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
83	2.3.5.2	2.3.5.2 Review/Walkthrough Test Plan and Acceptance Criteria with WV	1 day	Tue 5/19/2020	Tue 5/19/2020	82	WV,GH
84	2.3.5.3	2.3.5.3 Review Test Plan and Acceptance Criteria by Client - Provide	1 day	Wed 5/20/2020	Wed 5/20/2020	83	WV
85	2.3.5.4	2.3.5.4 Review/Update Test Plan and Acceptance Criteria	1 day	Thu 5/21/2020	Thu 5/21/2020	84	GH
86	2.3.5.5	2.3.5.5 Final Review of Test Plan and Acceptance Criteria Review by	5 days	Mon 5/25/2020	Fri 5/29/2020	85	WV
87	2.3.5.6	2.3.5.6 Test Plan and Acceptance Criteria - Signoff	1 day	Fri 5/29/2020	Fri 5/29/2020	86FF	WV
88	2.3.6	<b>2.3.6 Implementation Plan</b>	<b>12 days</b>	<b>Wed 5/13/2020</b>	<b>Mon 6/1/2020</b>	<b>29FS+2 days</b>	
89	2.3.6.1	2.3.6.1 Create/Review Implementation Plan (Draft)	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
90	2.3.6.2	2.3.6.2 Review/Walkthrough Implementation Plan with WV	1 day	Tue 5/19/2020	Tue 5/19/2020	89	WV,GH
91	2.3.6.3	2.3.6.3 Review/Update Implementation Plan Based on WV Feedback	1 day	Wed 5/20/2020	Wed 5/20/2020	90	GH
92	2.3.6.4	2.3.6.4 Review Implementation Plan	1 day	Thu 5/21/2020	Thu 5/21/2020	91	WV
93	2.3.6.5	2.3.6.5 Final Review of Implementation Plan	5 days	Fri 5/22/2020	Mon 6/1/2020	92	WV,GH
94	2.3.6.6	2.3.6.6 Implementation Plan Signoff	1 day	Mon 6/1/2020	Mon 6/1/2020	93FF	WV
95	2.3.7	<b>2.3.7 Data Retention Plan</b>	<b>12 days</b>	<b>Wed 5/13/2020</b>	<b>Mon 6/1/2020</b>	<b>29FS+2 days</b>	
96	2.3.7.1	2.3.7.1 Create/Review Data Retention Plan (Draft)	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
97	2.3.7.2	2.3.7.2 Review/Walkthrough Data Retention Plan with WV	1 day	Tue 5/19/2020	Tue 5/19/2020	96	WV,GH
98	2.3.7.3	2.3.7.3 Review/Update Data Retention Plan	1 day	Wed 5/20/2020	Wed 5/20/2020	97	GH

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
99	2.3.7.4	2.3.7.4 Review Data Retention Plan	1 day	Thu 5/21/2020	Thu 5/21/2020	98	WV
100	2.3.7.5	2.3.7.5 Final Review of Data Retention Plan	5 days	Fri 5/22/2020	Mon 6/1/2020	99	WV,GH
101	2.3.7.6	2.3.7.6 Data Retention Plan Signoff	1 day	Mon 6/1/2020	Mon 6/1/2020	100FF	WV
102	2.3.8	2.3.8 Disaster Recovery and Business Continuity Plan	10 days	Wed 5/13/2020	Thu 5/28/2020	29FS+2 days	
103	2.3.8.1	2.3.8.1 Update/Review GH Disaster Recovery and Business Continuity	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
104	2.3.8.2	2.3.8.2 Review/Walkthrough GH Disaster	1 day	Tue 5/19/2020	Tue 5/19/2020	103	GH
105	2.3.8.3	2.3.8.3 Final Review of GH Disaster and Business Continuity	5 days	Wed 5/20/2020	Thu 5/28/2020	104	WV,GH
106	2.3.8.4	2.3.8.4 GH Disaster Recovery and Business Continuity Plan Signoff	1 day	Thu 5/28/2020	Thu 5/28/2020	105FF	WV
107	2.3.9	2.3.9 Reporting User Guide	10 days	Wed 5/13/2020	Thu 5/28/2020	29FS+2 days	
108	2.3.9.1	2.3.9.1 Create Solution Reporting User Guide	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
109	2.3.9.2	2.3.9.2 Review/Walkthrough Solution Reporting User Guide	1 day	Tue 5/19/2020	Tue 5/19/2020	108	GH
110	2.3.9.3	2.3.9.3 Final review of Solution Reporting User Guide	5 days	Wed 5/20/2020	Thu 5/28/2020	109	WV,GH
111	2.3.9.4	2.3.9.4 FD Solution Reporting User Guide Signoff	1 day	Thu 5/28/2020	Thu 5/28/2020	110FF	WV
112	2.3.10	2.3.10 Security Plan	10 days	Wed 5/13/2020	Thu 5/28/2020	29FS+2 days	
113	2.3.10.1	2.3.10.1 Update/Review GH Standard EVV System Security Plan	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
114	2.3.10.2	2.3.10.2 Review/Walkthrough GH Security Plan	1 day	Tue 5/19/2020	Tue 5/19/2020	113	GH
115	2.3.10.3	2.3.10.3 Final Review of GH Security Plan	5 days	Wed 5/20/2020	Thu 5/28/2020	114	WV,GH
116	2.3.10.4	2.3.10.4 FD Security Plan Signoff	1 day	Thu 5/28/2020	Thu 5/28/2020	115FF	WV
117	2.3.11	2.3.11 System Promotion, Backout and Rollback Guide	10 days	Wed 5/13/2020	Thu 5/28/2020	29FS+2 days	
118	2.3.11.1	2.3.11.1 Update/Review GH Disaster Recovery and Business Continuity	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
119	2.3.11.2	2.3.11.2 Review/Walkthrough GH Standard System Promotion, Backout and Rollback	1 day	Tue 5/19/2020	Tue 5/19/2020	118	GH
120	2.3.11.3	2.3.11.3 Final Review of GH Disaster Recovery and Business Continuity	5 days	Wed 5/20/2020	Thu 5/28/2020	119	WV,GH
121	2.3.11.4	2.3.11.4 GH Disaster Recovery and Business Continuity Plan Signoff	1 day	Thu 5/28/2020	Thu 5/28/2020	120FF	WV
122	2.3.12	2.3.12 EVV Solution User Manual - Sample	10 days	Wed 5/13/2020	Thu 5/28/2020	29FS+2 days	
123	2.3.12.1	2.3.12.1 Create/Review Sample EVV Solution User Manual	4 days	Wed 5/13/2020	Mon 5/18/2020		GH
124	2.3.12.2	2.3.12.2 Review/Walkthrough User Manual (Sample)	1 day	Tue 5/19/2020	Tue 5/19/2020	123	GH
125	2.3.12.3	2.3.12.3 Final Review of User Manual (Sample)	5 days	Wed 5/20/2020	Thu 5/28/2020	124	WV,GH
126	2.3.12.4	2.3.12.4 GH User Manual (Sample) Signoff	1 day	Thu 5/28/2020	Thu 5/28/2020	125FF	WV
127	2.4	2.4 Detailed System Design (DSD) Documentation	24 days	Mon 4/27/2020	Mon 6/1/2020		
128	2.4.1	2.4.1 System Integration Plan (SIP)	22 days	Mon 4/27/2020	Thu 5/28/2020		
129	2.4.1.1	2.4.1.1 Create System Integration Plan (SIP)	2 days	Mon 4/27/2020	Wed 4/29/2020	6	GH
130	2.4.1.2	2.4.1.2 Internal Review/Update SIP (DRAFT)	1 day	Thu 4/30/2020	Thu 4/30/2020	129	GH
131	2.4.1.3	2.4.1.3 Review/Update System Integration Plan during JACS	3 days	Tue 5/5/2020	Thu 5/7/2020	130FS+2 days	GH,WV

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
132	2.4.1.4	2.4.1.4 Update System Integration Plan - Post JACS	3 days	Fri 5/8/2020	Tue 5/12/2020	131	GH
133	2.4.1.5	2.4.1.5 Review System Integration Plan by Client and Provide Fee	2 days	Wed 5/13/2020	Thu 5/14/2020	132	WV
134	2.4.1.6	2.4.1.6 Review/Update System Integration Plan	3 days	Fri 5/15/2020	Tue 5/19/2020	133	GH,WV
135	2.4.1.7	2.4.1.7 Final Review of System Integration plan	5 days	Wed 5/20/2020	Thu 5/28/2020	134	WV
136	2.4.1.8	2.4.1.8 System Integration Plan - Approval	1 day	Fri 5/29/2020	Fri 5/29/2020	135	WV
137	2.4.2	2.4.2 Appendix B (Import Specifications)	22 days	Mon 4/27/2020	Thu 5/28/2020		
138	2.4.2.1	2.4.2.1 Create Appendix B	2 days	Mon 4/27/2020	Tue 4/28/2020	6	GH
139	2.4.2.2	2.4.2.2 Internal Review/Update Appendix B	1 day	Wed 4/29/2020	Wed 4/29/2020	138	GH
140	2.4.2.3	2.4.2.3 Review/Update Appendix B during JACS	3 days	Mon 5/4/2020	Wed 5/6/2020	139FS+2 days	WV,GH
141	2.4.2.4	2.4.2.4 Update Appendix B - Post JACS	3 days	Thu 5/7/2020	Mon 5/11/2020	140	GH
142	2.4.2.5	2.4.2.5 Review Appendix B by Client and Provide Feedback	2 days	Tue 5/12/2020	Wed 5/13/2020	141	WV
143	2.4.2.6	2.4.2.6 Review/Update Appendix B	3 days	Thu 5/14/2020	Mon 5/18/2020	142	GH
144	2.4.2.7	2.4.2.7 Final Review of Appendix B	5 days	Tue 5/19/2020	Wed 5/27/2020	143	WV
145	2.4.2.8	2.4.2.8 Appendix B - Approval	1 day	Thu 5/28/2020	Thu 5/28/2020	144	WV
146	2.4.3	2.4.3 Data Aggregator Interface Specifications	22 days	Mon 4/27/2020	Thu 5/28/2020		
147	2.4.3.1	2.4.3.1 Create Data Aggregator Interface Specifications	2 days	Mon 4/27/2020	Tue 4/28/2020	6	GH
148	2.4.3.2	2.4.3.2 Internal Review/Update Data Aggregator Interface Specif	1 day	Wed 4/29/2020	Wed 4/29/2020	147	GH
149	2.4.3.3	2.4.3.3 Review/Update Data Aggregator Interface Specifications	3 days	Mon 5/4/2020	Wed 5/6/2020	148FS+2 days	WV,GH
150	2.4.3.4	2.4.3.4 Update Data Aggregator Interface Specifications - Post JA	3 days	Thu 5/7/2020	Mon 5/11/2020	149	GH
151	2.4.3.5	2.4.3.5 Review Data Aggregator Aggregator Interface Specificatic	3 days	Tue 5/12/2020	Thu 5/14/2020	150	WV
152	2.4.3.6	2.4.3.6 Review/Update Data Aggregator Interface Specifications	2 days	Fri 5/15/2020	Mon 5/18/2020	151	GH
153	2.4.3.7	2.4.3.7 Final Review of Data Aggregator Interface Specifications	5 days	Tue 5/19/2020	Wed 5/27/2020	152	WV
154	2.4.3.8	2.4.3.8 Data Aggregator Interface Specifications - Approval	1 day	Thu 5/28/2020	Thu 5/28/2020	153	WV
155	2.4.4	2.4.4 Appendix D - Custom Language Packet	20 days	Mon 4/27/2020	Tue 5/26/2020		
156	2.4.4.1	2.4.4.1 Create Sample Language (Worker Handout)	3 days	Mon 4/27/2020	Wed 4/29/2020	6	GH
157	2.4.4.2	2.4.4.2 Create Language Packet	2 days	Thu 5/7/2020	Fri 5/8/2020	156,29	GH
158	2.4.4.3	2.4.4.3 Review Language Packet by Client - Provide Feedback	3 days	Mon 5/11/2020	Wed 5/13/2020	157	WV
159	2.4.4.4	2.4.4.4 Review/Update Language Packet	1 day	Thu 5/14/2020	Thu 5/14/2020	158	GH
160	2.4.4.5	2.4.4.5 Final Language Packet Review by Client	5 days	Fri 5/15/2020	Fri 5/22/2020	159	GH
161	2.4.4.6	2.4.4.6 Language Packet - Approval	1 day	Tue 5/26/2020	Tue 5/26/2020	160	WV
162	2.4.5	2.4.5 Create EVV System Design Document	1 day	Fri 5/29/2020	Fri 5/29/2020	136,145,154,160	GH
163	2.4.6	2.4.6 System Design Document Signoff	1 day	Mon 6/1/2020	Mon 6/1/2020	136,145,154,160	WV
164	2.5	2.5 Milestone #2: Planning and Administration Task	0 days	Mon 6/1/2020	Mon 6/1/2020	128,137,146,160	

ID	WBS	Task Name	Duration	Start	Finish	Predecessor: Resource
165	3	<b>3 Configuration</b>	<b>25 days</b>	<b>Tue 6/2/2020</b>	<b>Wed 7/8/2020</b>	<b>35,49,57,127</b>
166	3.1	<b>3.1 Configuration &amp; Development</b>	<b>25 days</b>	<b>Tue 6/2/2020</b>	<b>Wed 7/8/2020</b>	
167	3.1.1	3.1.1 Configuration & Development (Web,Mobile)	20 days	Tue 6/2/2020	Tue 6/30/2020	GH DEV
168	3.1.2	3.1.2 Unit Testing on DEV DEV Environment	5 days	Wed 7/1/2020	Thu 7/9/2020	167 GH DEV
169	3.1.3	3.1.3 Code Reviews	5 days	Wed 7/1/2020	Thu 7/9/2020	167 GH Tech Lead
170	3.2	<b>3.2 Create Test Plan/Scripts</b>	<b>23 days</b>	<b>Tue 6/2/2020</b>	<b>Mon 7/6/2020</b>	<b>164</b>
171	3.2.1	3.2.1 Create/Update Test Plan	10 days	Tue 6/2/2020	Tue 6/16/2020	GH QA
172	3.2.2	3.2.2 Review Test Plan	3 days	Wed 6/17/2020	Fri 6/19/2020	171 GH
173	3.2.3	3.2.3 Create Test Scripts	10 days	Wed 6/17/2020	Wed 7/1/2020	171 GH QA
174	3.2.4	3.2.4 Review Test Scripts	3 days	Thu 7/2/2020	Mon 7/6/2020	173 GH
175	3.3	<b>3.3 Update Documentation - Configuration Task Deliverables</b>	<b>10 days</b>	<b>Wed 6/17/2020</b>	<b>Wed 7/1/2020</b>	<b>164FS+10 days</b>
176	3.3.1	3.3.1 Review/Update RTM	5 days	Wed 6/17/2020	Wed 6/24/2020	GH
177	3.3.2	3.3.2 Final Review of RTM	5 days	Thu 6/25/2020	Thu 7/2/2020	176 WV
178	3.3.3	3.3.3 Review/Update System Design Document	5 days	Wed 6/17/2020	Wed 6/24/2020	GH
179	3.3.4	3.3.4 Final Review of System Design Document	5 days	Thu 6/25/2020	Thu 7/2/2020	178 WV
180	3.3.5	3.3.5 Review/Update User Manual	5 days	Wed 6/17/2020	Wed 6/24/2020	GH
181	3.3.6	3.3.6 Final Review of User Manual	5 days	Thu 6/25/2020	Thu 7/2/2020	180 WV
182	3.3.7	3.3.7 Review/Update Test Plan and Acceptance Criteria	5 days	Wed 6/17/2020	Wed 6/24/2020	GH
183	3.3.8	3.3.8 Final Review of Test Plan and Acceptance Criteria	5 days	Thu 6/25/2020	Thu 7/2/2020	182 WV
184	3.4	<b>3.4 Milestone #3: Configuration Task</b>	<b>0 days</b>	<b>Thu 7/9/2020</b>	<b>Thu 7/9/2020</b>	<b>166,170,175</b>
185	4	<b>4 Deployment</b>	<b>65 days</b>	<b>Tue 6/2/2020</b>	<b>Wed 9/2/2020</b>	<b>164</b>
186	4.1	<b>4.1 Test Data Imports &amp; Validation</b>	<b>25 days</b>	<b>Tue 6/2/2020</b>	<b>Wed 7/8/2020</b>	<b>164</b>
187	4.1.1	4.1.1 Create Interfaces/Test Data - WV and MCO's (Providers, Client	20 days	Tue 6/2/2020	Tue 6/30/2020	MCOs
188	4.1.2	4.1.2 Send Test Data via Secure eMail or Upload to SharePoint - WV	3 days	Thu 7/2/2020	Mon 7/6/2020	187 MCOs
189	4.1.3	4.1.3 Import Test Data (Providers, Clients, Authorizations, CMs)	3 days	Thu 7/2/2020	Mon 7/6/2020	187 GH
190	4.1.4	4.1.4 Validate Test Data (Providers, Clients,Authorizations, CMs)	2 days	Wed 7/8/2020	Thu 7/9/2020	189 GH
191	4.2	<b>4.2 Testing</b>	<b>28 days</b>	<b>Fri 7/3/2020</b>	<b>Wed 8/12/2020</b>	
192	4.2.1	<b>4.2.1 Testing QA Environment</b>	<b>16 days</b>	<b>Fri 7/3/2020</b>	<b>Mon 7/27/2020</b>	
193	4.2.1.1	4.2.1.1 Create Initial CR for QA Installation	2 days	Fri 7/3/2020	Mon 7/6/2020	167FS-1 day GH DEV
194	4.2.1.2	4.2.1.2 Initial Install Application into QA Environment	1 day	Thu 7/9/2020	Thu 7/9/2020	193,168FS-1 day GH Installations
195	4.2.1.3	4.2.1.3 Perform Quality Assurance Testing on QA Environment	12 days	Fri 7/10/2020	Tue 7/28/2020	194 GH QA
196	4.2.2	<b>4.2.2 Testing CAT Environment by FD QA</b>	<b>6 days</b>	<b>Fri 7/24/2020</b>	<b>Mon 8/3/2020</b>	
197	4.2.2.1	4.2.2.1 Create CR for Initial CAT Installation	1 day	Fri 7/24/2020	Fri 7/24/2020	195FS-3 days GH DEV

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
198	4.2.2.2	4.2.2.2 Install Application into CAT Enviroment	1 day	Mon 7/27/2020	Mon 7/27/2020	195FS-2 days	GH Installations
199	4.2.2.3	4.2.2.3 Perform QA Testing of Mobile App	4 days	Tue 7/28/2020	Fri 7/31/2020	198	GH QA
200	4.2.2.4	4.2.2.4 Perform Smoke Testing on CAT Environment	3 days	Thu 7/30/2020	Mon 8/3/2020	195	GH QA
201	4.2.3	<b>4.2.3 Client Acceptance Testing (CAT Environment)</b>	<b>17 days</b>	<b>Wed 7/22/2020</b>	<b>Fri 8/14/2020</b>		
202	4.2.3.1	4.2.3.1 Send Test Data via GH File Gateway - WV and MCO's (Pro 4 days	4 days	Wed 7/22/2020	Mon 7/27/2020	198FS-4 days	MCOs
203	4.2.3.2	4.2.3.2 Import Test Data Files from WV and MCO's (CAT)	4 days	Tue 7/28/2020	Fri 7/31/2020	202	GH
204	4.2.3.3	4.2.3.3 Perform User Acceptance Testing - WV and MCO's	6 days	Wed 8/5/2020	Thu 8/13/2020	263	MCOs
205	4.2.3.4	4.2.3.4 Perform End-to-End Interface Testing (Imports and Expor 6 days	6 days	Wed 8/5/2020	Thu 8/13/2020	263	GH,MCOs
206	4.2.3.5	4.2.3.5 User Acceptance Testing Signoff	1 day	Fri 8/14/2020	Fri 8/14/2020	204,205	WV
207	4.3	<b>4.3 Establish SFTP Connectivity - GH File Gateway</b>	<b>53 days</b>	<b>Tue 6/9/2020</b>	<b>Mon 8/24/2020</b>	163	
208	4.3.1	<b>4.3.1 Setup GH File Gateway (GHFG) - TEST</b>	<b>30 days</b>	<b>Tue 6/9/2020</b>	<b>Wed 7/22/2020</b>		
209	4.3.1.1	4.3.1.1 Submit GHFG Request for WV and MCO's (Providers, Clie 10 days	10 days	Tue 6/9/2020	Tue 6/23/2020	164FS+5 days	GH
210	4.3.1.2	4.3.1.2 Setup GHFG for WV and MCO's (Providers, Clients, Authc 10 days	10 days	Wed 6/24/2020	Thu 7/9/2020	209	GHFG
211	4.3.1.3	4.3.1.3 Setup Jobs to Submit Test Files to GHFG CAT Region (Pro 5 days	5 days	Fri 7/10/2020	Fri 7/17/2020	210	MCOs
212	4.3.1.4	4.3.1.4 Validation by WV and MCO's	5 days	Fri 7/17/2020	Fri 24/2020	211	MCOs
213	4.3.2	<b>4.3.2 Setup GH File Gateway (GHFG) - PROD</b>	<b>10 days</b>	<b>Fri 8/14/2020</b>	<b>Fri 8/28/2020</b>	205,208	
214	4.3.2.1	4.3.2.1 Submit CR to convert GHFG CAT setup to PROD	3 days	Fri 8/14/2020	Tue 8/18/2020		GH PM, GH Tech
215	4.3.2.2	4.3.2.2 Setup Jobs to Submit Test Files to PROD region	2 days	Wed 8/19/2020	Thu 8/20/2020	214	GH Installations
216	4.3.2.3	4.3.2.3 Validation of File Gateway Transmissions (PROD)	5 days	Fri 8/21/2020	Fri 8/28/2020	214,215	GH,MCOs
217	4.4	<b>4.4. Connection to WV DXC Portal</b>	<b>65 days</b>	<b>Tue 6/2/2020</b>	<b>Wed 9/2/2020</b>		
218	4.4.1	4.4.1 Obtain GH Login Information for WV DXC Portal (837/999)	2 days	Tue 6/2/2020	Wed 6/3/2020	163	GH PM
219	4.4.2	4.4.2 Upload/Download Test Files to WV DXC Portal	30 days	Fri 7/10/2020	Fri 8/21/2020	218,209,210	GH, MMIS
220	4.4.3	4.4.3 Setup Jobs to Submit Test Files to WV DXC Portal (837/999)	35 days	Mon 7/27/2020	Tue 9/15/2020	211	MMIS, GH
221	4.4.4	4.4.4 Validation by GH and WV DXC	10 days	Mon 8/3/2020	Mon 8/17/2020	211,212	MMIS, GH
222	4.5	<b>4.5 Update Documentation - Deployment Task Deliverables</b>	<b>10 days</b>	<b>Tue 8/4/2020</b>	<b>Tue 8/18/2020</b>	198	
223	4.5.1	4.5.1 Review/Update RTM	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
224	4.5.2	4.5.2 Final Review of RTM	5 days	Wed 8/12/2020	Wed 8/19/2020	223	WV
225	4.5.3	4.5.3 Review/Update System Design Document	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
226	4.5.4	4.5.4 Final Review of System Design Document	5 days	Wed 8/12/2020	Wed 8/19/2020	225	WV
227	4.5.5	4.5.5 Create Solution Test Results Report	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
228	4.5.6	4.5.6 Final Review of Solution Test Results Report	5 days	Wed 8/12/2020	Wed 8/19/2020	227	WV
229	4.5.7	4.5.7 Update/Review	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
230	4.5.8	4.5.8 Final Review of Operational Readiness Plan	5 days	Wed 8/12/2020	Wed 8/19/2020	229	WV

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
231	4.5.9	4.5.9 Review/Update Operational Readiness Review Results Docur	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
232	4.5.10	4.5.10 Final Review	5 days	Wed 8/12/2020	Wed 8/19/2020	231	WV
233	4.5.11	4.5.11 Review/Update Implementation Plan	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
234	4.5.12	4.5.12 Final Review of Implementation	5 days	Wed 8/12/2020	Wed 8/19/2020	233	WV
235	4.5.13	4.5.13 Review/Update User Manual	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
236	4.5.14	4.5.14 Final Review of User Manual	5 days	Wed 8/12/2020	Wed 8/19/2020	235	WV
237	4.5.15	4.5.15 Review/Update Training and Outreach Plan	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
238	4.5.16	4.5.16 Final Review of Training and Outreach Plan	5 days	Wed 8/12/2020	Wed 8/19/2020	237	WV
239	4.5.17	4.5.17 Review/Update Contract Administration	5 days	Tue 8/4/2020	Tue 8/11/2020		GH
240	4.5.18	4.5.18 Final Review of Contract Administration Plan	5 days	Wed 8/12/2020	Wed 8/19/2020	239	WV
241	4.6	<b>4.6 Milestone #4: Deployment Task</b>	<b>0 days</b>	<b>Fri 8/14/2020</b>	<b>Fri 8/14/2020</b>	<b>222,191</b>	
242	5	<b>5 Training and Outreach</b>	<b>78 days</b>	<b>Mon 4/27/2020</b>	<b>Mon 8/17/2020</b>		
243	5.1	<b>5.1 Outreach Communications for EVV</b>	<b>74 days</b>	<b>Mon 4/27/2020</b>	<b>Tue 8/11/2020</b>		
244	5.1.1	5.1.1 Provide West Virginia Medicaid Logo to GH for EVV Training	12 days	Mon 4/27/2020	Tue 4/28/2020	4	WV
245	5.1.2	5.1.2 Perform Outreach and Communication per Training Plan	15 days	Mon 8/3/2020	Tue 8/24/2020	75FS+30 days	GH
246	5.2	<b>5.2 Training Planning</b>	<b>30 days</b>	<b>Fri 5/15/2020</b>	<b>Mon 6/29/2020</b>		
247	5.2.1	<b>5.2.1 Site Logistics</b>	<b>30 days</b>	<b>Fri 5/15/2020</b>	<b>Mon 6/29/2020</b>		
248	5.2.1.1	5.2.1.1 Initial Discussion on Training Logistics	1 day	Fri 5/15/2020	Fri 5/15/2020	29FS+6 days	GH,WV
249	5.2.1.2	5.2.1.2 Follow-up Call on Training Logistics	1 day	Tue 6/2/2020	Tue 6/2/2020	248FS+9 days	GH,WV
250	5.2.1.3	5.2.1.3 Confirm Training Sites	14 days	Wed 6/10/2020	Tue 6/30/2020	249FS+5 days	WV
251	5.3	<b>5.3 Training Materials/Documentation</b>	<b>30 days</b>	<b>Wed 6/24/2020</b>	<b>Thu 8/6/2020</b>		
252	5.3.1	<b>5.3.1 Training Materials</b>	<b>18 days</b>	<b>Wed 6/24/2020</b>	<b>Tue 7/21/2020</b>	<b>263FS-25 days</b>	
253	5.3.1.1	5.3.1.1 Create Training Materials (Worker Template, Template I	16 days	Wed 6/24/2020	Fri 7/17/2020		GH
254	5.3.1.2	5.3.1.2 Review/Update to Training Slides and Handouts basen o	2 days	Thu 7/30/2020	Fri 7/31/2020		GH
255	5.3.2	<b>5.3.2 User Manual</b>	<b>27 days</b>	<b>Fri 7/3/2020</b>	<b>Tue 8/11/2020</b>	<b>127,167</b>	
256	5.3.2.1	5.3.2.1 Create WV User Manual for Web/Mobile	18 days	Fri 7/3/2020	Wed 7/29/2020		GH
257	5.3.2.2	5.3.2.2 Client Review of User Manual and Provide Feedback	5 days	Thu 8/13/2020	Thu 8/20/2020	204SS,256	GH
258	5.3.2.3	5.3.2.3 Updates to User Manual based on Client Feedback	3 days	Fri 8/7/2020	Tue 8/11/2020	256	WV
259	5.3.2.4	5.3.2.4 Final Review of User Manual	5 days	Wed 8/12/2020	Wed 8/19/2020	258	GH
260	5.3.2.5	5.3.2.5 User Manual Signoff	1 day	Wed 8/19/2020	Wed 8/19/2020	259FS-1 day	GH
261	5.4	<b>5.4 West Virginia &amp; Provider Train/Trainer</b>	<b>13 days</b>	<b>Wed 8/12/2020</b>	<b>Mon 8/31/2020</b>		
262	5.4.1	<b>5.4.1 State Training (WV)</b>	<b>1 day</b>	<b>Wed 8/12/2020</b>	<b>Wed 8/12/2020</b>	<b>200FS+1 day</b>	
263	5.4.1.1	5.4.1.1 Conduct WV State Training - Onsite	1 day	Wed 8/12/2020	Wed 8/12/2020		GH Trainer,WV



ID	WBS	Task Name	Duration	Start	Finish	Predecessor Resource
264	5.4.2	5.4.2 Provider Train-the-Trainer	4 days	Tue 8/18/2020	Fri 8/21/2020	263FS+3 days
265	5.4.2.1	5.4.2.1 Onsite Training Session - Location 1 (Group 1)	1 day	Tue 8/18/2020	Tue 8/18/2020	GH Trainer,Prov
266	5.4.2.2	5.4.2.2 Onsite Training Session - Location 2 (Group 2)	1 day	Wed 8/19/2020	Wed 8/19/2020	265 GH Trainer,Prov
267	5.4.2.3	5.4.2.3 Onsite Training Session - Location 3 (Group 3)	1 day	Thu 8/20/2020	Thu 8/20/2020	266 GH Trainer,Prov
268	5.4.2.4	5.4.2.4 Onsite Training Session - Location 4 (Group 4)	1 day	Fri 8/21/2020	Fri 8/21/2020	267 GH Trainer,Prov
269	5.4.3	5.4.3 Provider & Worker Training (Provider Trains Their Staff)	7 days	Thu 8/20/2020	Mon 8/31/2020	
270	5.4.3.1	5.4.3.1 Conduct Provider & Worker Training (Group 1)	5 days	Thu 8/20/2020	Thu 8/27/2020	265FS+1 day Providers,Worki
271	5.4.3.2	5.4.3.2 Conduct Provider & Worker Training (Group 2)	5 days	Fri 8/21/2020	Fri 8/28/2020	266FS+1 day Providers,Worki
272	5.4.3.3	5.4.3.3 Conduct Provider & Worker Training (Group 3)	5 days	Mon 8/24/2020	Mon 8/31/2020	267FS+1 day Providers,Worki
273	5.4.3.4	5.4.3.4 Conduct Provider & Worker Training (Group 4)	4 days	Tue 8/25/2020	Fri 8/28/2020	268FS+1 day Providers,Worki
274	5.4.4	5.4.4 Provider & Worker Access to CAT	1 day	Wed 8/26/2020	Wed 8/26/2020	
275	5.4.4.1	5.4.4.1 Provider & Worker Access to CAT Begins	1 day	Wed 8/26/2020	Wed 8/26/2020	268FS+2 days Providers,Worki
276	6	6 Operations & Maintenance (Production Readiness)	52 days	Tue 8/11/2020	Mon 10/26/2020	
277	6.1	6.1 Implementation Plan	6 days	Tue 8/11/2020	Wed 8/19/2020	196
278	6.1.1	6.1.1 Update Implementation Plan/Cutover Tasks	5 days	Tue 8/11/2020	Tue 8/18/2020	GH PM
279	6.1.2	6.1.2 Review Implementation Plan/Cutover Tasks with WV	1 day	Wed 8/19/2020	Wed 8/19/2020	278 GH,WV
280	6.2	6.2 Production Installation	10 days	Fri 8/21/2020	Fri 9/4/2020	
281	6.2.1	6.2.1 Code Freeze	10 days	Fri 8/21/2020	Fri 9/4/2020	206FS-1 day GH
282	6.2.2	6.2.2 Create CR for Production and DR Installation	5 days	Fri 8/21/2020	Fri 8/28/2020	281SS,283FS-10 d GH DEV
283	6.2.3	6.2.3 Install Application Into Production	1 day	Fri 9/4/2020	Fri 9/4/2020	281FS-1 day GH Installations
284	6.2.4	6.2.4 Install Application into DR	1 day	Fri 9/4/2020	Fri 9/4/2020	283SS GH Installations
285	6.2.5	6.2.5 Validate Production Release - QA	0 days	Fri 9/4/2020	Fri 9/4/2020	283 GH QA
286	6.3	6.3 Production Data Imports	12 days	Thu 8/20/2020	Tue 9/8/2020	
287	6.3.1	6.3.1 Create Production Data (Providers, Clients, Authorizations, 110 days	110 days	Thu 8/20/2020	Thu 9/3/2020	283SS- MCOs
288	6.3.2	6.3.2 Initiate Transmit of Production Data (Providers, Clients, Auth 1 day	1 day	Fri 9/4/2020	Fri 9/4/2020	287 MCOs
289	6.3.3	6.3.3 Import Production Data (Providers, Clients, Authorizations, 1 day	1 day	Mon 9/7/2020	Mon 9/7/2020	288 GH
290	6.4	6.4 Soft Go-Live (Data Validation)	10 days	Tue 9/8/2020	Tue 9/22/2020	289
291	6.4.1	6.4.1 Application Live in Production	1 day	Tue 9/8/2020	Tue 9/8/2020	GH,WV
292	6.4.2	6.4.2 Validate Production Data (Providers, Clients, Authorizations 3 days	3 days	Mon 9/14/2020	Wed 9/16/2020	GH
293	6.4.3	6.4.3 Manually Create Provider Logins	2 days	Wed 9/9/2020	Thu 9/10/2020	289FS+1 day GH
294	6.4.4	6.4.4 Providers Validate Production Data (Providers, Clients, Auth 7 days	7 days	Fri 9/11/2020	Tue 9/22/2020	293 Providers,WV
295	6.5	6.5 Cutover - Go-Live	1 day	Wed 9/23/2020	Wed 9/23/2020	
296	6.5.1	6.5.1 Go-Live - Full Production Cut Over	1 day	Wed 9/23/2020	Wed 9/23/2020	290,291 GH,WV

ID	WBS	Task Name	Duration	Start	Finish	Predecessor	Resource
297	6.6	6.6 Go-Live Support	33 days	Tue 9/8/2020	Mon 10/26/2020	291SS	
298	6.6.1	6.6.1 Go-Live Support	32 days	Tue 9/8/2020	Fri 10/23/2020		GH Project Team
299	6.6.2	6.6.2 GeoH Conducts Bi-weekly Provider Assistance Calls	31 days	Wed 9/9/2020	Fri 10/23/2020		GH AM,GH CS
300	6.6.2.1	6.6.2.1 Provider Assistance Call #1	1 day	Wed 9/9/2020	Wed 9/9/2020	291	GH AM,GH CS
301	6.6.2.2	6.6.2.2 Provider Assistance Call #2	1 day	Fri 9/11/2020	Fri 9/11/2020	300FS+1 day	GH AM,GH CS
302	6.6.2.3	6.6.2.3 Provider Assistance Call #3	1 day	Tue 9/15/2020	Tue 9/15/2020	301FS+1 day	GH AM,GH CS
303	6.6.2.4	6.6.2.4 Provider Assistance Call #4	1 day	Thu 9/17/2020	Thu 9/17/2020	302FS+1 day	GH AM,GH CS
304	6.6.2.5	6.6.2.5 Provider Assistance Call #5	1 day	Tue 9/22/2020	Tue 9/22/2020	303FS+1 day	GH AM,GH CS
305	6.6.2.6	6.6.2.6 Provider Assistance Call #6	1 day	Thu 9/24/2020	Thu 9/24/2020	304FS+1 day	GH AM,GH CS
306	6.6.2.7	6.6.2.7 Provider Assistance Call #7	1 day	Tue 9/29/2020	Tue 9/29/2020	305FS+1 day	GH AM,GH CS
307	6.6.2.8	6.6.2.8 Provider Assistance Call #8	1 day	Thu 10/1/2020	Thu 10/1/2020	306FS+2 days	GH AM,GH CS
308	6.6.2.9	6.6.2.9 Provider Assistance Call #9	1 day	Tue 10/6/2020	Tue 10/6/2020	307FS+1 day	GH AM,GH CS
309	6.6.2.10	6.6.2.10 Provider Assistance Call #10	1 day	Thu 10/8/2020	Thu 10/8/2020	308FS+1 day	GH AM,GH CS
310	6.6.2.11	6.6.2.11 Provider Assistance Call #11	1 day	Tue 10/13/2020	Tue 10/13/2020	309FS+1 day	GH AM,GH CS
311	6.6.2.12	6.6.2.12 Provider Assistance Call #12	1 day	Thu 10/15/2020	Thu 10/15/2020	310FS+1 day	GH AM,GH CS
312	6.6.2.13	6.6.2.13 Provider Assistance Call #13	1 day	Tue 10/20/2020	Tue 10/20/2020	311FS+1 day	GH AM,GH CS
313	6.6.2.14	6.6.2.14 Provider Assistance Call #14	1 day	Thu 10/22/2020	Thu 10/22/2020	312FS+2 days	GH AM,GH CS
314	6.6.2.15	6.6.2.15 Provider Assistance Call #15	1 day	Tue 10/27/2020	Tue 10/27/2020	313FS+1 day	GH AM,GH CS
315	6.6.3	6.6.3 Final Project Acceptance Signoff	1 day	Wed 10/28/2020	Wed 10/28/2020	295,298,299	WV
316	6.7	6.7 Milestone #6: Operations and Maintenance Task	0 days	Wed 10/28/2020	Wed 10/28/2020	315,295,297,298	
317	7	7 Closeout	56 days	Tue 8/18/2020	Tue 11/6/2020		
318	7.1	7.1 Transition Documentation	10 days	Tue 8/18/2020	Tue 9/1/2020	283FS-	GH
319	7.2	7.2 Closeout and Transition Plan	10 days	Thu 8/27/2020	Fri 9/11/2020	318FS-	
320	7.2.1	7.2.1 Review/Update Closeout and Transition Plan	5 days	Thu 8/27/2020	Thu 9/3/2020		GH
321	7.2.2	7.2.2 Final Review of Closeout and Transition Plan	5 days	Fri 9/4/2020	Fri 9/11/2020	320	WV
322	7.2.3	7.2.3 Closeout and Transition Plan Signoff/Approval	1 day	Fri 9/11/2020	Fri 9/11/2020	321FS-	WV
323	7.3	7.3 Transition Meeting (Internal)	1 day	Thu 9/3/2020	Thu 9/3/2020	318	GH
324	7.4	7.4 Transition Meeting (WV)	1 day	Tue 10/20/2020	Tue 10/20/2020	298FS-	GH Project Team
325	7.5	7.5 Project Close Out Meeting (Internal)	1 day	Thu 10/22/2020	Thu 10/22/2020	298FS-	GH Project Team
326	7.6	7.6 Project Close Out Meeting (WV)	1 day	Fri 10/23/2020	Fri 10/23/2020	298FS-	GH Project Team
327	7.7	7.7 Project Closeout and Lessons Learned Report	10 days	Mon 10/26/2020	Mon 11/9/2020	298,326	GH PM
328	7.7.1	7.7.1 Review/Update	5 days	Mon 10/26/2020	Mon 11/2/2020		GH
329	7.7.2	7.7.2 Final Review of Closeout and Lessons Learned Report	5 days	Tue 11/3/2020	Tue 11/10/2020	328	WV
330	7.7.3	7.7.3 Closeout and Lessons Learned Report Signoff/Approval	1 day	Tue 11/10/2020	Tue 11/10/2020	329FS-	WV
331	7.8	7.8 Milestone #7: Closeout Task	0 days	Tue 11/10/2020	Tue 11/10/2020	324,326,330	



### Initiation Phase

After contract execution, the GeoH team will conduct the kickoff meeting which is the primary deliverable produced in the Initiation Phase. The complete EVV implementation team will be formed during this phase. During this phase, GeoH will also identify material necessary to support the configuration.

### Planning Phase

The GeoH Team confirms that the project's strategic goals are met by verifying that project management disciplines are planned and performed according to best practices and defined in the Project Management Plan (PMP). DHHR and GeoH will jointly review, update and finalize the PMP based upon the RFP requirements and DHHR's specific business needs.

GeoH will facilitate a joint review of RFP requirements with DHHR and designated business and policy stakeholders resulting in an approved baseline EVV Solution Requirements Traceability Matrix (RTM). During the joint review of the RFP requirements, GeoH will demonstrate the EVV solution to show how it satisfies the requirements within the RFP, identify configurable features and functions, and identify any gaps in the EVV Solution.

During the Planning phase, the RTM is reviewed, updated, and finalized based upon the RFP requirements and DHHR's specific business needs. The baseline RTM will capture all requirements proposed by GeoH and associated clarification as agreed by DHHR. The RTM will be maintained throughout the lifecycle of the project as the single traceability document. Should any gaps be identified, they will be documented in the RTM, addressed, and tracked.

Utilizing the RTM, Joint Application Development sessions (JADs) are held to detail the components of the current System Integration Plan (SIP) and business rules of the DHHR GeoH solution in order to meet the requirements of this RFP. The GeoH Team will update the DHHR GeoH System Documentation based upon the JADs and the required business rules. Following the JADs, the RTM, SIP and GeoH System Documentation will be updated based upon DHHR specific requirement and provided to DHHR for review and acceptance. The RTM, SIP, and GeoH System Documentation must be approved by DHHR prior to the initiation of Configuration and Development task. Signoff on the System Design Documents must occur prior to the initiation of the Configuration and Development Phase.

### Configuration and Development Phase

The specific system configuration items identified and documented in the GeoH detailed system design are implemented and tested to verify they meet the needs and expectations of the DHHR.

### Deployment Phase

Deployment consists of promoting the configured system through:

- Quality Assurance Test environment for GeoH quality assurance testing.
- Client Acceptance Test environment for user acceptance testing.

Deployment results in request for customer sign off that the application is ready for GeoH to migrate the overall solution into production.

Training will be provided for DHHR staff, providers, and other users, beginning in the Deployment Phase according to the agreed upon Training and Outreach Plan.

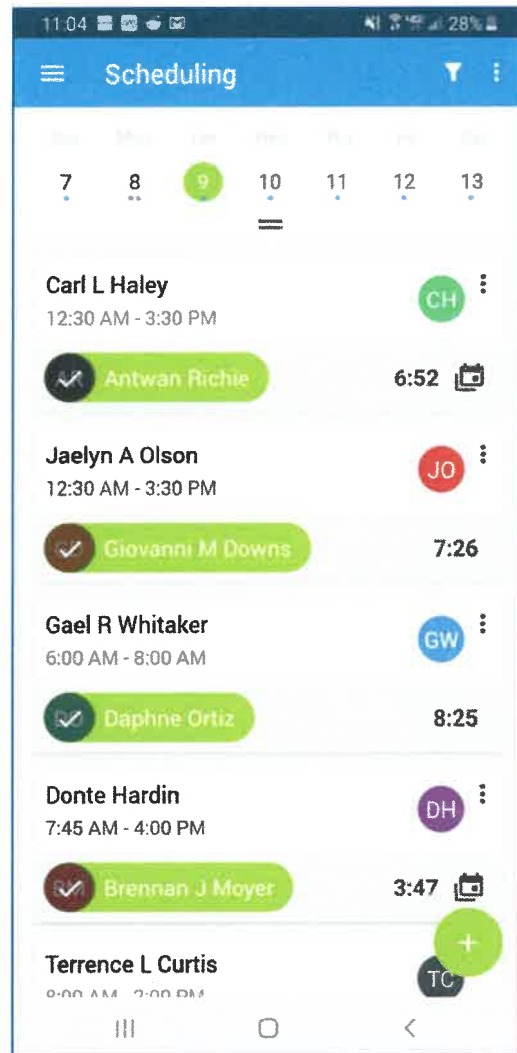
### Operations (Production Readiness) Phase

Once acceptance is received from DHHR, we initiate production readiness tasks that will involve migration of the system and importing of data into the production environment. GeoH’s recommended approach is to conduct a soft go-live where providers will have the opportunity to validate client, provider, and worker demographic data as well as authorizations.

At this stage the newly configured GeoH solution for West Virginia DHHR is ready for full production cutover. The GeoH Team confirms that DHHR providers and other users have the necessary support for a smooth and successful launch of the solution. During the agreed-to cutover period, the GeoH implementation team will transition the system to the GeoH Global Service (GSD) for ongoing customer service support.

### Closeout Phase

A post-implementation review is performed to verify all requirements have been met and results from the “Lessons Learned” session are formally documented. Upon successful completion of the Operations Phase, the Implementation Manager will begin the closeout activities of the implementation project and receive final acceptance from DHHR.



## Attachment 6: Mandatory Requirements

### General System Requirements

GeoH provides for workers to report their time through EVV. The GeoH Mobile App, which uses a HIPAA-compliant, secure connection to an GeoH web service portal to record visit activity in real time when it has a connection to the internet, and stores encrypted visit data on the device for delayed transmission (store and forward) when there is no Wi-Fi or cellular data coverage at the time and location of service delivery.

The GeoH SaaS solution addresses all of West Virginia’s functional, technical and performance requirements. Additional details for each requirement are categorized in Attachment 6: Mandatory Requirements.

### EVV General Functional Requirements

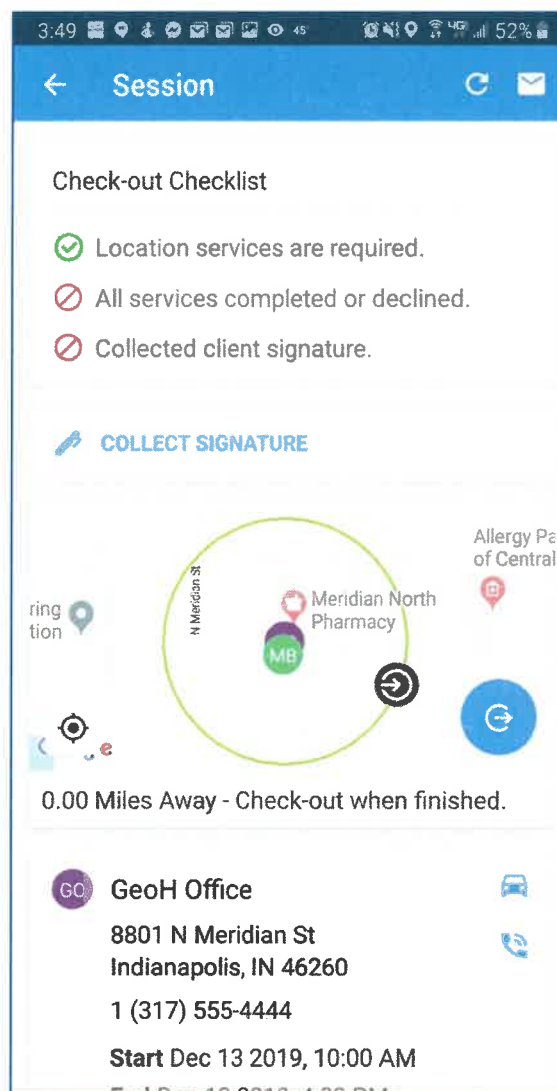
The proven GeoH solution complies with all requirements of the 21<sup>st</sup> Century Cures Act, so West Virginia boarding the platform is a quick and low risk route to meeting the deadlines in the Act. GeoH reduces Fraud, Waste, and Abuse by subjecting every visit to a claim workflow that applies exceptions and prevents providers from billing for incomplete or unauthorized services. States typically see a reduction in personal care spending of 5-12% based on not paying for missed visits or for the full-service time when the worker arrives late or leaves early

### Visit Verification and Data Capture

The GeoH solution complies with all West Virginia visit verification and data capture requirements. It collects and stores required EVV data elements in compliance with CMS standards and HIPAA requirements. The platform will provide a data aggregator solution that allows providers and Managed Care Organizations (MCO’s) the choice to use existing EVV solutions approved by DHHR.

### Configurability

Services and workflow business rules in GeoH are highly configurable to meet current and future business requirements of DHHR. Across GeoH’s customer base the solution is currently supporting hundreds of service definitions from Personal Care and Adult Day Care, to Nursing and Case Management.



### Solution Integration and Interface Capabilities

GeoH provides and hosts standard XML file API's as well as near real time JSON/REST web services for integrations. GeoH's solution currently has file integrations with multiple software companies (including Sandata and Tellus) across the country. GeoH would bring that successful integration experience to the project in West Virginia.

### Disaster Recovery and Business Continuity

Built by developers with experience gained from working at some of the largest software companies in the world, GeoH brings infrastructure, scale, and industry specific experience that none of our competitors can match. The GeoH solution is deployed using Azure in a cloud-hosted system with worldwide redundancies. Our disaster recovery and business continuity plans leverage GeoH's ability to scale and capability to maintain operations without interruption.

### Security

GeoH requires each system user to have an individual login and role(s) that matches their job function. The GeoH application is built using framework that provides application, authentication, and security services. System access and activity are fully logged in GeoH's proprietary, searchable logging database.

### Reporting

GeoH provides an advanced, web-based reporting engine where providers, MCO's and State staff can run their own reports on demand, and securely stream them to their web browser for pick up. The reporting database is updated in real time so users can select and view even visit activity that is in progress when the report runs. GeoH will provide an extensive library of report formats where users can select the exact scope and data content of the report that they want, based on their access authority, as well as configure any specific report required by DHHR.

### Audit Trail

The GeoH solution maintains a full audit trail of data changes and provides transparent online web reporting of Claim (visit) and Authorization history.

### Support Services

GeoH provides industry leading EVV Training and Outreach, as well as Technical Support and Customer Care.

### Hardware and Software

Since GeoH is a ready-to-use, hosted SaaS solution, there is no special hardware or software to be installed by DHHR or West Virginia providers. Workers log their time by installing the GeoH Mobile App on the worker's Apple® or Android® device from the Apple App Store or the Google Play store. The GeoH web application and reports are accessed using standard web browsers with a secure internet connection.

GeoH's solution meets all of West Virginia's functional and technical requirements as well as the 21<sup>st</sup> Century Cures Act requirements. It reduces fraud, waste, and abuse by preventing billing of missed, unauthorized, or improperly documented services. And it provides program savings to DHHR, MCO's, and providers through the automation of the time sheet and claim filing processes, and by improving accuracy.

Completed Table of Mandatory Requirements

Req ID #	Requirement Text	Type
MR001	All provided services must comply with the Department rules.	Program Management
<p>GeoH’s solution, services and it’s visit data collected by the GeoH system complies fully with the requirements of the Section 12006 provisions under the 21st Century Cures Act, while providing additional data collection for monitoring plan of care compliance. GeoH will work with DHHR to incorporate existing best practices into West Virginia’s EVV solution. In addition, since the GeoH EVV solution is a hosted and configurable SaaS solution, it is designed to support the ever-changing business rules of complex Medicaid programs, whether Agency-based or Self-Directed care.</p>		

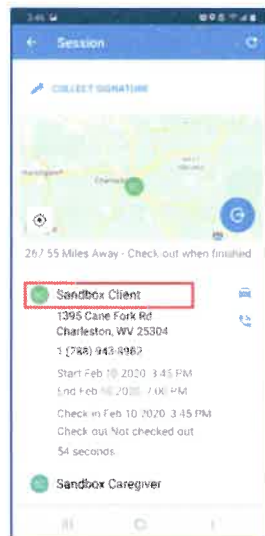
Req ID #	Requirement Text	Type
MR002	The Vendor must agree to adhere to the performance measures and penalties outlined within the service level agreements (SLAs) included in the request for proposal (RFP).	Project Management
<p>GeoH agrees to the SLAs included in the RFP to include Deliverable Service level, Solution acceptance, Solution Availability, Solution Performance, Operations Issue Management, Business Continuity, Solution Updates, Data Quality, Technical Support, Reporting, Staffing, and Security and Privacy Incident notification. This includes notification to DHHR or their designated representative any and all issues which arise and management of reduction of payment based on results.</p>		

Req ID #	Requirement Text	Type
MR003	The Vendor must ensure that solution modules and applications integrate successfully and effectively with minimal or no customization.	Hardware and Infrastructure
<p>GeoH’s SaaS solution supports multiple programs and services with different policies, procedures, and business rules in every state where we operate, so configurability is built into the system architecture. Configurable edits are provided by GeoH using a business rules engine that is optimized for real time use with the Mobile App. The GeoH workflow business rules engine is configured using a web-based tool for managing the plug-in workflow modules. Workflow modules perform key business rule tasks, primarily in four categories:</p> <ul style="list-style-type: none"> <li>• Matching and Status – e.g., Matching check-in with check-out and authorizations with visits</li> <li>• Calculations – e.g., Pricing a visit as a claim according to business rules for the service</li> <li>• Critical Exceptions – Applying exceptions to a claim that prevent it from billing – e.g., if there is no authorization for the member for that service</li> <li>• Informational Exceptions – Applying exceptions to claims for reporting and auditing purposes that still allow the visit claim to be billed</li> </ul>		

The workflow and administrative web applications allow GeoH to configure business rule options to control how the solution verifies claims and applies exceptions. This in turn determines how claims are ultimately billed. Working with our customers and their waiver and non-waiver rules, GeoH can configure the solution with minimal customization.

Req ID #	Requirement Text	Type
MR004	The solution must securely capture and electronically verify:	Visit Verification

In the GeoH SaaS system solution, Medicaid data necessary to perform the duties as outlined in this RFP are stored in a secure and confidential manner that meets Health Insurance Portability and Accountability Act of 1996 (PL 104-191) (HIPAA) requirements. As a standard business practice, we confirm that all business operations are fully compliant with the applicable requirements of HIPAA as amended by the subsequent HITECH Act. The application includes data scoping controls to redact data specific users should not see, as well as role-based security controls on access to system functions and resources.



**MR005 - The identity of the member receiving services**

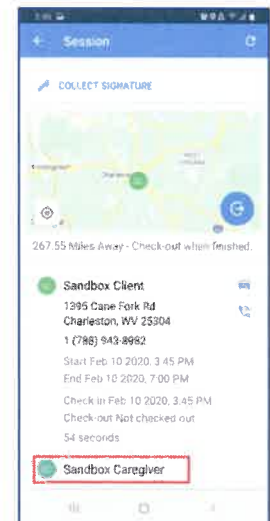
The worker identifies the individual receiving service during the check-in process. Usually an authorized individual name is presented to the worker to confirm via registered location (Mobile/GPS). If no individual is identified based on the registered location or a scheduled appointment, our solution will not present an individual that has not been location verified and assigned to that provider agency and worker.

**MR006 - The identity of the direct care worker making the visit**

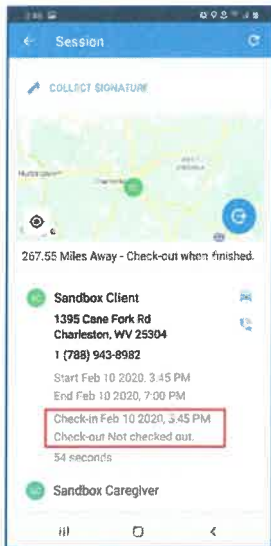
The worker identifies the individual receiving service during the check-in process. Usually an authorized individual name is presented to the worker to confirm via registered location (Mobile/GPS). If no individual is identified based on the registered location or a scheduled appointment, our solution will not present an individual that has not been location verified and assigned to that provider agency and worker.

**MR007 - The identity of the provider agency**

GeoH's EVV solution correlates to the unique provider identifier (NPI number or similar) and validates the person receiving care has been allocated to the provider agency.



**MR008 - The date the visit begins and ends**

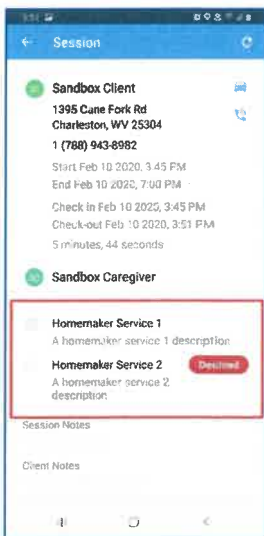
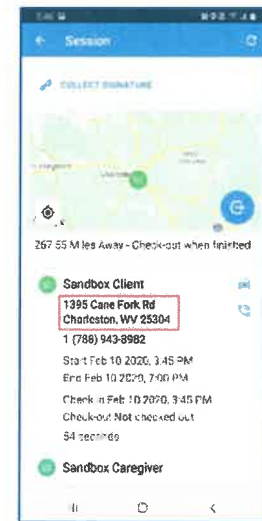


The worker is required to check-in and check-out at the recipient of care’s location, and those times are recorded. The exact time the service starts, and ends is captured on each check-in and check-out. The GeoH Mobile app captures network time on the device and will not allow the user to check-in or out if use of manual time settings is detected.

Some other EHV vendor mobile applications run the GPS continuously, which unnecessarily drains the device’s battery, and check the worker in and out automatically when the worker enters or leaves a client geo-fence or when the phone connects to a Bluetooth “beacon” device in the home. This practice can lead to “driveway visits” where the worker never enters the home, and if challenged denies responsibility. GeoH’s experience shows that holding the worker accountable is important and requires the worker to attest to the start and end time through a recipient signature which is captured in the software.

**MR010 - The location of the visit**

To validate service delivery location, the GeoH Mobile app uses GPS location services in iOS or Google Play services for Android. If the worker turns the mock coordinates feature of Android on, the GeoH app does not allow mock coordinates and will not allow a user to check-in or out. A match confirms that service is being provided in the recipient’s home or in a different authorized location in the community. Any mismatches are flagged with an exception in the GeoH solution noting an unauthorized check-out, as the software prevents checking in without GPS verification.



**MR011 - The services being delivered**

When a visit is scheduled with GeoH, the services that will be provided are part of the visit note (e.g., Nursing Services, Aide Services, Personal Care, or Companion). The service menu options are configurable within GeoH’s solution and DHHR can choose the names of the services and terminology to match what West Virginia’s providers and workers are accustomed to. The correct service procedure code to go with the name is automatically saved to that service. Additionally, specific tasks can be assigned to individual waiver programs or plan names.

**MR012 - The waiver program or plan name**

When a visit is scheduled with GeoH, the waiver program or plan name is associated with that visit and accounted for accordingly. This is also correlated to specific services that the waiver or plan allows.

Req ID #	Requirement Text	Type
MR013	The solution must uniquely identify each user.	Security Management
<p>GeoH's EVV solution requires every user, State-verification level to Direct support professional, has a unique login and identified. Additionally, an audit log is created in real time to show who accessed the software to include time and date, as well as what actions they completed.</p>		

Req ID #	Requirement Text	Type
MR014	The solution must have the ability to receive data from approved electronic visit verification (EVV) data partners and aggregate the external data into the overall solution, through the Department's approved file format and transfer method(s).	Data Sources, Delivery, and Display
<p>GeoH's EVV solution operates using a data bus that allows the receipt of data from other EVV providers. The format will be delivered to them in a test case file that they will receive technical specifications for, and then the total data cumulation will be converted to the DHHR and West Virginia's preferred file format.</p>		

Req ID #	Requirement Text	Type
MR015	The solution must be accessible for individuals with physical disabilities and vision impairments and satisfy the accessibility requirements of Section 508 of the Rehabilitation Act and the Americans with Disabilities Act (ADA).	Project Management
<p>GeoH's EVV solution is accessible to individuals with physical disabilities and vision impairments. It works with biometric recognition, as well as speech enabled technology. Additionally, GeoH will engage Level Access or similar to advise on additional assistive technology to obtain Section 508 certification.</p>		

Req ID #	Requirement Text	Type
MR016	The Vendor must establish business associate agreements (BAA) or contractual agreements with the Department and any subcontractors according to Federal agency requirements that have access to data which is subject to protection by the Health Insurance Portability and Accountability Act (HIPAA). (Reference: <a href="https://www.hhs.gov/hipaa/index.html">https://www.hhs.gov/hipaa/index.html</a> )	Security Management

GeoH has no plans to use subcontractors for work with the DHHR and the West Virginian EVV solution. Would that need to be altered for some unforeseen reason, DHHR would be notified and all subcontractors would be mandated into establishing BAA's with the Department according to Federal agency requirements.

Req ID #	Requirement Text	Type
MR017	The Vendor must agree to enter into applicable Business Associate Agreements (BAA) with external electronic visit verification (EVV) data partners as directed by the Department prior to accepting or exchanging protected health information (PHI) and/or personally identifiable information (PII) data from the EVV solution.	Security Management

GeoH agrees to enter into BAA agreements with any and all EVV data providers as directed by the DHHR and prior to exchanging any PHI or PII data from their EVV solution.

Req ID #	Requirement Text	Type
MR018	The Vendor must ensure that all data submitted to or collected by the solution will remain the property of the Department.	Security Management

GeoH will maintain that all data collected through the GeoH EVV solution will remain the sole and only ownership of the department (DHHR), and held separated in a cloud-based, encrypted database partitioned by entity.

Req ID #	Requirement Text	Type
MR019	The Vendor must agree to abide by all the Department security and privacy policies to protect confidential and sensitive information.	Security Management

GeoH understands the necessity of protecting the privacy and confidentiality of DHHR data. The GeoH solution provides world class security as a result of GeoH's global security practices and procedures. The EVV and FMS systems meet the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Req ID #	Requirement Text	Type
MR020	The solution must have the ability to receive, store, and exchange protected health information (PHI) and personally identifiable information (PII) through authentication, along with encryption methods to secure sensitive information following nationally recognized standards, including the privacy and security controls outlined within National Institute of Standards and Technology (NIST) Security and Privacy Controls for Federal Information Systems and Organizations special publication (SP) 800-53 (moderate) and NIST SP 800-111, Guide to Storage Encryption Technologies for End User Devices. (Reference: <a href="https://csrc.nist.gov/publications/detail/sp/800-111/final">https://csrc.nist.gov/publications/detail/sp/800-111/final</a> and <a href="https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf">https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf</a> )	Security Management
<p>GeoH acknowledges and meets this requirement of State security standards for transmission of personal information within NIST Security and Privacy controls for Federal Information Systems and Organizations, as well as Guide to Storage Encryption technologies for End User Devices.</p> <p>As required, GeoH secures protected health information (PHI) through a series of measures including encryption, firewalls, and web access firewalls (WAF) deployed to prevent, impede, delay or disrupt access to the data. Encryption of data at rest is currently being enhanced to make the data unintelligible or unusable.</p> <p>Data used by the GeoH mobile app is encrypted and stored only long enough to be securely transmitted back to the servers. Data in flight through our web services and website is protected by SSL with TLS 1.2 encryption as is activity within our network.</p>		

Req ID #	Requirement Text	Type
MR021	The solution must use only Federal Information Processing Standard (FIPS) Pub 140-2 validated (or higher) encryption or equivalent. (Reference: <a href="https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-2.pdf">https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-2.pdf</a> , and <a href="https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-3.pdf">https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.140-3.pdf</a> )	Security Management
<p>GeoH understands FIPS Pub 140-2 validated encryption, and as referenced in MR020, using cryptographic modeling and algorithms. Our solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA.</p>		



Req ID #	Requirement Text	Type
MR022	The Vendor must remain in alignment with all future updates to Centers for Medicare & Medicaid Services' (CMS') certification processes and any future updates to the Medicaid Enterprise Certification Toolkit (MECT). (Reference: <a href="https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html">https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html</a> )	CMS Certification
GeoH will actively seek to achieve and maintain certification through the use of MITA and accruing artifacts, while maintaining alignment with the CMS toolkit MECT. Updates announced will be, with DHHR approval, amended into the roadmap for maintenance and support within West Virginia.		

Req ID #	Requirement Text	Type
MR023	The Vendor must design the solution to support the Medicaid Information Technology Architecture (MITA) goals for the Department as defined in the Department's MITA State Self-Assessment (SS-A) and other West Virginia MITA artifacts provided in the WV EVV RFP Procurement Library.	CMS Certification
GeoH has designed the system and will continue to enhance the software solution through MITA goals including efficiencies and effectiveness of system upgrades, system interoperability and increased adherence. GeoH focuses on authorizations of service and care plan; claims flow from encounter to AR information; and case management from performance measures to communication.		

Req ID #	Requirement Text	Type
MR024	The Vendor must coordinate with the Department to develop all documentation required by Centers for Medicare & Medicaid Services' (CMS') Certification process as defined in the most recent Medicaid Enterprise Certification Toolkit (MECT). (Reference: <a href="https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html">https://www.medicaid.gov/medicaid/data-and-systems/mect/index.html</a> )	CMS Certification
GeoH will coordinate with the Department to develop or assist in development all MECT 2.3 Appendix B documents, as well as any and all additional documentation required for CMS certification.		

## Attachment 7: Business Specifications Approach

Detailed descriptions of how GeoH meets and exceeds the functional categories of the DHHR technical requirements as listed below are detailed in Appendix 1- Detailed Specifications and Attachment 6: Mandatory Requirements and within section

- Program Management
- Program Integrity
- Visit Verification

The GeoH Team understands the relationship between the technical and business dimensions of any information technology project, and we know they are not mutually exclusive. We offer capabilities that allow DHHR to mobilize resources quickly, strategically align project tasks with business needs, and execute technical initiatives in a timely, cost-effective fashion. In doing so, we will enable DHHR to address the risks and anxieties associated with these types of endeavors and create a framework for approaching the project with confidence. (Attachment 6 MR001-003)

GeoH is a sophisticated EVV solution that provides visit capture and documentation, online scheduling, time and attendance tracking, and automated billing for home and community-based services. GeoH is designed to provide visit verification that minimizes fraud, waste, and abuse and validates workers are performing the authorized services and care that customers require in the home or facility settings.

### Program Management

#### PG001

**The solution rules/procedures should allow and enforce multiple service limits for different service ranges including, but not limited to:**

GeoH supports multiple programs and services with different policies, procedures, and business rules in every state where we operate, so configurability is built into the system architecture.

#### PG002

##### Day

GeoH's software is configured to allow and enforce multiple service limits per day based on the allowed units for the approved visit and on the assigned schedule for the individual.

#### PG003

##### Week

GeoH's software tracks the allowable service limits per individual in a cumulation report and display that real time shows amounts used, allowed and yet to be completed but scheduled for the time frame chosen. Configurable as a SaaS product, these limits are verified between approved and utilized for the week.

#### PG004

##### Month

GeoH's software tracks the allowable service limits per individual in a cumulation report and display that real time shows amounts used, allowed and yet scheduled for the time frame chosen.

Configurable as a SaaS product, these limits are verified between approved and utilized for the month.

#### PG005

##### Year

GeoH's software enforces multiple service limits including a yearly perspective. The cumulative method of reporting indicates real time used and allowed service limits to maintain compliance with any DHHR initiative or limit.

#### PG006

**The solution rules/procedures should accommodate retroactive prior authorizations and changes to prior authorizations based on revisions to recipients' plans of care/service plans.**

The configurable solution used in GeoH allows for retroactive prior authorizations to accommodate the changing individual needs as allowed by the State. As care plans change in either reduced service limits or increased service limits, the software displays and integrates those changes associated with the patient.

#### PG007

**The solution should have the ability to round service delivery time.**

For most time-based services, service units for billing are calculated based on business rules specified for each service. Units vary in the amount of time each unit corresponds to with the most common values being 15 minutes, 6 minutes (a tenth of an hour), and a full hour. Time will be rounded to the nearest unit, based on DHHR regulations.

#### PG008-PG009

**The solution should provide a master client index of client information, including a single unique identifier (that is not the Social Security Number), for all clients.**

**The solution should maintain an integrated repository of provider agency information, including a single unique identifier, for all providers.**

GeoH cloud-based database maintains the agency information with a unique identifier that is associated with each agency. All patients and workers are also associated with that same identifier to associate performed work with a patient to a specific agency.

#### PG010

**The solution should be able to capture, verify, and support billing for in-home and community-based setting service visits.**

GeoH uses location-based GPS to verify work performed associated with the residence or location of the patient. Once verified and the worker checks in the service hours are accounted for to maintain compliance in billing and prevent fraud and waste.

#### PG011

**The solution should have the ability to create Health Insurance Portability and Accountability Act (HIPAA)-compliant electronic 837 claim file submission to the State MMIS for claims processing in compliance with all Medicaid filing requirements.**

GeoH's interface will allow for a HIPAA compliant 837 EDI claim submission for submission to the State MMIS. These claims will also be validated through the EVV component of the software. The format would be in HIPAA Standard 837 EDI claim forms or configured to meet the State MMIS needs.

#### PG012

**The solution should automatically generate all required correspondence to individuals.**

Alerts can be set up to meet the requirements of individual services or programs as DHHR chooses, and alerts can go to multiple recipients as the Department defines.

#### PG013

**The Vendor should provide correspondence metric reports upon request by the Department.**

These alerts can be tracked by caregiver, by provider or by recipient and Department in various reports and dashboards to identify trends that need to be addressed.

#### PG014

**The solution should assist users in identifying which sections of forms should be filled in manually.**

Intuitive workflow prompts users which values need completed and displays an error if data input is missed or there is a conflict in data.

#### PG015

**The solution should provide the ability to deliver reports as mutually agreed-upon with the Department.**

GeoH has a matrix table database with configurable reporting using data mining tools that allow for either pre-set reports required by the Department to be selected or specific values for reporting chosen.

#### PG016

**The solution should provide flexible web-based reporting, including ad hoc reporting of all data stored within the solution.**

GeoH provides an advanced, web-based reporting engine where providers, MCO's and State staff can run their own reports on demand, and securely stream them to their web browser for pick up. The reporting database is updated in real time so users can select and view even visit activity that is in progress when the report runs. GeoH provides an extensive library of report formats where users can select the exact scope and data content of the report that they want, based on their access authority in addition to ad hoc reporting.

#### PG017

**The solution should have the ability to make a complete set of data related to visits submitted for verifications available for reporting, including, but not limited to the following elements:**

Using location-based GPS, a unique identifier for patient, a unique sign on and device verification for the worker, specific service identifiers specified by waiver type, and a required signature from the individual receiving services, GeoH has the ability to produce all needed data required.

## PG018

### Member receiving services

The worker identifies the individual receiving service during the check-in process. Usually an authorized individual name is presented to the worker to confirm based on the registered location (Mobile/GPS). Our GeoH solution will only present a recipient to the worker if the worker or the provider agency they work for has been authorized to serve that specific recipient.

## PG019

### Direct care worker

When using the GeoH mobile application, the user enters their login credentials, which consists of their unique and protected worker ID (username) and secure and strong password. The login credentials are transmitted to the GeoH system for authentication and matched to the credentials on file to verify that the proper individual registered. The workers mobile device can also be registered for a two-factor authentication.

## PG020

### Provider

GeoH associates the individual receiving services to the provider with the active care plan. The provider is identified uniquely through their NPI or company code.

## PG021

### Location of visit

To validate service delivery location, the GeoH Mobile app uses GPS location services in iOS or Google Play services for Android. If the worker turns the mock coordinates feature of Android on, the GeoH app does not allow mock coordinates and will not allow a user to check-in or out. The ANI collected via the GPS coordinates captured via the mobile app are then compared to the registered numbers or valid address/coordinate locations for the service recipient. A match confirms that service is being provided in the recipient's home or in a different authorized location in the community. Any mismatches are flagged with an exception in the GeoH solution noting an Unauthorized Location check-in/out.

## PG022

### Date of visit

All GeoH EVV claims specify a date of service. For mobile claims it is the date the claim is recorded, since the visit is recorded real-time. For web claims, which would be entered manually and not verified and logged in the exception report, the date of service is an enterable field by the provider to allow retroactive claim entry and corrections. Web entry and corrections are fully audited as to what information was entered or altered and by whom.

## PG023

### Start time of visit

The start time of the visit is logged down to the second check in occurred, as well as documenting when the visit was scheduled to be checking in at and any discrepancy therein. The GeoH Mobile

app captures network time on devices and will not a user to check in if manual time settings are detected.

#### **PG024**

##### **Missed visits**

GeoH maintains a record of any visit that was not checked in to, which would include missed visits. These would be included in the exception report and require providers to list a reason code for explanation.

#### **PG025**

##### **Late visits**

GeoH records real time check in while validating against the original visit scheduled time. Both worker and Provider are notified of visits not checked in within a 5-minute window of scheduled time.

#### **PG026**

##### **End time of visit**

GeoH records exactly when the worker checks out (or ends) a visit, including the location they were at when it occurred for validation of time and place. The GeoH Mobile app captures network time from the device and will not allow a user to check out if manual time settings are detected.

#### **PG027**

##### **Visit late time**

Visit data is captured real time and late check outs are recorded, and the worker and agency notified, and the occurrence is logged in the audit report.

#### **PG028**

##### **Services provided**

All scheduled services, defined by the person receiving the services, are listed for the worker to complete or acknowledge that the patient declined that specific service. These can be configured by service type or patient within the services and service type menus within the system. The names of the services and terminology can be made to match what West Virginia workers and providers are accustomed to. The correct service procedure code to go with the name is automatically saved when the service is selected.

#### **PG029**

##### **Manual or electronic verification**

Per the direction of the State and their needs, a manual verification would be added in the web access for providers and require explanation in the exception report with a reason code. With our industry experience, we would encourage a term limit on allowed manual verifications as by nature they are not compliant with the 21st Century Cures Act. It is acknowledged that certain instances would require a manual edit, however the reduction of waste and fraud can only be accomplished through electronic verification. Today, GeoH only allows for electronic verification using location-based GPS, or the offline mode which still tracks location and reports once either cellular or Wi-Fi

connection is re-established. We would advise any manual verifications to exist in an exception report that is closely monitored.

#### PG030

**The solution should have the ability to use identifiers, mathematical functions, formatting, and manipulate data within reports.**

GeoH incorporates data mining tools to allow for the manipulation of data regarding those receiving services, those providing services, types of services, and visit specific information.

#### PG031

**The solution rules/procedures should have the ability to ensure the direct care services do not overlap with other direct care services.**

GeoH incorporates business rules and logic which are configurable to State specifications. These rules would incorporate those that are receiving services from multiple providers, and what overlap is allowable per State regulations. A member could have multiple providers with various services that occur simultaneously. GeoH would work with the Department to determine edge cases that would be allowable.

#### PG032

**The solution should compile information from all EVV data sources and calculate total daily and weekly hours worked by direct care workers and agencies.**

The GeoH SaaS solution provides both online and scheduled reporting to State staff, payers, and providers that meets this requirement. Claim data from provider and MCO EVV systems collected through the claim aggregator component is stored in the solution as regular GeoH claims with a different source designation. This means all the standard web and reporting functions in GeoH include data from all sources. For example, a claim report for a service recipient as viewed by the MCO payer will include all services authorized by the payer, regardless of whether EVV was performed using the GeoH Mobile App or using a provider EVV system approved by DHHR.

#### PG033

**The solution should have the ability for the Department to allow and/or not allow retroactive care plan changes for specific services and/or programs through a configurable interface.**

GeoH is configurable and built to allow for care plan changes, retroactive and on a go-forward basis. This would include individual care plan changes for those receiving services as well as holistic changes to waiver allowances.

#### PG034

**The solution should allow the Department to define and limit the circumstances in which a manual verification can be made.**

GeoH will work with the Department to define what the limits on manual verification are, as well as any other business rules for editing visits. These will all be recorded within the exception log.

#### PG035

**The solution should use eligibility data transferred from the Medicaid Management Information System (MMIS) to determine if any waiver requirements apply. If no waiver requirements apply, the solution should assume that state plan requirements specific to the service being provided apply.**

GeoH will work with the Department to identify the workflow of waiver requirements and all business rules associated with the logic for applying service requirements.

#### PG036

**The Vendor should review the Department waivers and other state plan program requirements to develop and propose system edits that will meet the need of the Department. The Vendor should propose system settings for the Department to consider during the initial solution configuration and during operations. The review and proposal process should happen at an interval defined by the Department.**

GeoH will work with the Department to develop and maintain an edit process for the system which matches the needs of the Department. These will be waiver specific and GeoH will draw on its industry experience and knowledge of best practices for suggestions. GeoH will meet proposal deadlines, and review will happen as directed by the Department. As GeoH is working within multiple states with their respective payer/waiver programs, the architecture of the system is already designed to be easily configurable.

#### PG037

**The Vendor should provide web portal functionality that addresses the needs of:**

GeoH has a web interface which is accessed through secure internet connections using individual usernames and passwords.

#### PG038

**Provider agencies and their direct care workers**

GeoH provides a web-based interface for provider agencies. Our App which works on all iOS and Android devices is used for direct care workers as their access is based on location.

#### PG039

**Members**

Currently there is no web access for members. Prior to final implementation and if warranted, GeoH would work with the Department to determine access ability, design and functionality of members. access

#### PG040

**Waiver program and/or legal representatives**

GeoH will assign roles and accessibility for Waiver programs and/or legal representatives as directed by the Department.

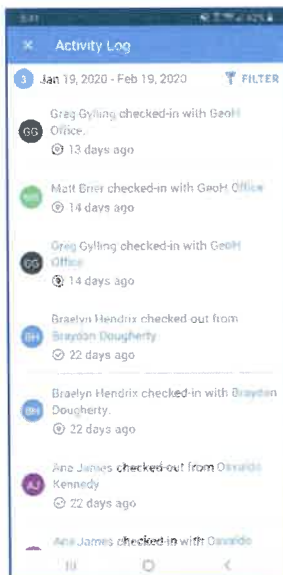
## PG041

### State program staff

The GeoH solution will provide West Virginia DHHR staff access via a secure web-based portal for the purposes of monitoring, reviewing and reporting on service delivery and provider metrics.

To meet the requirements of the 21<sup>st</sup> Century Cures Act, GeoH's method to support visit verification and data capture is via the mobile application. The Mobile App minimize keystrokes and effort to record time and services and require significantly less effort than the time sheet systems they replace. Since time and location are captured automatically, the resulting time records are significantly more accurate than the records they replace and meet time record requirements of the Fair Labor Standards Act. When using the mobile application, the user enters their login credentials, which is their unique and protected worker ID (username) and secure and strong password. The login credentials are transmitted to the GeoH system for authentication and matched to the credentials on file to verify that the proper individual is registered. The worker is required to attest to the time that the worker started and ended work by checking in and out. The exact time the service starts, and ends is captured on each check in and check out. To validate service delivery location, the GeoH Mobile app uses GPS location services in iOS or Google Play services for Android. When a worker performs a check in for a visit, they are then required to identify the services performed based on the type of visit from a pre-populated list specific to that member (e.g. Nursing Services, Aide Services, Personal Care, or Companion) that they will be providing. For services where it is appropriate, especially for Self-Directed services, the Mobile App captures the recipient's approval of the services at checkout (PG 001-010; PG017-029).

The GeoH solution provides the MANAGED CARE ORGANIZATION'Ss and providers different options and capabilities to move data into and out of the GeoH solution on an automated basis so that they can choose the transport method and format most compatible with their existing systems.



The GeoH SaaS solution provides both online and scheduled reporting to state staff, payers, and providers that meets these requirements. Claim data from provider and MANAGED CARE ORGANIZATION'S EVV systems collected through the claim aggregator component is stored in the solution as regular GeoH claims with a different source designation. This means that all of the standard web and reporting functions in GeoH include data from all sources. This would include automated and manual correspondence, and metric reports upon request (PG 012-016)

Since MMIS claims are normally priced and billed by units, reporting by units is normally focused on worker time and attendance or service billing. (PG035)

In accordance with NIST 800-66, GeoH incorporates a role-based security model for controlling which application functions each user is permitted to access and use.

The GeoH mobile app integrated with the solution, web portal, web service, file management, EDI (e.g. 837 claim submission), and reporting subsystems to provide full lifecycle management of recipient care from authorization, to scheduling, to visit verification and monitoring, and to billing. (PG011)

## Program Integrity

### PI001

**The solution should allow the Department the ability to view the same information as a service provider.**

GeoH will execute BAA agreements with the Department and Provider agencies to allow data to be viewed by both parties.

### PI002

**The Vendor should provide a summary of direct care workers and/or provider agencies who demonstrate a high level of missed and late visits, potentially fraudulent services, or potentially fraudulent billing patterns monthly and as requested by the Department.**

GeoH will provide reporting of all exception report notifications and rationale, as well as a ranking of missed/late visits. The exception report by nature flags all potentially fraudulent services and allows for Department-level validation.

### PI003

**The solution should track the time, location, and task performance of direct care workers during service delivery in order to safeguard against fraud, as well as to improve service delivery and program oversight.**

Through location-based GPS, GeoH records the location, time, and services of each visit validating those against the care plan and allowed service times. Direct care workers are required to check-in at set and verified locations for members. As tasks are performed and acknowledged as completed, a time stamp is recorded. The location of the direct care worker is recorded on check-out for verification.

### PI004

**The solution rules/procedures should have the ability to ensure the same direct care worker is not providing services to multiple recipients at the same time at different locations.**

With location-based GPS, a single direct care worker must be at the person receiving service's location to check-in. Business rules dictate that they cannot check-in with another patient while still checked-in with another. GeoH would work with the Department to address the business rules of DSP programs that allow a support professional to take care of multiple people at the same residence.

### PI005

**The solution should have the ability to provide role-based reporting to review, analyze, and report all data across categories on a monthly basis and as requested by the Department, including, but not limited to:**

GeoH meets this requirement by utilizing a multi-level, role-based control to verify each user has access only to the information authorized for that individual. In GeoH the privacy and security of Protected Health Information (PHI) is maintained according to the standards of HIPAA and HITECH. GeoH will assist DHHR in defining user roles by building and maintaining data access rights and restrictions, as well as configuring user security policies.

#### PI006

##### **Payers**

GeoH will report on payers, including claims not fully funded, incorrect modifiers, and any other needed documentation as it pertains to payer sources. Payers would have access only to the data pertaining those they are authorized to serve.

#### PI007

##### **Programs**

GeoH will provide Program reporting as directed, or access to the data of their members as a whole to allow ad hoc reporting and analyzation to occur to those members they have authorization to serve.

#### PI008

##### **Provider Agency**

GeoH will report on provider agencies individually and cumulatively, as well as any specific reporting style the Department requires. Provider agencies will have a role-based access to view, monitor and edit those members they have been authorized to serve, regardless of payer or program.

#### PI009

##### **Direct care workers**

GeoH will report on Direct care workers per provider agency, cumulatively and any other format required by the Department. Direct care workers only have access via mobile to the members they are scheduled to work with.

#### PI010

##### **Members**

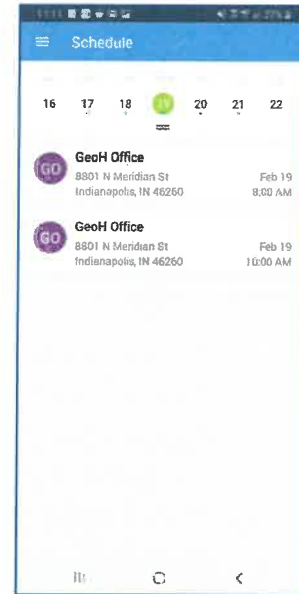
Members currently have no access to any data within the system. Their sole interaction occurs when they sign to confirm receipt of services.

#### PI011

**The solution should track and report modifications to the solution data input elements after the direct care worker has documented their time or services, including the name of the user making the changes and the reason for the changes.**

GeoH, in the exception report and activity audit log, tracks all edits to data input during a visit. This would include manually editing the time of service, both check-in and check-out; services performed edits, and any other modifications to the visit verified data. Manually verified visits would also be listed on this report. The report would list the type of edit, reason code, who performed the edit, and the time and date the edit occurred.

The GeoH solution includes a robust reporting engine for use in EVV program monitoring to help identify and reduce fraud, waste, and abuse. The GeoH EVV solution already contains a broad spectrum of standard reports that contain ad-hoc functions such as drop-down list filters, parameters, date ranges, and other selections that allow users to report on the data they are specifically interested in.



GeoH will work with DHHR reporting needs and will confirm that any additional reporting needs are met through joint requirements discussions with DHHR. (PI1002)

Through location-based GPS, GeoH records the location, time, and services of each visit validating those against the care plan and allowed service times. Direct care workers are required to check-in at set and verified locations for members. As tasks are performed and acknowledged as completed, a time stamp is recorded. The location of the direct care worker is recorded on check-out for verification. (PI003)

With location-based GPS, a single direct care worker must be at the person receiving service's location to check-in. Business rules dictate that they cannot check-in with another patient while still checked-in with another. GeoH would work with the Department to address the business rules of DSP programs that allow a support professional to take of multiple people at the same residence. (PI004)

Role-based user access, data scoping and content redaction is used throughout the GeoH SaaS solution as a design practice to limit data exposure of member and provider information to only those elements required to perform a specific user job role or function per NIST 800-66 access control rules. GeoH will work with DHHR to establish role-based access to the reporting function. As an example, a common standard provider role is the 'Administrator' or 'Admin Assistant' which has access to all reports. Other standard roles such as 'Human Resources' would be limited to worker related reports. A 'Scheduler Coordinator' role would be limited to reports related to scheduling such as the Calendar and Late and Missed Visits Reports. The GeoH solution is configurable for any number of roles and rights combinations however in our experience most of the standard default provider roles and their accompanying rights are sufficient for most implementations. (PI005-010).

Manually entered edits, corrections, and overrides are normally managed with an exceptions process where specific users can make corrections, and, for some types of edits, specific users are empowered to approve or deny them before billing can take place. GeoH supports requiring a reason code (for reporting) and claim note for added or edited claims for services. If DHHR is willing to commit resources to review and approve edit requests for some services and set business rules and workflow, GeoH can support a review process to approve or deny edits. The exact requirements and scope for this process will be defined in the collaboration sessions with DHHR staff and documented in the West Virginia System Integration Plan (SIP). (PI011)

## Visit Verification

### VV001

**The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits.**

GeoH supports multiple programs and services with different policies, procedures, and business rules in every state where we operate, so configurability is built into the system architecture.

#### VV002

**The solution should have the ability to make a complete set of visit-related data elements submitted for verification available for monthly reporting and as requested by the Department, including, but not limited to:**

##### **GeoH's solution**

- The type of service performed with procedure code
- Units of service delivered
- The individual receiving the service
- The date of the service
- The location of the service delivery
- The individual providing the service
- The beginning and end times of the service.

#### VV003

##### **Individual receiving services**

GeoH uses location-based GPS to verify address, as well as capturing the signature of the individual receiving services. The worker identifies the individual receiving service during the check-in process. Usually an authorized individual name is presented to the worker to confirm based on the registered location (Mobile/GPS). Our GeoH solution will only present a recipient to the worker if the worker or the provider agency they work for has been authorized to serve that recipient. The elements of location address, GPS verification and signature can be submitted for verification.

#### VV004

##### **Direct care worker**

Each direct care worker has a unique login and password for access to the system. Additionally, the device used is also logged and associated with the direct care worker. Software access by the direct care worker as well as specific clock-in and out occurrences to include location of each can be reported.

#### VV005

##### **Billing provider agency**

Each agency is notated through their NPI or similar method while the individuals receiving care are sub-categorized under the agency of record. Agencies will only have access data and file claims for members they have received permission to provide services for and remain in their respective EVV solution.

#### VV006

##### **Location of visit**

The location of visit is captured at check-in by the direct care worker using GPS technology. This can be assigned as a fixed point for home-based care or configured for community-based care. The

check in and out occurrences per member by direct care worker are recorded and verified for claims and reporting.

#### VV007

##### **Date of visit**

The date of visit is captured and logged when the direct care worker checks-in. It is validated against the scheduled visit with business rules mitigating early clock-ins and notifications sent for late clock outs. The direct care workers mobile device is used to collect network time with use of manual time setting prohibiting usage. The date is logged at both the beginning and completion of the visit.

#### VV008

##### **Visit start time**

The visit start time is logged at check-in and validated against the scheduled start time. Direct care workers are prohibited from checking-in more than 5 minutes prior to visit scheduled beginning time. The direct care workers device is used to collect the network time and logged against the scheduled start time.

#### VV009

##### **Visit finish time**

The visit finish time is logged at clock out once all the tasks are acknowledged, and a signature collected from the person receiving the services. The direct care worker's mobile device is used to collect the network time and validated against scheduled end time of the visit. Additionally, the location of the direct care worker is collected when they check-out from a visit for validation and any exceptions are recorded.

#### VV010

##### **Missed visits**

Missed visits are collected when a direct care worker doesn't check-in to a scheduled visit. This data is collected within the audit log and exception report as well as if the visit is deleted to hide the missed visit.

#### VV011

##### **Late visits**

Visits that are check-in late versus scheduled start time are logged, and notifications sent to direct care worker and provider agency. These are reported within the audit log and exception report.

#### VV012

##### **Services delivered, including billing code and modifiers**

Services are configurable to multiple waiver types and programs to include billing code, modifiers, EDI information, unit rounding, and payment amounts. The architecture used to develop and design GeoH is configurable to incorporate local names and common types of services and programs/payer to increase adoption of the system and cause fewer issues to providers due to a learning curve.

### VV013

#### **Independent verification by individual receiving services**

GeoH requires the signature of person receiving the service within the software utilizing the direct care worker's mobile device prior to allowing a check-out. For Self-Directed Services where this is typically utilized but not required, it would be added to meet the DHHR requirements.

### VV014

#### **Payer**

The payer source/waiver type is correlated to the visit as a data point. The payer defines the business rules of rounding, services and billing amounts.

### VV015

#### **Manual or electronic verification**

Currently only electronic verification is supported on the mobile app as a data element. The manual verification will exist within the audit log and exception report with analytics supporting how often they occur, to which agency, what physical location within the state, and which direct care worker.

### VV016

#### **Data collection system, including the Department solution and other approved third-party electronic visit verification (EVV) systems**

GeoH provides and hosts standard XML file API's as well as near real time JSON/REST web services for integrations. GeoH's solution currently has file integrations with multiple software companies (including Sandata and Tellus) across the country. GeoH would bring that successful integration experience to the project in West Virginia.

### VV017

#### **The solution should have the ability to integrate the scheduling, authorization monitoring, visit verification, and billing.**

As a complete software solution, GeoH offers a scheduling component that allows for multiple service and payer types; monitoring of allowed hours including used, allowed, and yet scheduled for time period in question; all components of the EVV verification process as dictated by the 21st century Cures Act; and will integrate with West Virginia's MMIS using HIPAA 837 EDI claim forms.

### VV018

#### **The solution should verify visit components are within program requirements when a visit verification service is initiated and ignore, warn, or stop the user from entering data into the solution as determined by Department.**

GeoH currently utilizes an enhanced user interface that prompts users along a workflow. It can be customized to remove any components not included within program requirements to eliminate the input of data not determined needed by the Department. For specific data that the Department has determined it does not want recorded, data fields would prevent the collection of that information from occurring.

#### VV019

**The solution should securely capture an independent verification of the service delivery from the member receiving services.**

Where appropriate, especially for Self-Directed services, the Mobile App can capture the recipient's approval of the services at checkout through a signature collection functionality. For services recorded on the Mobile App, the recipient can sign on the device screen. Though this feature is not a requirement of the 21st Century Cures Act, it is built into the core of verification for a redundancy.

#### VV020

**The solution should have the ability to allow a direct care worker and/or provider agency to record visits to multiple members within a 24-hour period.**

It is very common for a personal care worker, nurse, or case manager to visit multiple recipients in a day. GeoH records each visit as an individual occurrence, while not allowing an individual care provider to check-in with multiple members, or a member to have multiple care workers checked-in simultaneously from the same provider.

#### VV021

**The solution should account for living arrangements in which multiple members receiving services reside at a single address.**

GeoH will configure the solution based on payer requirements and West Virginia regulations. Currently it would require the care giver to check-in and out of a member before recording the next visit and member's services. GeoH will work with West Virginia to determine whether this is acceptable, or a location-based visit with multiple members is allowable.

#### VV022

**The solution should have the ability to allow multiple direct care workers and/or provider agencies to record visits to a member within a 24-hour period.**

GeoH currently supports multiple programs and agencies. The Department would need to dictate if servicing provider companies can overlap if the offering services do not compete. As the aggregator, the data collection would occur post-visit during batch collection. The visits could be triaged based on need or allowed to simultaneously occur if the services did not compete with one another.

#### VV023

**The solution should have the ability to account for situations in which services are provided to a group of members during a single visit.**

GeoH will have the ability to record location services and account for multiple members receiving services simultaneously. GeoH will collaborate with the Department on how they would like to report those services. Currently the Mobile App presents the name of authorized recipients in the worker's location for the worker to select. When the worker wants to serve another recipient, the worker can check-out and then select the other recipient to check-in.

#### VV024

**The solution should have the ability to account for situations in which the member and the direct care worker reside at the same address.**

There are many times where family members take care of relatives under various programs. Our location-based solution relies on the member's location and the direct care person verifying they are there. The address or residence of the support person has no impact. This scenario happens frequently in Self-Directed care. In most cases the worker can simply check-in and out at the beginning and end of their shift and indicate on a checklist what tasks were done.

#### VV025

**The solution should account for situations in which a visit starts and/or ends away from the member's place of residence.**

The solution mandates that a location is verified prior to check-in. Multiple locations can be added and associated with a member to allow for check-in by the direct care worker. As we realize that situations like visits to a medical professional, errands and potentially transferring the member to another location during the visit, the check-out feature allows the worker to clock out where they are. This is reported in the "out of bounds" check-out report.

#### VV026

**The solution should be configurable to either allow or prevent multiple direct care workers and/or provider agencies from providing services to a member at the same time.**

This frequently happens when a Case Manager checks in while personal care or companion services are being rendered. Some Case Managers use the real time information in GeoH to do this deliberately to witness care being provided. The two visits remain completely independent in GeoH so each person performs check-in and check-out normally. GeoH will provide an Overlapped Claim by Client Report that allows Providers, Payers, and State employees to distinguish between overlaps that are normal and overlaps that may indicate an issue. Currently the solution is built with safeguards to notify an individual agency when scheduling multiple direct care workers at a member at the same time. It also could be configured to allow multiple care workers if agreed to by the Department. In an open/alt EVV solution which West Virginia is prescribing to, there is no way to prevent the overlapping scheduling as the visit would be sent post verification from another software. After the verified data is transferred to GeoH an error report could be generated, as determined by the Department, to determine which claim is correct and should be paid.

#### VV027

**The solution should verify that the agency providing the service has a valid pre-authorization for each member served on file.**

As part of the workflow, authorizations would be verified against both the provider agency and unique member identifier from payers or programs. These pre-authorizations would have the ability to be retroactive in nature to accommodate providers who start member services based on severity of need before the prior authorization has been processed.

#### VV028

**The solution should verify that the time of the visit is within the parameters outlined on the prior authorization and recorded in a format that can be sorted. The format should be YYYY-MM-DDTHH:MM:SS or equivalent.**

Both the time and date are recorded at check-in and check-out by the direct care worker. The format for reporting will be as dictated or similar.

#### VV029

**The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary.**

The business rules of when a visit verification is not necessary would need to be explained. There is a difference in services that need recorded effective 2021, and 2023 respectfully. If additional circumstances avail outside of the 21st Century Cures Act, documentation would be required for explanation and business rule implementation within the system and then integrated into the software.

#### VV030

**The solution should send real-time alerts when a visit documented in the prior authorization system is not initiated at the scheduled time.**

Currently, both the direct care worker and the provider agency designees receive notifications of missed and late clock ins. For critical care services (or any service selected by DHHR), GeoH will maintain the ability to issue an automated alert when those services are late or missed, so a qualified back-up worker may be dispatched. Automated alerts may be sent via email to designated recipients as determined by DHHR. Support coordinators, provider agencies, emergency back-up workers or State staff may be notified that a critical service has not been delivered.

#### VV031

**The solution should have the ability to account for circumstances in which a visit crosses calendar days.**

The solution tracks a visit real time, regardless of calendar days. On a weekly and monthly perspective, the reporting stops based on the calendar and carries the remaining portion of the visit to the next sequential week or month. The Mobile App captures the date and time of both the check-in and check-out, so service can continue over midnight. The date of service for the service on the billed claim is normally the date on which the service starts. Another option would be to break claims that span calendar days into two separate claims with two different dates of service.

#### VV032

**The solution should accommodate different definitions of pending, late, and missed visits by the status types as defined by the applicable program and/or waiver service.**

The business rules associated of scheduled, late and missed visits can be configured by program. The additional accommodation is included in the function of the billing code, rounding unit and other differentiating factors of the program which are recorded. Alerts would be sent according to the configured business rules set up during implementation.

### VV033

**The solution should allow a direct care worker and/or provider agency to receive messages indicating a possible problem with a visit verification.**

Error codes with explanations currently exist with the solution. Wrong location, incomplete data, and failure to gain required member signature are examples of error messages sent to the direct care worker or provider agency.



As described in Section, GeoH provides EVV services for Medicaid programs by providing an enterprise- scale, hosted application solution, delivering Software as a Service (SaaS). GeoH's solution provides sophisticated real-time location, time, and service data capture as beneficiaries receive services. Our solution includes a set of modules for scheduling and appointments, time and attendance tracking, claim creation and editing, billing, and reporting that can be

configured to meet the business rule requirements of different Medicaid-related programs and waivers (VV001-002; VV017; VV032). GeoH is designed to validate that beneficiaries are receiving authorized services according to their care plans in home or facility settings, while automating worker timekeeping and compliance with Fair Labor Standards Act (FLSA) records requirements. GeoH's solution meets all requirements for EVV mandated in the 21<sup>st</sup> Century Cures Act, as well as additional functionality that supports both providers and payers (VV003-02) . GeoH supports multiple programs and services with different policies, procedures, and business rules in every state where we operate, so configurability is built into the system architecture. (Attachment 6, MR004-013)

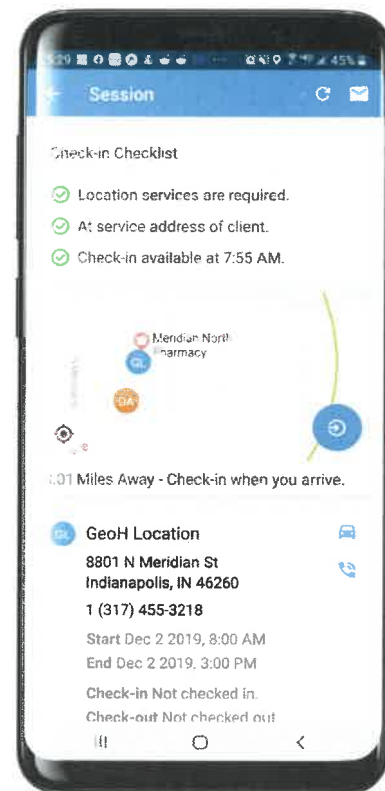
As it is very common for a personal care worker, nurse, or case manager to visit multiple recipients in a day. The Mobile App allow the worker to select the service recipient for each individual visit. The worker is shown the member who is within their geographic (GPS Based) area for the worker to select who the worker is serving. When the worker wants to serve another recipient, the worker can check-out and then select the other recipient to check-in even at the same residence. (VV020-0021) Frequently, workers provide personal care for a period of time, and then provide companion services for additional time. Most states want the worker to check-out from the first service and check-in for the second, so they know how much time of the visit to allocate to each service. There are other states where the authorization sets a time allocation rule between the two services, so the worker can check-in at the beginning and end, and have the system allocate the time between the two services. Some workers do not like having the system allocate time because if the personal care takes longer on a given day, the worker can get paid less. Therefore, most states prefer to have the worker check-out for the first service and check-in for the second. This scenario happens frequently in Self-Directed care. In most cases the worker can simply check-in and out at the beginning and end of their shift and indicate on a checklist

what tasks were done. (VV014-015) Where appropriate, especially for Self-Directed services, the Mobile App can capture the recipient’s approval of the services at checkout through a signature collection functionality. For services recorded on the Mobile App, the recipient can sign on the device screen. Though this feature is not a requirement of the 21<sup>st</sup> Century Cures Act, it is built into the core of verification for a redundancy. (VV019)

GeoH has a Representative (Employer) portal where an Employer of Record (EOR) can obtain time records for their workers to meet FLSA requirements. The provider is notified when the visit begins and ends within the software. The GeoH Mobile App captures the date and time of both the check-in and check-out, so service can continue over midnight as with Sleep Cycle Support. Per MMIS rules, the date of service for the service on the billed claim is normally the date on which the service starts. Another option would be to break claims that span calendar days into two separate claims with two different dates of service. GeoH supports registration of an unlimited number of recipient addresses with GPS locations or recipient land line phone numbers, all of which can be used for location verification. (VV031)

Overlap with a member during the same time frame frequently happens when a Case Manager checks in while personal care or companion services are being rendered. Some Case Managers use the real time information in GeoH to do this deliberately to witness care being provided. The two visits remain completely independent in GeoH so each person performs check-in and check-out normally. GeoH provides an Overlapped Claim by Client Report that allows Providers, Payers, and State employees to distinguish between overlaps that are normal and overlaps that may indicate an issue. Additionally, there are cases where multiple providers are servicing a singular member based on payer or program. GeoH will work with the DHHR to design business rules which allow or disallow those scenarios, as well as when multiple members receive services within a single visit. (VV022-023; VV026)

There are many times where family members take care of relatives under various programs. Our location-based solution relies on the member’s location and the direct care person verifying they are there. The address or residence of the support person has no impact. This scenario happens frequently in Self-Directed care. In most cases the worker can simply check-in and out at the beginning and end of their shift and indicate on a checklist what tasks were done. This also effects a visit, especially in self-directed care, when the visit begins or ends at a different location. The solution mandates that a location is verified prior to check-in. Multiple locations can be added and associated with a member to allow for check-in by the direct care worker. As we realize that situations like visits to a medical professional, errands and potentially transferring the member to another location during the visit, the check-out feature allows the worker to clock out where they are. This is reported in the “out of bounds” check-out report. Once completed, the solution will not allow another visit for the same member to be filed during the same time frame for the same services. It would be flagged in the exception report and the



proving agency notified. It also is of note that only providers with prior authorizations for a member will have the ability to submit claims for that member. These authorizations are validated against the MMIS and updated overnight as new or updated authorizations are received. (VV028)

Real time alerts are provided to the direct care worker and provider agency for late or missed visits. These alerts are housed in the exception report within the solution which through role-based permissions, the Department will have access to. Additional reporting functionality is included for frequency and compliance regarding those types of visits. (VV030; VV033) Direct care workers are notified immediately of any issue with visit verification, and the alert is escalated as necessary through the workflow until a solution is determined. GeoH as a solution takes into account the verification needs and elements of the 21<sup>st</sup> Century Cures Act and offers a system where needed verification is called for, and no data elements outside of those needed for verification are retained or required of providers. (VV029)

## Attachment 8: Technical Specification Approach

### Data Sources, Delivery and Display

#### DD001 – DD006

**The Vendor should develop and provide to the Department a Logical Data Model (LDM) that includes, but is not limited to:**

- **Data Classes**
- **Attributes**
- **Relationships**
- **Standards**
- **Other data elements identified by the Department**

The SOA architecture of GeoH has a preconceived LDM built within. With our direct industry experience, an innate understand of the relationships and attributes that interconnect payers, Programs, members providers, workers, services, date and time were the benchmark of the development and design of the system. It was created to understand the recognize the interdependence of the elements and standards that affect them. An example is show below in Table.

#### DD007

**The Vendor should provide a complete list of data elements along with corresponding definitions for reporting purposes, upon request.**

As the chosen vendor, GeoH will provide an ongoing report of data elements and their definition to correspond with any changes necessitated within the data model based on business rules and ongoing changes that may occur.

#### DD008

**The solution should provide real-time access to data entered within the system for insight to the services being provided and management of user activity.**

GeoH's real time solution provides a view of services being delivered as they occur. As the data for check-in, service delivery and visit workflow is collected, it is visible across the system for oversight.

#### DD009

**The solution should employ online real-time or batch updates of data between the solution and other systems including, but are not limited to, the Medicaid Management Information System (MMIS) and other third-party Electronic Visit Verification (EVV) systems.**

For batch processing, GeoH will receive data from an external source (i.e., MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) daily and processes during

a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH's databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. GeoH has integrated with multiple EVV solutions and best practices of that experience will be utilized including provider training.

#### DD010

**The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform.**

GeoH's solution through their standard API will have the ability to integrate client data for manipulation in the MDM platform with role access determining access and at what level. The client data will be accessible from a payer/program, provider and holistic view.

#### DD011

**The solution should allow users to extract data, manipulate the extracted data, and specify the desired format of the output.**

Users, based on role access, will have the ability to work within the allowed data and export to standard and supported formats including CSV, PDF and XML. Export functions will incorporate standard data collection functionality, and the data can be manipulated sent to desired file format.

#### DD012

**The solution should provide required Federal and Department data sharing including high-speed data transfer functionality to send and receive information.**

GeoH provides DHHR data to assist in making and monitoring policy decisions and meeting federal and state reporting requirements for accurately and efficiently creating financial reports. File API's for specific integrations with the MCOs. XML Layout sections define the tags, collections (e.g. multiple addresses or phone numbers) and data content and validations. Since XML is supported as a standard reporting output format by most database products (e.g. Microsoft SQL Server or Oracle) it is usually an easy way for systems to provide data needed by EVV.

#### DD013

**The solutions rules/procedures should allow for electronic communication between the Department, fiscal/employer agents, and providers.**

The system will establish an electronic communication portal for those within self-directed service programs. Independent verification and exception reporting, to include issues that would need flagged for review, would be examples of communication types supported.

#### DD014

**The solution should have the ability to store member communications.**

Communications between members would be tracked, logged and retained in a Jira format to correlate communication to topic and date. A workflow for follow up if needed would also be implemented and associated with the communications.

#### DD015

**The solution should exchange information through interfaces including, but not limited to the Medicaid Management Information System (MMIS), other Electronic Visit Verification (EVV) systems, and others as agreed upon by the Department.**

GeoH employs a flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces (APIs) to separate business rules from core programming. This also makes business rules available in both human and machine-readable formats. Most business rules in GeoH are captured in metadata tables in the database so that they are easily changed and updated as business rules change. The core programs in GeoH use business rules that are dynamically data-driven by values in meta-tables. This separates the core functions from a specific client's setup and business rules. This meets the modularity standards requirement to separate APIs, business rules, and core code into modules

#### DD016

**The solution should have the ability to interface with West Virginia's Enterprise Service Bus (ESB).**

GeoH has already integrated with and built out interfaces for the ESBs in Indiana and Florida due to long-standing clients residing in those respective states. GeoH is currently exploring State level ESB integration in Missouri, North Carolina, and Georgia due to client growth in those areas.

#### DD017

**The Vendor should complete, subject to approval by the Department, the interface with the Medicaid Management Information System (MMIS).**

Once selected and approved by the Department, the MMIS interface will be completed using standard architecture practices as has occurred in Indiana, Florida, and underway in Missouri and Georgia.

#### DD018

**The solution should be able to receive information in batch and in individual transactions on a schedule agreed upon by the Department.**

GeoH receives batch data from an external source (i.e., MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) daily and processes during a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH's databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. For individual transactions, web service interactions utilizing standard web service API's when connected to a secure portal hosted by GeoH applies an industry standard JSON/REST process and allows the same data elements to be transferred as batch processing. Both operations would be configured to an agreed upon schedule.

#### DD019

**The solution should have the ability to receive provider, member, and prior authorization data from the Medicaid Management Information System (MMIS) at a frequency and format determined by the Department.**

Once GeoH is selected and approved by the Department, the interface from DD017 to the State MMIS would allow for reception of data at an agreed upon frequency and format. The current architecture would benefit from an XLM file with current API but is configurable to meet any Department requirement.

#### DD020

**The solution's data aggregation component should be able to receive a response transaction in a format that is used by the Medicaid Management Information System (MMIS) for the purpose of verifying edits to claims.**

GeoH's system's interface from DD017 will allow the receipt of a response transaction. The format will have been integrated into the current architecture, and cross-walked to the corresponding data elements. The architecture of the system is configurable outside of core programming to allow for varying file formats to be received.

#### DD021-DD027

**The solution should have the ability to apply pre-edit information and serve as a data source for purposes of applying edits during claims processing. The disposition of the edit including, but not limited to deny or suspend, should be determined by the Medicaid Management Information System (MMIS).**

- **The solution should accept individual and/or batch visit verification inquiries from the Medicaid Management Information System (MMIS).**
- **Member name**
- **Billing provider**
- **Name**
- **Date**
- **Time of service delivery**

The original data elements of EVV for services to members is stored within the GeoH system and would serve as the data source. Manually entered edits, corrections, and overrides are normally managed with an exceptions process where specific users can make corrections, and, for some types of edits, specific users are empowered to approve or deny them before billing can take place. GeoH supports requiring a reason code for reporting and claim note for added or edited claims for services. If DHHR is willing to commit resources to review and approve edit requests for some services, GeoH can support a review process to approve or deny edits. The exact requirements and scope for this process will be defined in the JAC sessions with DHHR staff and documented in the System Integration Plan.

The GeoH solution includes a robust web and reporting solution. The extensive library of standard reports includes the following:

#### DD028

**The solution should have the ability to provide visit information to the Medicaid Management Information System (MMIS) by individual and/or in batch format at the discretion of the Department.**

The GeoH Mobile app is the basis and integrated into the GeoH solution to include the web portal, web service, file management, EDI (e.g. 837 claim submission), and reporting subsystems to provide full lifecycle management of recipient care from authorization, to scheduling, to visit verification and monitoring, and to billing. All visit data is evaluated against the prior authorization during the claims edit process to ensure only authorized claims are submitted for payment. The system starts with good, clean inputs provided including recipient information, authorizations, provider data, caregiver data, and plans of care. The GeoH solution utilizes the input data to let providers easily schedule visits and captures the visit information in real time through the mobile application. The visit information is then available for reporting and after claim confirmation, for billing. This supports clear planning and oversight for service delivery, and quick billing and payment for providers. Both batch and individual reporting is available as described in DD022

#### DD029

**The solution should support obtaining member eligibility information through the current Medicaid Management Information System (MMIS) solution using industry standard data interfaces and exchanges as defined by X12N 270/271 transactions. (Reference: <http://www.wpc-edi.com/>)**

Coordination of Benefits (COB) System Interface Specifications and file schema. The 270 Transaction Set will be utilized to make an inquiry about the eligibility of a member, and the 271 Transaction set as the appropriate response mechanism. GeoH understands that we have a critical role in maintaining DHHR's overall compliance with security and privacy laws, regulations, and CMS standards. We have experience with Electronic Visit Verification (EVV), Medicaid Management Information System (MMIS), and Medicaid eligibility systems, as well as with agencies transitioning their legacy systems to modern, modular systems.

#### DD030

**The solution should conform to ASC X12 Technical Reports Type 3 (TR3), Version 005010. (Reference: <http://www.wpc-edi.com/>)**

Both form 276 Health Care Claim Status Request and 277 Health Care Claim Status Response will be conformed when GeoH is selected by the Department. the conditional Loop ID's, data elements of EVV validation and their corresponding codes will be integrated in the MMIS interface.

#### **DD031**

**The solution should generate all forms and notices as necessary.**

GeoH will maintain and generate forms and notices as required by the MMIS, Department and any CMS based document for claims verification, or an element within that data set.

#### **DD032 – DD040**

**The solution should have the ability to schedule alerts and user notifications.**

**The solution should allow printing of blank and completed documents including, but not limited to:**

- **All forms**
- **All system-generated correspondence**
- **The solution should generate and supply forms in the following methods, including, but not limited to:**
  - **Email**
  - **Download from Portal**
  - **Postal Mail, upon request by the Department**

Providers can access the GeoH scheduling feature to schedule worker visits to recipients' homes. During the scheduling of a visit, the visit is tied to an authorization to seamlessly track the number of units available for use in each authorization. If a scheduled event exceeds the number of units available, GeoH will notify the user that the number of units has been exceeded. GeoH compares the scheduled events to the actual check-in and check-out times of the worker and alerts the provider via email if a worker is late or if an event is missed.

Alerts can be set up to meet the requirements of individual services or programs as DHHR chooses, and alerts can go to multiple recipients as defined in the template. These alerts can be tracked by caregiver, by provider or by recipient in various reports and dashboards to identify trends that need to be addressed.

Using role-based accessibility, the solution allows for printing of blank and completed forms including reports, correspondence and mandated forms required by the Department. Depending on role business rules and allowance of accessibility Department staff, would have access to any form and information within the system as a whole or individually while providers would be limited to information pertaining their agency, members, and direct care workers. These documents could be emailed or downloaded in various file formats.

With the lack of security protocols and controls inherent in Postal Mail, GeoH would require an indemnification for all documents submitted through Postal mail as directed by the Department.

**DD041-DD042**

**The solution should allow the ability to modify field attributes on a form as identified by the Department via the Change Management Plan.**

**The solution should allow updates to form templates as directed by the Change Management Plan.**

GeoH would follow the protocol of the Change Management Plan for all field modifications of forms. Global changes would require the GeoH receive the change in writing from the Department with stakeholder agreement prior to a change implemented. Form modification will be the decision of the Department but accomplished by the vendor. Form updates will also follow the same workflow in GeoH receiving notification in writing of the update and the template being updated as required.

**DD043-DD058**

**The solution should group related correspondence to ensure materials are delivered in a single mailing or posted to a portal account.**

**The solution should generate the data file containing forms and notices for delivery to the printing vendor for monthly distribution and as requested by the Department.**

**The solution should generate the data file containing forms and notices for delivery to the printing vendor for monthly distribution and as requested by the Department.**

**The solution should automatically populate information on notices or forms being issued.**

**The solution should generate batch forms.**

**The solution should save delivered forms to the user's account.**

**The solution should deliver data files containing all correspondence to the designated printing entity within 24 hours of the correspondence becoming final according to the Department's business rules.**

**The solution should post finalized correspondence to the web portal, according to the Department's business rules.**

**The solution should have the ability to produce all correspondence in a printer-friendly 8.5" x 11" format in landscape or portrait orientation.**

**The solution should have the ability to automatically save a Portable Document Format (PDF) copy of each final correspondence.**

**The solution should allow users to choose their preferred method of correspondence including, but not limited to, email, post mail, text, or phone.**

**The solution should generate correspondences using pre-defined templates.**

**The solution should include automatic system-generated correspondence with output capabilities including, but not limited to:**

- Email
- Post to user portal account

- **Queue for printing**
- **The solution should be able to schedule distribution of correspondence.**

Topical Communication with Providers: The process receives requests for information, appointments, and assistance from contractors (e.g., managed care, at-risk mental health) such as inquiries related to modifications in Medicaid Program policies and procedures, introduction of new programs, modifications to existing programs, public health alerts, and contract amendments, etc. This business process includes the log, research, development, approval, and delivery of routine or ad hoc messages. The State Medicaid Agency (SMA) communications include a variety of methods such as email, mail, publication, mobile device, facsimile, telephone, web or Electronic Data Interchange (EDI).

Features of the topical communication plan would include but not be limited to:

- Similar correspondence grouped together in mailing for reduced mailing and ease of burden on recipients. All finalized correspondence will be posted to the portal and saved to the specific user accounts within the system according to business rules and role access for validation of receipt and review ability.
- All created and data populated forms will be standard size, based off approved templates from the Department and made available for download and printing in a PDF file format.
- Correspondence will be sent to printing vendor within 24 hours of being finalized and approved via a data file based on the calendar and schedule provided by the Department.
- Recipients will have the ability to choose their preferred method of delivery of correspondence to include portal posting, email, SMS, and email. We would encourage the Department to transition to email, SMS, and portal delivery of non-global communications. We agree that mailings are important for total communication of policy change or regulation updates as examples, however reducing printed reports would decrease cost to the Department.

#### **DD059-DD068**

**The solution should provide flexible web-based reporting that meets external reporting needs and requirements defined by the Department.**

**The solution should include a standard library of reports that can be generated by any user with appropriate access.**

**The solution should have the ability to display the number of pages that should be printed before the user proceeds with printing a report.**

**The solution should have the ability to export reports directly from the solution into the user-specified format including, but not limited to:**

- **Excel**
- **Word**
- **Hyper Text Markup Language (HTML)**

- **Comma-Separated Value (CSV)**
- **Portable Document Format (PDF)**
- **The solution should provide reporting functionality capable of drilling down from summarized data to detailed data as agreed upon by the Department.**

The GeoH solution includes a robust reporting engine for use in EVV program monitoring to help identify and reduce fraud, waste, and abuse. The GeoH solution already contains a broad spectrum of standard reports that contain ad-hoc functions such as dropdown list filters, parameters, date ranges, and other selections that allow users to report on the data they are specifically interested in.

This allows DHHR and providers the ability to search through summary and detailed data views. A partial listing of the GeoH standard reports are listed below. Using standard selection criteria for each report, a user can customize the standard report to meet specific requirements easily and simply, and run a one-time report, or save a report that they want to run on a cadenced basis for ongoing analysis or metrics submissions.

These reports provide DHHR stakeholders, as well as the provider community (based on their security access authority), views into the electronic visit and verification data to manage the programs, confirm clients receive needed care, and help identify fraud, waste and abuse.

The reports found with the system are available in Word, Excel, CSV, HTML and PDF versions that will show, assuming it is browser supported, how many pages were selected for printing

GeoH will work with DHHR reporting needs and will confirm that any additional reporting needs are met through joint requirements discussions with DHHR.

#### **DD069**

**The solution should have an integrated web portal designed to interface, receive, send, and download specified content and reporting information directly from/to entities such as provider agencies, EVV Vendors, contractors, and other state and Federal agencies as part of a fully integrated solution.**

The GeoH solution and web portal integration architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers' current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR's migration and the GeoH integration with West Virginia's MMIS.

The GeoH solution can be integrated into a larger SOA architecture using data interfaces and application programming interfaces (API) and accessed by any Medicaid enterprise application in need of our services. GeoH solution processes employ data interchange and web service standards including secure JSON API and restful (REST) web services. This API infrastructure has been proven in Production operations.

Our solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer

portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA.

#### DD070-DD075

**The solution should contain the following features and capabilities including, but not limited to:**

**Drill down and look up functionality to minimize re-entry of information across multiple screens**

- **Multi-tasking and multiple window capability, including split screens**
- **The solution should provide context-sensitive help to users on all screens.**
- **The solution should provide menus that are understandable by non-technical users and provide secure access to all functional areas.**

**The solution should provide a user interface that allows users to move easily throughout the system.**

As discussed in DD068, the web-based solution is user-centric based on our industry knowledge. Use cases and beta user groups have been used to determine best user interface in a language that is clear to the industry and not overly technical in nature from a nomenclature standpoint.

Features of the interface will include, but not be limited to:

- Drill down functionality that allows the user to maintain their search string without continued repetitive data input.
- Menus and tabs based on industry standard and known verbiage accompanied by intuitive help menus and prompts to allow users to move through the system in a logical manner.

Our solution is cross-browser and cross-platform, with complete support for multi-monitors and devices. This allows users to easily reference other data within the organization and work on multiple tasks simultaneously.

#### DD076

**The solution should have the ability to provide public information without requiring authentication for the web portal.**

The GeoH solution will allow public announcements and general information on the landing page of the solution with a public web address. Authentication or sign-in will not be required to the external links posted on the landing page. We would also encourage general updates the DHHR would like to publicize regarding public health, changes to policy, or general announcements to also reside on the general access landing page.

#### DD077-DD083

**The solution should provide user interface features and capabilities including, but not limited to:**

- **Pull-down menus and window tabs**
- **Scalable, true-type screen and printing fonts**
- **Uppercase and lowercase alphabetic characters**
- **Ability to tab and mouse-click through data fields and screens**
- **Consistent theme throughout the site and standardize all headings and footers with index tabs as identified by the Department**

- **Generated messages that are clear and sufficiently descriptive to provide enough information for problem correction and be written in full English text**

GeoH's solution interface was developed by HIPAA-certified developers and user interface professionals. The functionality will remain consistent as discussed throughout the Data Source, Delivery, & Display

- Drop down lists with parameter list filters and window tabs clearly labeled when opened.
- Sound web-based development standards including scalable fonts for viewing and printing.
- The use of standardized English utilizing uppercase and lowercase alphabetic letters for all generated messages. Messages generated by the system will be descriptive, clear, and concise with enough information and highlighted data cells for simplified problem correction.
- A consistent West Virginia and DHHR theme throughout the interface that includes intuitive tab and mouse click-through data fields.

#### DD084

**The solution should provide the capability to display confirmation messages for response and request transactions when interfacing with other systems.**

GeoH's solution will provide confirmation responses to other systems interfacing within the system utilizing our SOA and API interface. The responses will be sent via email to the respective initiator of the data transfer and hosted in the portal for review and validation.

#### DD085

**The solution should have the ability to allow users to download or print a copy of completed submitted forms.**

GeoH will allow users to download and print completed submitted forms, as well as exception reports generated from the data or form transfer.

#### DD086-DD090

- **The solution should have the ability to perform the following functions including, but not limited to:**
- **Create flags**
- **Send alerts**
- **Integration of alerts into the workflow**
- **Seamlessly integrate the generation of alerts in the workflow management process to a system user-defined group or individual**

The GeoH SaaS solution incorporates FWA detection and prevention into a workflow process for providers known as a "claim scrub" process. If the worker uses EVV properly, the documented visit falls through the process and can be automatically billed with minimum intervention by the provider. If the workflow detects issue(s) with the visit documentation, the claim is flagged with a critical exception for the provider to "scrub" and make corrections before it can be billed.

The main steps of the workflow:

- **EVV Check-in and Check-out** – The caregiver documents the visit to the recipient by checking in and out at the beginning and end.
- **Workflow and Exceptions** – GeoH examines the visit documentation according to configurable business rules and creates a claim that may have one of two types of exceptions:
- **Critical Exceptions** – Issues such as missing a checkout or missing an authorization are critical and prevent a claim from being billed.
- **Informational Exceptions** – Issues such as care occurred in an unauthorized location that are flagged for reporting and investigation, but not usually used to prevent billing.

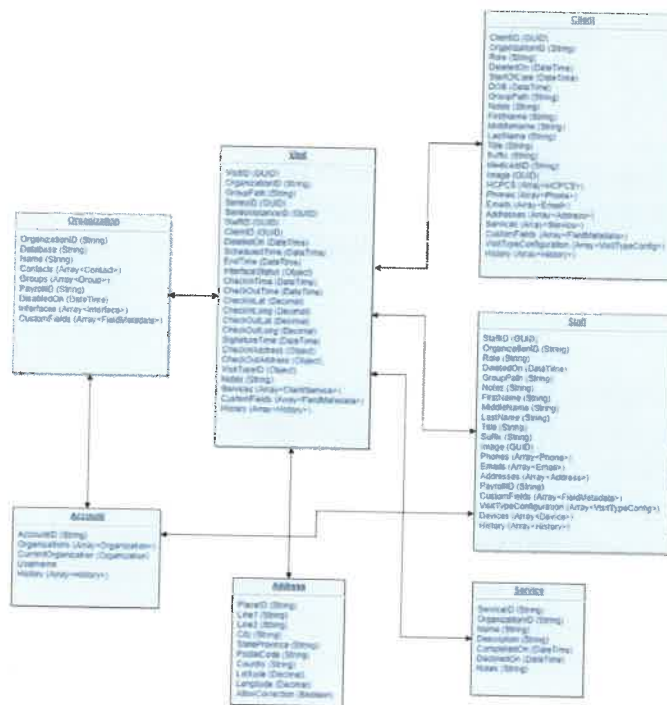
Claims with critical exceptions are held in the system for the provider to review and make corrections, while claims with no exceptions or only informational exceptions are staged for provider approval.

- **Edits and Corrections** – GeoH makes it easy for Providers to address errors and exceptions that do occur. The system provides an Exception Dashboard that breaks critical exception claims (claims that are currently non-billable) separate categories for any date of service range.
- **Confirmation and Attestation** – For “clean” claims, providers are required to confirm and attest that the caregiver visits are correct and appropriate for billing. This gives the provider’s final approval for billing on the provider’s behalf. Providers can approve on a claim by claim basis or use a web summary view. Providers can also schedule an overnight automated process.
- **Automated Claim Billing** – GeoH will incorporate an ANSI X12 standard EDI process for billing confirmed claims. This process automatically routes the claims to MMIS or to the MCO that the recipient is enrolled with – based on the payer that issued the authorization for service and agreed to pay for it. In most states this process runs on weekdays, so providers control the timing of their claim submissions by controlling when they confirm claims for billing.

Alerts are generated through the workflow when exceptions or flags occur. Clean claims fall through the workflow and an acceptance notification is created and sent for the submission.



The LDM GeoH relies upon is a synchronous relationship data model in which a singular data input changes the element throughout the database. Please see diagram below for an example of GeoH’s database schema. Upon selection and contract award, GeoH will present an inclusive list and hierarchy of the data elements for reporting to the Department. Batch verification or inquiries will be associated with the schema including elements and attributes for the function of reporting both as an individual search string or batch format.



GeoH utilizes a real time interface and SOA architecture that allows data elements to follow persistent data queues for processing through the system workflow into the database. GeoH provides an advanced, web-based reporting engine where providers, Managed Care Organization’s and State staff can run their own reports on demand, and securely stream them to their web browser for pick up. The reporting database is updated in real time so users can select and view even visit activity that is in progress when the report runs. GeoH provides an extensive library of report formats where users can select the exact scope and data content of the report that they want, based on their access authority. (DD008)

For batch processing, GeoH receives data from an external source (i.e., MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) on a daily basis as real time as possible, and processes during a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH’s databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. The table below identifies the standard file transfer API’s that are typically required when implementing and updating an EVV solution.

Name	Source	Description
Authorization Import	Usually MMIS Service Authorization or a Care Management System	Load New/Changed Authorizations from an external system (provider agency, support coordinator, fiscal agent, MMIS system, other state database) to GeoH.
Client Import	Usually MMIS Medicaid Enrollment	Load New/Changed Client (service recipient) enrollment details from an external system (provider agency, support coordinator, fiscal agent, MMIS system, other state database) to GeoH.

Provider Import	Usually MMIS Provider Enrollment	Load New/Changed Provider enrollment details from an external system (provider agency, support coordinator, fiscal agent, MMIS system, other state database) to GeoH.
Case Manager Import	Usually MMIS Enrollment or a Care Management System	Load New/Changed Case Managers/Care Coordinators data from an external system (provider agency, support coordinator, fiscal agent, MMIS system, other state database) to GeoH.

(DD010-12) Users, based on role access, will have the ability to work within the allowed data and export to standard and supported formats including CSV, PDF and XML. Export functions will incorporate standard data collection functionality, and the data can be manipulated sent to desired file format which is imported into the Master Data Management platform. THE MDM platform will define the workflow for client data for standardization, duplicate removal, and prevention of corrupt or incomplete data from entering the system. Since XML is supported as a standard reporting output format by most database products (e.g. Microsoft SQL Server or Oracle) it is usually an easy way for systems to provide data needed by EVV in the most efficient way.

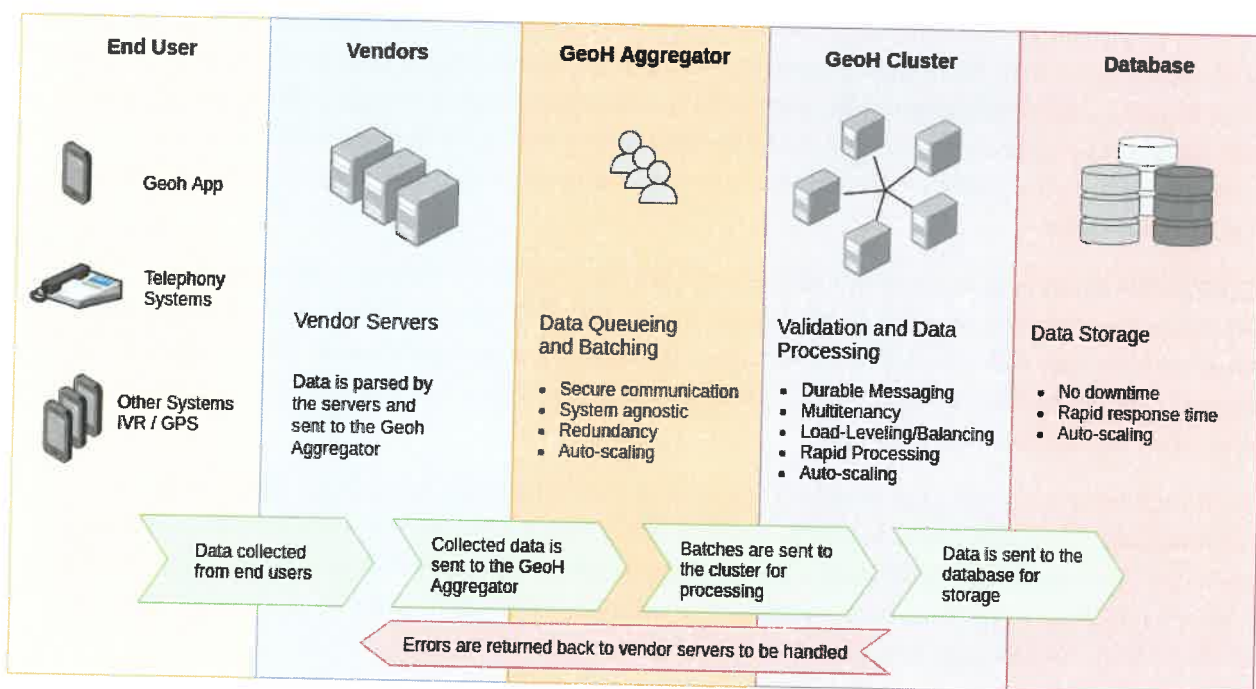
(DD013-17) GeoH employs a flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces (APIs) to separate business rules from core programming. This also makes business rules available in both human and machine-readable formats. Most business rules in GeoH are captured in metadata tables in the database so that they are easily changed and updated as business rules change. The core programs in GeoH use business rules that are dynamically data-driven by values in meta-tables. This separates the core functions from a specific client's setup and business rules. This meets the modularity standards requirement to separate APIs, business rules, and core code into modules. These methodologies allow for integration with the MMIS and the West Virginia data bus (ESB). The rules and procedures within the architecture allow for the flow and storage of communication between the needed stakeholders.

(DD018-21) GeoH receives batch data from an external source (i.e., MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) on a daily basis and processes during a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH's databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. For individual transactions, web service interactions utilizing standard web service API's when connected to a secure portal hosted by GeoH applies an industry standard JSON/REST process and allows the same data elements to be transferred as batch processing. Both operations would be configured to an agreed upon schedule with the Department. The solution will facilitate the State's MMIS to transmit member, provider and authorization information into a workflow which accepts the data in the agreed upon file format from the MMIS and the associated response in the same format. These files would have pre-edit information accepting or denying the claim based on Department rules and MMIS determination.

(DD022-028) GeoH is skilled in integrating all components of a successful EVV solution, including the automatic loading of provider and recipient files. The two most common interfaces are batch processing and web service exchange. For batch processing, GeoH receives data from an external source (i.e.,

MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) on a daily basis and processes during a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH’s databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error.

For web service interaction (individual), the same data elements are transmitted in real-time, utilizing standard web service API’s when connected to a secure web portal hosted by GeoH. GeoH applies an industry standard Representational State Transfer / JavaScript Object Notation (JSON/REST) process following a secure login process. Updating data in real-time improves accuracy and timely reporting, including interactive dashboard updates. In some implementations the enrollment data comes from a batch integration, while the Authorization data uses web services so that recipient services can be authorized quickly.



The GeoH Mobile app is the basis and integrated into the GeoH solution to include the web portal, web service, file management, EDI (e.g. 837 claim submission), and reporting subsystems to provide full lifecycle management of recipient care from authorization, to scheduling, to visit verification and monitoring, and to billing. All visit data is evaluated against the prior authorization during the claims edit process to ensure only authorized claims are submitted for payment. The system starts with good, clean inputs provided including recipient information, authorizations, provider data, caregiver data, and plans of care. The GeoH solution utilizes the input data to let providers easily schedule visits and captures the visit information in real time through the mobile application. The visit information is then available for reporting and after claim confirmation, for billing. This supports clear planning and oversight for service delivery, and quick billing and payment for providers. Both batch and individual reporting is available as described.

Reference data needed to operate the EVV solution includes recipient and provider enrollment data, case manager enrollments and case load assignment, and service authorizations from care management

systems. West Virginia's DHHR's answers to RFP questions suggest that recipient and provider enrollments will probably come from West Virginia MMIS, while authorizations may come from both MMIS and from Managed Care Organization's systems.

For batch processing, GeoH will receive data from the designated source on a daily basis and will process during a defined timeframe. These imports are received by GeoH in an XML format and then imported into GeoH's databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. File transport can be accomplished in one of two ways:

- SFTP gateway – Transfer files and return results to support managed file transfers. This is the most common mechanism for file transfers with MMIS and Managed Care Organizations.
- Secure Web upload – Transfer files and return results using a secure https: web page.

For web service interaction, the same data elements are transmitted in real time, utilizing standard GeoH web service APIs. GeoH uses an industry standard JavaScript Object Notation / Representational State Transfer (JSON/REST) format for transactions and employs a secure login authentication process and Transport Level Security (TLS) 1.2 that is compliant with NIST SP 800-66 requirements. Data transfers apply data scoping edits such that each web service user can only access and modify records that the user owns.

(DD029-030) GeoH incorporates an ANSI X12 standard EDI process for billing confirmed claims. This process automatically routes the claims to MMIS or to the MCO that the recipient is enrolled with – based on the payer that issued the authorization for service and agreed to pay for it. In most states this process runs on weekdays, so providers control the timing of their claim submissions by controlling when they confirm claims for billing.

GeoH incorporates an ANSI X12 standard EDI process for billing confirmed claims. This process automatically routes the claims to MMIS or to the MCO that the recipient is enrolled with – based on the payer that issued the authorization for service and agreed to pay for it. In most states this process runs on weekdays, so providers control the timing of their claim submissions by controlling when they confirm claims for billing. Following the CMS Standard:

For the 270, We use multiple eligibility requests in one transaction set (ST/SE), and one functional group (GS/GE) and one interchange (ISA/IEA) per file.

Example File Layout:

- \* ISA
- \* GS
- \* ST
- \* Eligibility Request
- \* Eligibility Request
- \* Eligibility Request
- \* Eligibility Request
- \* .....
- \* SE



- \* GS
- \* IEA

For the 271, we use multiple eligibility response in one transaction set (ST/SE), and one functional group (GS/GE) and one interchange (ISA/IEA) per file.

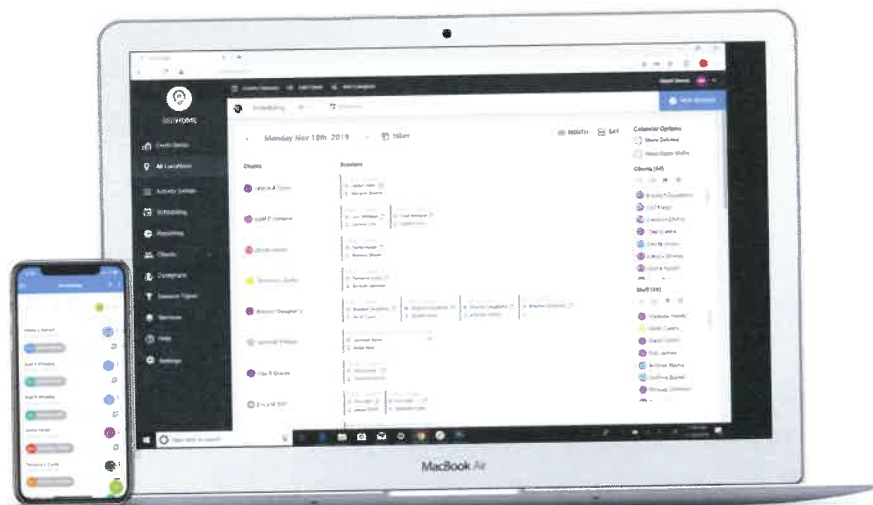
Example File Layout:

- \* ISA
- \* GS
- \* ST
- \* Eligibility Response
- \* Eligibility Response
- \* Eligibility Response
- \* Eligibility Response
- \* .....
- \* SE
- \* GS
- \* IEA

Additionally, both form 276 Health Care Claim Status Request and 277 Health Care Claim Status Response will be conformed when GeoH is selected by the Department. The conditional Loop ID's, data elements of ECV validation and their corresponding codes will be integrated in the MMIS interface as detailed in CMS Standard Companion Guide Health Care Claim: Institutional (8371).

GeoH will maintain and generate forms and notices as required by the MMIS, Department and any CMS based document for claims verification, or an element within that data set. Topical Communication with Providers: The process receives requests for information, appointments, and assistance from contractors (e.g., managed care, at-risk mental health) such as inquiries related to modifications in Medicaid Program policies and procedures, introduction of new programs, modifications to existing programs, public health alerts, and contract amendments, etc. This business process includes the log, research, development, approval, and delivery of routine or ad hoc messages. The State Medicaid Agency (SMA) communications include a variety of methods such as email, mail, publication, mobile device, facsimile, telephone, web or Electronic Data Interchange (EDI).

Providers can access the GeoH scheduling feature to schedule worker visits to recipients' homes. During the scheduling of a visit, the visit is tied to an authorization to seamlessly track the number of units available for use in each authorization. If a scheduled event exceeds the number of units available, GeoH will notify the user that the number of units has been exceeded. GeoH compares the scheduled events to the actual check-in and check-out times of the worker and alerts the provider via email if a worker is late or if an event is missed.



Alerts can be set up to meet the requirements of individual services or programs as DHHR chooses, and alerts can go to multiple recipients as defined in the template. These alerts can be tracked by caregiver, by provider or by recipient in various reports and dashboards to identify trends that need to be addressed. (DD031-032).

All communication within the GeoH portal are printable in multiple manners, including PDF, HTML, word, and excel. Using role-based accessibility, the solution allows for printing of bank and completed forms including reports, correspondence and mandated forms required by the Department. Depending on role business rules and allowance of accessibility Department staff, would have access to any form and information within the system as a whole or individually while providers would be limited to information pertaining their agency, members, and direct care workers. These documents could be emailed or downloaded in various file formats.

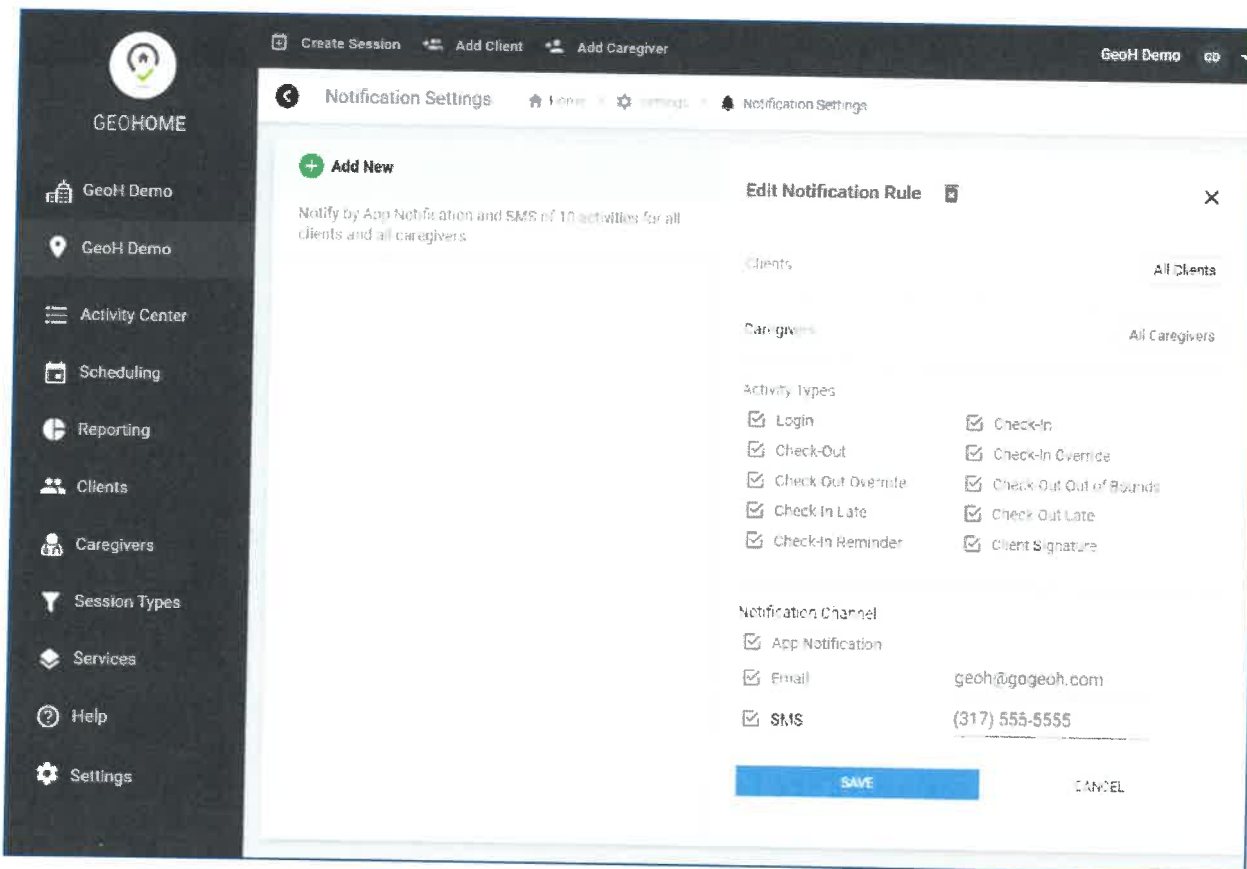
With the lack of security protocols and controls through the use of Postal Mail, GeoH would require an indemnification for all documents submitted through Postal mail as directed by the Department. (DD033-040)

GeoH would follow the protocol of the Change Management Plan for all field modifications of forms. Global changes would require the GeoH receive the change in writing from the Department with stakeholder agreement to the ticketing system or within the Change management Plan prior to a change implemented. Form modification will be the decision of the Department but accomplished by the vendor. Form updates will also follow the same workflow in GeoH receiving notification in writing of the update and the template being updated as required. (DD041-042)

Topical Communication with Providers: The process receives requests for information, appointments, and assistance from contractors (e.g., managed care, at-risk mental health) such as inquiries related to modifications in Medicaid Program policies and procedures, introduction of new programs, modifications to existing programs, public health alerts, and contract amendments, etc. This business process includes the log, research, development, approval, and delivery of routine or ad hoc messages. The State Medicaid Agency (SMA) communications include a variety of methods such as email, mail, publication, mobile device, facsimile, telephone, web or Electronic Data Interchange (EDI).

Features of the topical communication plan would include but not be limited to:

- Similar correspondence grouped together in mailing for reduced mailing and ease of burden on recipients. All finalized correspondence will be posted to the portal and saved to the specific user accounts within the system according to business rules and role access for validation of receipt and review ability.



- All created and data populated forms will be standard size, based off of approved templates from the Department and made available for download and printing in a PDF file format.
- Correspondence will be sent to printing vendor within 24 hours of being finalized and approved via a data file based on the calendar and schedule provided by the Department.
- Recipients will have the ability to choose their preferred method of delivery of correspondence to include portal posting, email, SMS, and email. We would encourage the Department to transition to email, SMS, and portal delivery of non-global communications. We agree that mailings are important for total communication of policy change or regulation updates as examples, however reducing printed reports would decrease cost to the Department. (DD043-058)

Form Management (DD059-068)

The GeoH solution includes a robust reporting engine for use in EVV program monitoring to help identify and reduce fraud, waste, and abuse. The GeoH solution already contains a broad spectrum of standard reports that contain ad-hoc functions such as dropdown list filters, parameters, date ranges, and other selections that allow users to report on the data they are specifically interested in.

This allows DHHR and providers the ability to search through summary and detailed data views. A partial listing of the GeoH standard reports are listed below. Using standard selection criteria for each report, a user can customize the standard report to meet specific requirements easily and simply, and run a one-time report, or save a report that they want to run on a cadenced basis for ongoing analysis or metrics submissions.

These reports provide DHHR stakeholders, as well as the provider community (based on their security access authority), views into the electronic visit and verification data to manage the programs, confirm clients receive needed care, and help identify fraud, waste and abuse.

The reports found with the system are available in Word, Excel, CSV, HTML and PDF versions that will show, assuming it is browser supported, how many pages were selected for printing

GeoH will work with DHHR reporting needs and will confirm that any additional reporting needs are met through joint requirements discussions with DHHR.

Web interface- This allows DHHR and providers the ability to search through summary and detailed data views. A partial listing of the GeoH standard reports are listed below. Using standard selection criteria for each report, a user can customize the standard report to meet specific requirements easily and simply, and run a one-time report, or save a report that they want to run on a cadenced basis for ongoing analysis or metrics submissions.

These reports provide DHHR stakeholders, as well as the provider community (based on their security access authority), views into the electronic visit and verification data to manage the programs, confirm clients receive needed care, and help identify fraud, waste and abuse.

The reports found with the system are available in Word, Excel, CSV, HTML and PDF versions that will show, assuming it is browser supported, how many pages were selected for printing

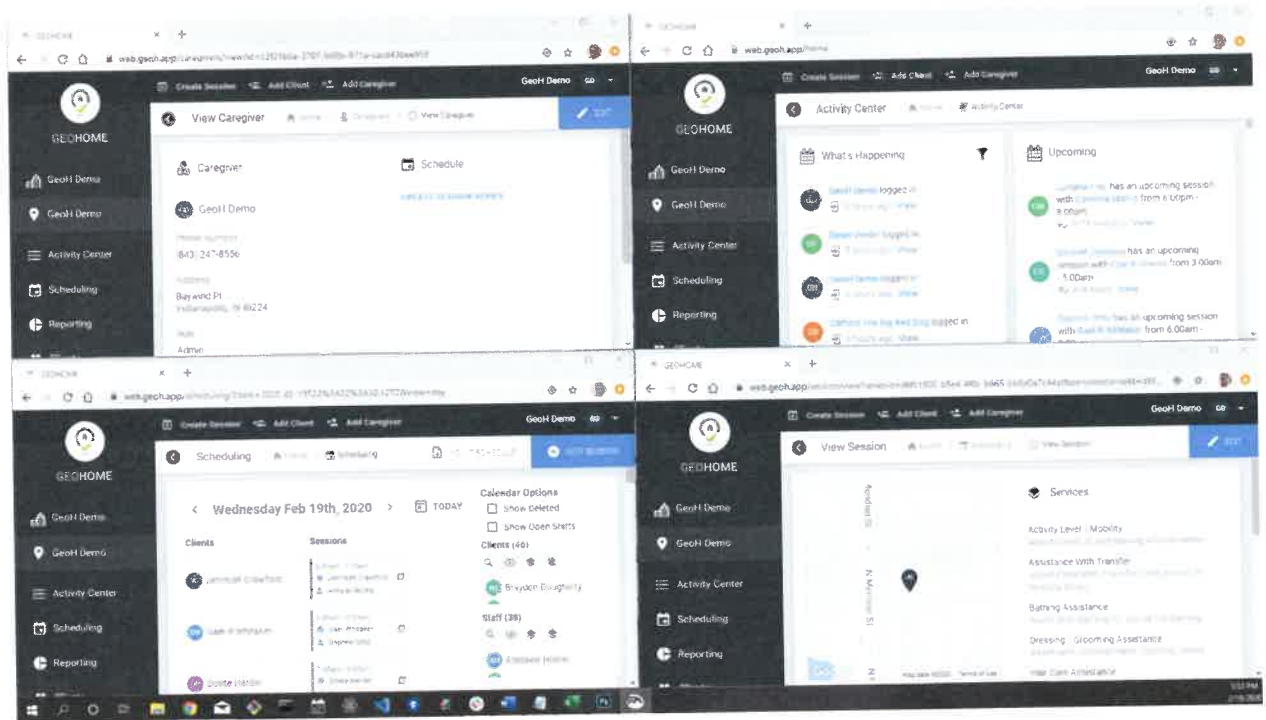
GeoH will work with DHHR reporting needs and will confirm that any additional reporting needs are met through joint requirements discussions with DHHR. (DD069)



As discussed in DD068, the web-based solution is user centric based on our industry knowledge. The GeoH solution will allow public announcements and general information on the landing page of the solution with a public web address. Authentication or sign-in will not be required to the external links posted on the landing page. We would also encourage general updates the DHHR would like to publicize regarding public health, changes to policy, or general announcements to also reside on the general access landing page. (DD076) Use cases and beta user groups have been used to determine best user interface in a language that is clear to the industry and not overly technical in nature from a nomenclature standpoint. Features of the interface will include, but not be limited to:

- Drill down functionality that allows the user to maintain their search string without continued repetitive data input.
- Menus and tabs based on industry standard and known verbiage accompanied by intuitive help menus and prompts to allow users to move through the system in a logical manner.

Our solution is cross-browser and cross-platform, with complete support for multi-monitors and devices. This allows users to easily reference other data within the organization and work on multiple tasks simultaneously. (DD070-075)



The user interface/usability of GeoH's solution interface was developed by HIPPA certified developers and user interface professionals. The functionality will remain consistent as discussed throughout the Data Source, Delivery, & Display

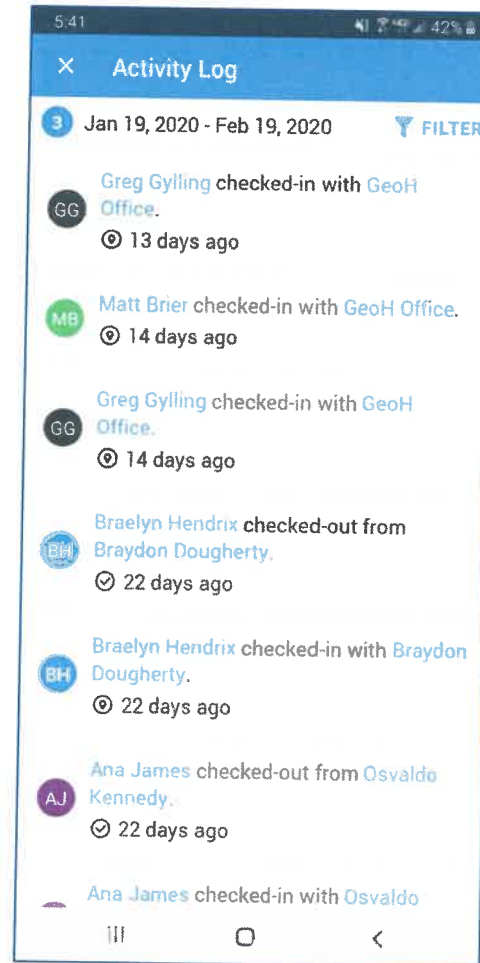
- Drop down lists with parameter list filters and window tabs clearly labeled when opened.
- Sound web-based development standards including scalable fonts for viewing and printing.
- The use of standardized English utilizing uppercase and lowercase alphabetic letters for all generated messages. Messages generated by the system will be descriptive, clear, and concise with enough information and highlighted data cells for simplified problem correction.
- A consistent West Virginia and DHHR theme throughout the interface that includes intuitive tab and mouse click-through data fields. (DD083)

The full integration of GeoH with the Department, MMIS and DHHR allows for a seamless flow of information exchange and data record keeping. GeoH's solution will provide confirmation responses to other systems interfacing within the system utilizing our SOA and API interface. The responses will be sent via email to the respective initiator of the data transfer and hosted in the portal for review and validation. Users, based on role permissions previously assigned and illustrated, will have options to download and print completed and submitted forms, as well as exception reports generated from the data or form transfer. (DD084-85).

The GeoH SaaS solution incorporates FWA detection and prevention into a workflow process for providers known as a "claim validation and exception" process. If the worker uses EVV properly, the documented visit falls through the process and can be automatically billed with minimum intervention by the provider. If the workflow detects issue(s) with the visit documentation, the claim is flagged with a critical exception for the provider to "validate" and make corrections before it can be billed

The main steps of the workflow:

- **EVV Check-in and Check-out** – The caregiver documents the visit to the recipient by checking in and out at the beginning and end.
- **Workflow and Exceptions** – GeoH examines the visit documentation according to configurable business rules and creates a claim that may have one of two types of exceptions:
- **Critical Exceptions** – Issues such as missing a checkout or missing an authorization are critical and prevent a claim from being billed.
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- **Edits and Corrections**- GeoH makes it easy for Providers to address errors and exceptions that do occur. The system provides an Exception Dashboard that breaks critical exception claims (claims that are currently non-billable) separate categories for any date of service range.
- **Confirmation and Attestation** – For “clean” claims, providers are required to confirm and attest that the caregiver visits are correct and appropriate for billing. This gives the provider’s final approval for billing on the provider’s behalf. Providers can approve on a claim basis or use a web summary view. Providers can also schedule an overnight automated process.
- **Automated Claim Billing** – GeoH will incorporate an ANSI X12 standard EDI process for billing confirmed claims. This process automatically routes the claims to MMIS or to the MANAGED CARE ORGANIZATION that the recipient is enrolled with based on the payer that issued the authorization for service and agreed to pay for it. In most states this process runs on weekdays, so providers control the timing of their claim submissions by controlling when they confirm claims for billing.



Alerts are generated through the workflow when exceptions or flags occur. Clean claims fall through the workflow and an acceptance notification is created and sent for the submission.

## Data Quality

### DQ001-DQ005

The solution should provide a method to identify the following:

- **National Provider Identifier (NPI)**

- **Healthcare Common Procedure Coding System (HCPCS)**
- **International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) and related modifiers**
- **State-specific codes defined by the Department**

As part of the GeoH solution of data transfer, certain data elements will be associated with the payer, program, provider, or service type for the validation of Data Quality.

- The NPI of the provider shall be recorded within the system as the provider's unique identifier for claim processing.
- HCPCS and ICD-10 codes shall be in a format similar to CMS for 1450 (UB04) and maintain the data elements required therein.

State specific codes or modifiers as defined by the Department will be matrixed within the system as necessitated and associated with the correct data element.

#### **DQ006-DQ010**

**The Vendor should collaborate with the Department to determine how data should be transferred to and from the Medicaid Management Information System (MMIS), including, but not limited to:**

- **Definition of data elements**
- **Data file formatting**
- **Data exchange frequency**
- **Thresholds for data quality and acceptance**

GeoH confirms it will collaborate with Department, after acceptance and allowance to integrate with the State MMIS.

GeoH's solution meets the requirements stated in DQ006-DQ010 above.

Data transfers into and out of GeoH use standard XML file Application Program Interfaces (API's) or standard JSON/REST web service API transactions. The API's have both required and optional data elements as part of basic data for EVV functions. The application supports added custom data fields as needed to meet local business needs (e.g., a High-Risk flag to identify a population of high-risk recipients for reporting). These can be configured into to the API's to allow the elements to be transferred into and out of GeoH at a frequency and data quality as agreed upon with the Department.

#### **DQ011**

**The solution should allow the Department to review and approve data elements included in request and response data exchanges prior to Vendor development or configuration of the solution.**

GeoH confirms that the Department will have the ability to review and mutually approve data elements included both in the request and response data exchange prior to GeoH's configuration of the solution.

#### **DQ012**

**The Vendor should develop, publish, and maintain a system interface standard for external electronic visit verification (EVV) data partners approved by the Department.**

The GeoH solution will provide for an EVV interface with third party (system) agency management applications or with existing provider EVV systems that have been approved to send EVV data to the GeoH system for unified statewide reporting. GeoH will allow providers/EVV Systems to upload EVV data files through a secure page on the GeoH web.

If there are any very large providers or data aggregators or MCO's in West Virginia (there are two that we are aware of with 2100 and 800 direct care workers, respectively) with EVV systems and large files to upload on a regular basis, GeoH can, optionally, set up an SFTP file gateway for automating very large file transfers. Alternatively, GeoH can provide an optional secure JSON/REST Web Service API portal for other EVV systems to provide data in near-real time. The solution provided by GeoH provides options that can be matched to the scale and technical sophistication of the system(s) of the EVV trading partner(s) that DHHR approves for this service.

GeoH provides a complete Claim Aggregator solution that can accept and process:

- **Raw EVV claims** – Visit records where GeoH is expected to support the full claim workflow, claim scrub, and billing submission.
- **EVV Encounters** – Visit records that were billed through the third party EVV billing system. GeoH is expected to run the EVV exception workflows using EVV data and provide consolidated EVV reporting.

#### DQ013

**The Vendor should ensure that file standardization is supported for data element lengths, field format, and type.**

GeoH will provide a secure SFTP file gateway, particularly for large files, where users can drop files for processing, and subsequently pick up a file with processing results and any error messages. For example, File Gateway would be used for Claims Aggregation which supports importing of EVV information from approved Third Party EVV solutions. A standardization of data element length, field format and type will be provided to ALT EVV solutions.

#### DQ014

**The solution should incorporate a method to view interface files for investigation and further processing.**

GeoH will implement a validation of data transfer files that trigger an error to include the data element or completion reason, as well as an alert to the ALT EVV solution and provider agency or individual as to why the file was not accepted.

#### DQ015

**The solution should create and retain an audit trail of all interface activity in accordance with the Department's Data Retention Policy. (Reference: [https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013\\_DataBackup\\_Mar2019.pdf](https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf))**

The State of West Virginia Office of Technology Policy: Data Backup and Retention issued by the CTO does not specifically list the length of time the audit log as created by the audit trail of

interface activity should be retained. GeoH confirms it will work with the Department to develop and maintain a Data Retention Plan that complies with DHHR retention policies.

#### DQ016

**The solution should make information about data exchange errors and discrepancies available to the Department and appropriate users monthly.**

GeoH will provide monthly exception reports to appropriate users. As role access allows, the Department will have a holistic report searchable data element. EVV Systems and providers will be provided with exceptions pertinent to their individual submissions.

#### DQ017

**The Vendor should provide searchable data schemas and data dictionaries for the solution.**

GeoH will provide a data dictionary after agreement with the Department on the attributes and relationships of the data elements. Through the use of these defined terms from the data dictionary and additional drill down functionality, the database will be searchable for specific records.

#### DQ018

**The solution should report on both duplicated and unduplicated record counts.**

GeoH will validate records during transfer of data within the system. A report detailing data records including counts will be provided. Duplicated records will be as part of the exception report with reason code (transfer failure, incomplete data, and updated claim as examples) will also be produced and sorted within the reporting function.

#### DQ019

**The solution should use consistent data schemes and version control.**

GeoH utilizes Office 365 as our electronic repository tool. Office 365 allows for identified DHHR staff to have secure access to the Office 365 extranet site that will be established specifically for DHHR's GeoH Implementation. Version control will reside in Office 365.

Consistent data schemas are used to maintain data element integrity and reduce errors in editing as the consistency of schema allows for one change to implement across the system."

#### DQ020

**The solution should have the ability to assure data changes made in one part of the solution automatically populate other parts of the system to avoid duplicate data entry.**

GeoH's architecture at the database level utilizes relational database synchronization. This establishes data consistency between databases, automatically copying the data changes back and forth. Continuous data harmonization including pulling data from the master database to slave destination is an example for data integrity.

#### DQ021

**The Vendor should maintain a comprehensive list of all reports, their intended use, and business area supported.**

GeoH will maintain a comprehensive list of internal reports for each business area, and their use. However, sections PG016, PL005-010, and SM048 of this RFP all mandate ad hoc reporting with user-based data fields. By nature that allows for reports not within the GeoH. For compliance, GeoH will record ad hoc reports ran, as well as the role and user who requested them within the master database.

#### DQ022

**The solution should generate a listing of all standard online reports available, the description of each report, and a link to the most recent report for role-based report access.**

GeoH will provide a reporting tab within the portal with a standardized listing of available reports. The link, per role access, will take the user to the report where pertinent data would be input for computation. Data input possibilities might be date range, geographic location, service type or similar.

#### DQ023

**The solution should identify and use consistent report fields.**

The consistent data schemas utilized in the relational database of GeoH result in report fields that are consistent by default. This consistency is what allows for the synchronization and harmonization of the database, while reduces manual input errors.

#### DQ024

**The solution should display a consistent format on all reports.**

The reporting function within GeoH's system is consistent based on selected data elements. It is worth noting that based on the need for various report format outputs, the downloaded version may be different than the viewable report.

#### DQ025-DQ029

**The solution should have the ability to categorize and organize reports including, but not limited to, the following parameters:**

- **Source system**
- **Data content**
- **Purpose**
- **Frequency**

**The GeoH reports engine brings powerful features to the web user community:**

**Security:** Reports are PULLED and never pushed – Users decide exactly what data they want and launch a report request. An icon for the report appears when the report is ready. The user clicks on the icon to securely download the report to their browser session. Reports containing PHI and PII data are NEVER mailed or emailed, and therefore cannot be accidentally mis-directed. This also eliminates mailing costs. Although, we don't recommend pushing any reports containing PII or PHI data, our solution is flexible to accommodate that should DHHR require such a feature. This can be discussed further with DHHR in the Joint Application Configuration (JACs) Sessions during implementation.

**Real time access to data:** EVV data comes into GeoH in real time from the Mobile App and upon edit within the web. Data shown in the reports is also real time and includes all relevant EVV data right up to the time the report runs. Small provider offices frequently run the Time and Attendance Report for the current day throughout the day to keep tabs on their workers.

**Criteria selection:** Every report has a selection web page that allows the user to determine the exact content of the report, by date range, recipient, worker, service or other appropriate criteria. The user gets exactly the data the user wants and does not have to scan through a bulk report to find the record the user is looking for.

**Real time ad hoc or scheduled reporting:** Users can run their reports with their selections and download their results in seconds or minutes. Or users can save criteria selections for regular weekly or monthly reports as templates and schedule them to run automatically. The user can then pick up the scheduled reports from the GeoH web when they have completed

GeoH will work with the Department to understand the concept of the data element “purpose” prior to commenting on how GeoH addresses that data point.

#### DQ030

**The solution should generate exception reports prior to being submitted to the receiving entity such as the Medicaid Management Information System (MMIS) or other systems receiving electronic visit verification (EVV) data to facilitate data correction by the submitting entity including, but not limited to the following:**

GeoH’s solution generates an exception report that functions as follows:

- Verifies and documents arrival and departure of healthcare workers.
- Verifies tasks performed and the times they are completed.
- Provides documentation for review to confirm services were delivered as authorized.
- Provides a real-time, online data repository for home and community-based services.
- Applies critical exceptions to visit records to prevent billing for unauthorized or ineligible services.
- Applies informational exceptions to visit records to flag for explanation or audit review.
- Provides extensive reporting on exceptions, visit overlaps, or unapproved locations.
- Requires Provider confirmation and attestation on claims as accurate and complete before billing to provide non-repudiation of billed Medicaid claims.

#### DQ031-DQ033

##### **Manual edits**

##### **Error corrections**

##### **Additions to the interface records**

GeoH will work with the Department to determine standardized levels of acceptance for exceptions prior to submitting to MMIS or other receiving entity. At the Departments direction, some exceptions will void a claim, while others will require an explanation though an error code.

#### DQ034

**The solution should generate error reports at the summary and detail levels that include all data necessary to resolve errors monthly and as requested by the Department.**

Error reports generated by GeoH within the exception report will list the summary errors initial to include quantity or error records and allow for a detailed reporting once the summary type of error report is selected. At a role-based Department level, the reporting will allow for a drill down functionality that includes payer, program, provider and service type. Provider level exception reports will remain as containing only data elements associated with the provider.

#### DQ035

**The solution should store reports to allow users the ability to retrieve them quickly per the Department's business rules.**

GeoH confirms that it will store reports within the portal for easy accessibility per Department's business rules.

#### DQ036

**The solution should reload or resend records if they have not been applied correctly to the receiving entity.**

GeoH's solution will attempt to reload or resend the record that had not been applied correctly to the receiving entity. An error message will also be sent to the submitting entity detailing failed submission.

#### DQ037

**The solution should detect duplicate files or records and isolate them for manual review and further processing.**

GeoH will work with the Department to determine allowable duplication of files and will flag and isolate without submitting those that fall within the exception report. The Department will need to set guidance regarding edge cases to include multiple providers simultaneously attempting services to a singular member. A determination of overlap and service competition will need to be decided upon by the department for business rule implementation.

#### DQ038

**The solution should create messages that accurately describe errors received as a result of a data transfer.**

GeoH's solution will create messages in full English that explains the errors in the data file. Further the submitting entity will receive the error message and the Department will have access to a master error summary and detail report(s) for investigation into additional need of training for submitting entities or other potential causes of the continuous errors.

#### DQ039

**The solution should have the ability to maintain an up-to-date inventory of all forms utilized and make this inventory available to the Department upon request.**

GeoH will have all utilized forms available electronically within the portal. GeoH would encourage electronic transmission of blank utilized forms to decrease environmental impact, but upon Department request will supply needed inventory.

#### DQ040

**The solution should have the ability to identify which fields in forms are required and which are optional.**

GeoH's solution will know which fields are required, and which are optional as they will reside within the system. Forms submitted without required information will result in error messages being sent to the submitting entity. Forms submitted without required data will not be kept and stored in the system.

#### DQ041

**The solution should have the ability to store the date that a correspondence was delivered for printing in a preferred date format of MM/DD/YYYY.**

GeoH's solution stores the date data element in the standard 2-digit month, 2-digit day, and 4-digit year format.

#### DQ042

**The solution should provide automatic default file naming convention for saved correspondence as agreed upon with the Department.**

#### DQ043

**The solution should categorize and classify types of correspondence as agreed upon with the Department.**

GeoH will collaborate with the Department to determine the business rules for default file naming of saved correspondence. Additionally, the Department will set the categories for classification types of correspondence.

#### DQ044

**The solution should distinguish between, and incorporate, business days, weekends, and state holidays in all time-related functions in the system.**

GeoH's solution currently acknowledges business days and weekends within the system. GeoH will incorporate state holidays within the time-related functions.

#### DQ045

**The solution should include web-based online help functionality in searchable portable document format (PDF), that includes a searchable database of common problems.**

GeoH currently has a robust HELP FAQ of the system in the web portal and within the mobile app. The web-based FAQ is a hyperlink that takes the user to the desired help topic. A partial summary is listed below:

Table of Contents:

1. How to access GeoH on the web?
2. How do I make a username?
3. How to create a new visit in the web?
4. How to create a new client?
5. How to create a new caregiver?
6. How to edit a session?
7. How to delete a single session?
8. How to delete an entire series?
9. How run a Note's Report?
10. How to run the caregiver's hours report?
11. How to run the client's hours report?

GeoH will work with the Department to add additional help sections specific to aggregator functionality and separated by user class and need."

#### DQ046

**The solution should set parameters on fields to prevent system users from entering information outside of those parameters.**

The parameters within GeoH's solution data fields are specified per data request. Standardized NPI numbers, State mandated unique identifiers, and other data elements that have certain key metrics which indicate correctness will be instituted within the solution.

#### DQ047

**The Vendor should produce all member- and provider-facing content written at no greater than an eighth-grade reading level.**

GeoH's content for member and provider will be written in plain English, with an emphasis on being concise while taking into consideration the level of reading level that all correspondence (including web-based and mobile app designations) be at no greater than an 8th grade level. This will be validated through the Flesch-Kincaid validation. To maintain this facet, GeoH will employ at least three of these writing guidelines:

- Shortened sentences. Correspondence with shortened sentences is easier to comprehend.
- Simplified word choice. The more syllables in a word, the harder the comprehension is. Choosing smaller words when applicable will constitute as the business rule.

- Increased punctuality. Studies have shown increased punctuality increases reading comprehension as people scan versus truly read. Additional punctuation will be used as well in correspondence.

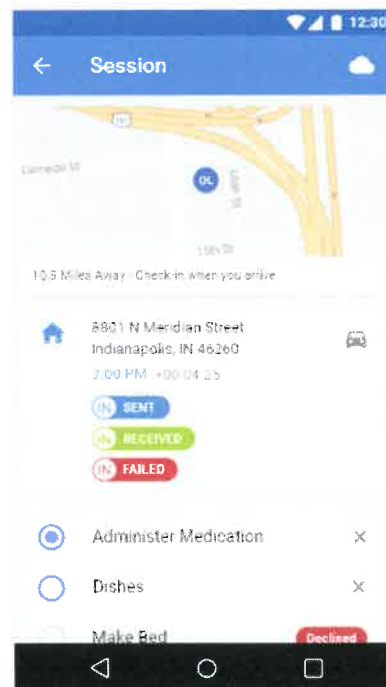
#### DQ048

**The solution should include email addresses in the authorization table for registration, and email addresses should be kept confidential and only used for official Department business.**

GeoH's solution includes email addresses for authorization, but access would be accessed by role permissions, and Department emails would never be discoverable by others. The Department would help craft business rules where those emails are accessed for official business.

GeoH's solution for EVV compliance and data management utilizes standardized data element attributes associated with Home Healthcare and CMS standards. As part of the GeoH solution of data transfer, certain data elements will be associated with the payer, program, provider, or service type for the validation of Data Quality.

- The NPI of the provider shall be recorded within the system as the provider's unique identifier for claim processing.
- HCPCS and ICD-10 codes shall be in a format similar to CMS for 1450 (UB04) and maintain the data elements required therein.
- State specific codes or modifiers as defined by the Department will be matrixed within the system as necessitated and associated with the correct data element. (DQ001-05).

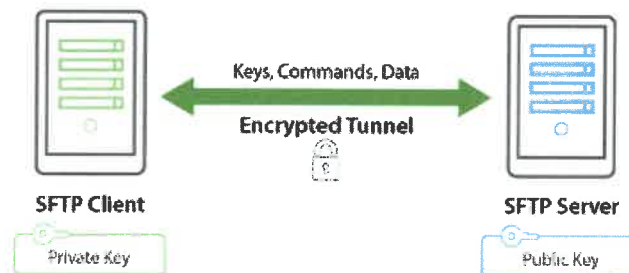


Integrating with the State MMIS will be collaborative with the Department after acceptance, execution of needed contracts and BAA agreements, and allowance of GeoH to integrate with the State MIS. Data transfers into and out of GeoH use standard XML file Application Program Interfaces (API's) or standard JSON/REST web service API transactions. The API's have both required and optional data elements as part of basic data for EVV functions. The application supports added custom data fields as needed to meet local business needs (e.g., a High-Risk flag to identify a population of high-risk recipients for reporting). These can be configured into to the API's to allow the elements to be transferred into and out of GeoH at a frequency and data quality as agreed upon with the Department. Elements will be configured to abide by CMS standardized Form 837, and the Health care Claim Status Request and Response (276/277) following ASC X12 technical requirements. The Department will receive an inclusive list of element definitions based upon those requirements for review and approval prior to production within the necessary configuration. Utilizing these standard based elements which the Department has approved, the GeoH solution will provide for an EVV interface with third party (system) agency management applications or with existing provider EVV systems that have been approved to send EVV data to the GeoH system for unified statewide reporting. GeoH will allow providers/EVV Systems to upload EVV data files through a secure page on the GeoH web.

If there are any very large providers or data aggregators or MANAGED CARE ORGANIZATION's in West Virginia (an example would be two providers currently in discussion with GeoH with 2100 and 800 direct care workers, respectively) with EVV systems and large files to upload on a regular basis, GeoH can, optionally, set up an SFTP file gateway for automating very large file transfers. Alternatively, GeoH can provide an optional secure JSON/REST Web Service API portal for other EVV systems to provide data in near-real time. The solution provided by GeoH provides options that can be matched to the scale and technical sophistication of the system(s) of the EVV trading partner(s) that DHHR approves for this service. GeoH provides a complete Claim Aggregator solution that can accept and process:

- Raw EVV claims – Visit records where GeoH is expected to support the full claim workflow, claim scrub, and billing submission.
- EVV Encounters – Visit records that were billed through the third party EVV billing system. GeoH is expected to run the EVV exception workflows using EVV data and provide consolidated EVV reporting. (DQ006-012)

As the aggregator for all EVV files, GeoH will provide a secure SFTP file gateway, particularly for large files, where users can drop files for processing, and subsequently pick up a file with processing results and any error messages. For example, File Gateway would be used for Claims Aggregation which supports importing of EVV information from approved Third Party EVV solutions. A standardization of data element length, field format and type will be provided to



ALT EVV solutions. An exception report and alert will be used to implement a validation of data transfer files that trigger an error to include the data element or completion reason, as well as an alert to the ALT EVV solution and provider agency or individual as to why the file was not accepted. These files will remain stored with the Department's Data retention policy, with a monthly exception report sent to approved and appropriate users. As role access allows, the Department will have a holistic report searchable data element. EVV Systems and providers will be provided with exceptions pertinent to their individual submissions.

Both real time and archived data files will have a searchable schema with common terms throughout the solution for ease of usability. These will also be supplied as a dictionary for users to aid usability. (DQ013-017) GeoH will validate records during transfer of data within the system. A report detailing data records including counts will be provided. Duplicated records will be as part of the exception report with reason code (transfer failure, incomplete data, and updated claim as examples) will also be produced and sorted within the reporting function. (DQ018)

GeoH's solution uses industry leading and standard practices with the data schemas. GeoH utilizes SharePoint as our electronic repository tool. SharePoint allows for identified DHHR staff to have secure access to the SharePoint extranet site that will be established specifically for DHHR's GeoH Implementation. Version control will reside in SharePoint.

Consistent data schemas are used to maintain data element integrity and reduce errors in editing as the consistency of schema allows for one change to implement across the system. The architecture at the database level utilizes relational database synchronization. This establishes data consistency between databases, automatically copying the data changes back and forth. Continuous data harmonization including pulling data from the master database to slave destination is an example for data integrity. (DQ019-020)

Standardized and AD Hoc Reporting within GeoH will be recorded within the portal. GeoH will maintain a comprehensive list of internal reports for each business area, and their use. However, sections PG016, PL005-010, and SM048 of this RFP all mandate ad hoc reporting with user-based data fields. By nature that allows for reports not within the GeoH. For compliance, GeoH will record ad hoc reports ran, as well as the role and user who requested them within the master database. We will provide a reporting tab within the portal with a standardized listing of available reports. The link, per role access, will take the user to the report where pertinent data would be input for computation. Data input possibilities might be date range, geographic location, service type or similar. (DQ021-022)

Report fields and formats within GeoH are standardized consistent and mapped for searchability. The consistent data schemas utilized in the relational database of GeoH result in report fields that are consistent by default. This consistency is what allows for the synchronization and harmonization of the database, while reduces manual input errors. The reporting function within GeoH's system is consistent based on selected data elements. It is worth noting that based on the need for various report format outputs, the downloaded version may be different than the viewable report. (DQ023-024)

The GeoH reports engine brings powerful features to the web user community:



**Security** - Reports are PULLED and never pushed – Users decide exactly what data they want and launch a report request. An icon for the report appears when the report is ready. The user clicks on the icon to securely download the report to their browser session. Reports containing PHI and PII data are NEVER mailed or emailed, and therefore cannot be accidentally mis-directed. This also eliminates mailing costs. Although, we don't recommend pushing any reports containing PII or PHI data, our solution is flexible to accommodate that should DHHR require such a feature. This can be discussed further with DHHR in the Joint Application Development (JADs) Sessions during implementation.

**Real time access to data** - EVV data comes into GeoH in real time from the Mobile App and upon edit within the web. Data shown in the reports is also real time and includes all relevant EVV data right up to the time the report runs. Small provider offices frequently run the Time and Attendance Report for the current day throughout the day to keep tabs on their workers.



**Criteria selection** - Every report has a selection web page that allows the user to determine the exact content of the report, by date range, recipient, worker, service or other appropriate criteria. The user gets exactly the data the user wants and does not have to scan through a bulk report to find the record the user is looking for.



**Real time ad hoc or scheduled reporting** - Users can run their reports with their selections and download their results in seconds or minutes. Or users can save criteria selections for regular weekly or monthly reports as templates and schedule them to run automatically. The user can then pick up the scheduled reports from the GeoH web when they have completed

GeoH will work with the Department to understand the concept of the data element “purpose” prior to commenting on how GeoH addresses that data point. (DQ025-029)

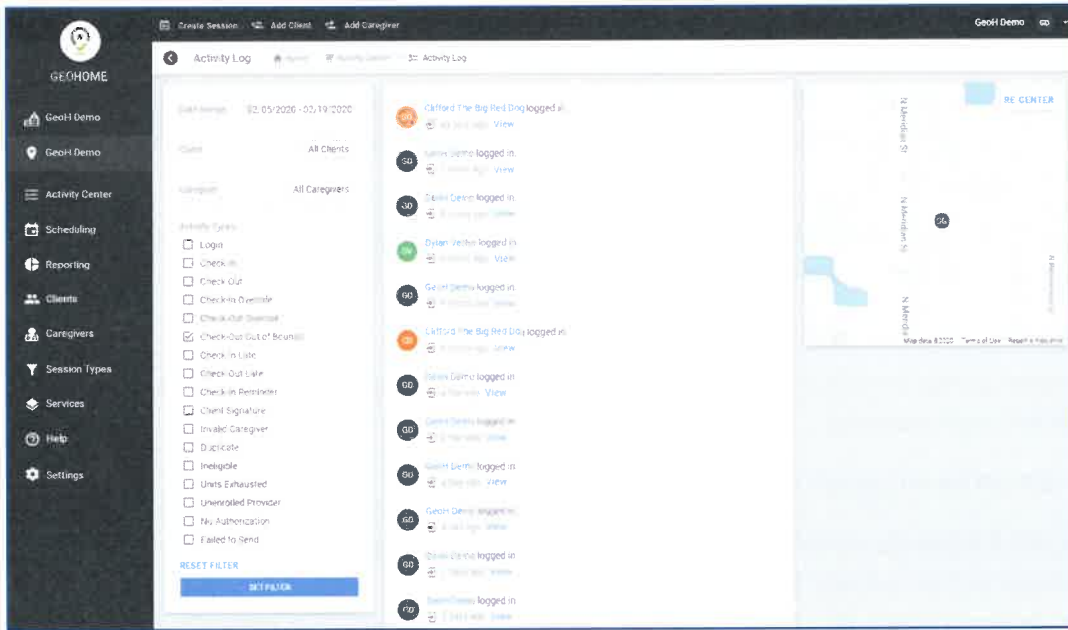
### Exception Reports

The Exception report within GeoH’s validation system follows the workflow of EVV and data element collection, validation, and reporting.

GeoH’s solution generates an exception report that functions as follows:

- Verifies and documents arrival and departure of healthcare workers.
- Verifies tasks performed and the times they are completed.
- Provides documentation for review to confirm services were delivered as authorized.
- Provides a real-time, online data repository for home and community-based services.
- Applies critical exceptions to visit records to prevent billing for unauthorized or ineligible services
- Applies informational exceptions to visit records to flag for explanation or audit review
- Provides extensive reporting on exceptions, visit overlaps, or unapproved locations
- Requires Provider confirmation and attestation on claims as accurate and complete before billing to provide non-repudiation of billed Medicaid claims (DQ030-033)

GeoH will work with the Department to determine standardized levels of acceptance for exceptions prior to submitting to MMIS or other receiving entity. At the Departments direction, some exceptions will void a claim, while others will require an explanation though an error code. Error reports generated by GeoH within the exception report will list the summary errors initial to include quantity or error records and allow for a detailed reporting once the summary type of error report is selected. At a role-based Department level, the reporting will allow for a drill down functionality that includes payer, program, provider and service type. Provider level exception reports will remain as containing only data elements associated with the provider. These reports will be stored in the portal for easy access per Department’s business rules. (DQ 034-035)



Errors in records sent within the system are handled in varying ways. GeoH's solution will attempt to reload or resend a record that had not been applied correctly to the receiving entity. An error message will also be sent to the submitting entity detailing failed submission as well as success of failure of additional attempts until failover occurs. Crossover claims are handled within Department business rules. GeoH will work with the Department to determine allowable duplication of files and will flag and isolate without submitting those that fall within the exception report. The Department will need to set guidance regarding edge cases to include multiple providers simultaneously attempting services to a singular member. A determination of overlap and service competition will need to be decided upon by the department for business rule implementation. Post validation or failure, GeoH's solution will create messages in full English that explains the errors in the data file. Further the submitting entity will receive the error message and the Department will have access to a master error summary and detail report(s) for investigation into additional need of training for submitting entities or other potential causes of the continuous errors. (DQ036-038)

GeoH's intuitive file and formatting section will ease initial learning curve and human error. GeoH will have all utilized forms available electronically within the portal. GeoH would encourage electronic transmission of blank utilized forms to decrease environmental impact, but upon Department request will supply needed inventory. In manually completed forms within the system, GeoH's solution will know which fields are required, and which are optional as they will reside within the system and subscribe to standardized date and time formatting. Forms submitted without required information will result in error messages being sent to the submitting entity. Forms submitted without required data will not be kept and stored in the system. (DQ039-041).

Department based business rules will become the standard file format and naming capabilities, dates associated within the system, and types of correspondence in the solution. Users will have access to pre-filled forms that have included formatted fields standardized and auto filled. The parameters within GeoH's solution data fields are specified per data request. Standardized NPI numbers, State mandated unique identifiers, and other data elements that have certain key metrics which indicate correctness will

be instituted within the solution. (DQ042-044; DQ046) Forms submitted without required information will result in error messages being sent to the submitting entity. Forms submitted without required data will not be kept and stored in the system. GeoH will have all utilized forms available electronically within the portal. GeoH would encourage electronic transmission of blank utilized forms to decrease environmental impact, but upon Department request will supply needed inventory.

An easy to understand help and information center is provided within the GeoH solution. GeoH currently has a robust HELP FAQ of the system in the web portal and within the mobile app. The web-based FAQ is a hyperlink that takes the user to the desired help topic. A partial summary is listed below:

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1. [How to access GeoH on the web?](#)
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7. [How to delete a single session?](#)
8. [How to delete an entire series?](#)
9. [How run a Note's Report?](#)
10. [How to run the caregiver's hours report?](#)
11. [How to run the client's hours report?](#)

GeoH will work with the Department to add additional help sections specific to aggregator functionality and separated by user class and need. GeoH's content for member and provider will be written in plain English, with an emphasis on being concise while taking into consideration the level of reading level that all correspondence (including web-based and mobile app designations) be at no greater than an 8th-grade level. This will be validated through the Flesch-Kincaid validation. To maintain this facet, GeoH will employ at least three of these writing stylizations.

- Shortened sentences. Correspondence with shortened sentences is easier to comprehend.
- Simplified word choice. The more syllables in a word, the harder the comprehension is. Choosing smaller words when applicable will constitute as the business rule.

Increased punctuation. Studies have shown increased punctuation increases reading comprehension as people scan versus truly read. Additional punctuation will be used as well in correspondence. (DQ045; DQ047) Emails associated with role permissions used for correspondence will be kept in confidence and only used for official Department business. (DQ048)

## Hardware and Infrastructure

### IN001

**The solution should have the ability to support various current technologies for data interchange and electronic visit verification (EVV) data submission and verification including, but not limited to, web portal, application interface, telephony, quick response (QR) codes, and automated location verification.**

The GeoH solution would support various EVV technologies regardless of the technology used to collect the data. GeoH will supply a template for data transfer using industry standard JSON/REST format or an XLM API for transactions, along with Department approved exceptions limits and workflow. The EVV supplier would be tasked with data integrity for their data verifications and transmission using industry standard technology noted above. As the aggregator, GeoH will maintain the validation principles and qualities for the data elements included in the 21st Century Cures Act and supported by DHHR and validate Supplier transmissions against those.

### IN002

**The Vendor should utilize open architecture standards and scalability to promote integration throughout the West Virginia technology enterprise.**

GeoH is an entirely hosted solution, requiring no custom software installations on the State's or providers' systems. The GeoH solution runs on cloud-based Azure servers hosted in redundant data centers and distributed across an N-Tier architecture to provide a highly distributed processing environment. These frameworks provide a comprehensive toolset that gives GeoH the scalability and flexibility needed to meet the demands of these requirements, as well as integrating to external applications and data sources.

GeoH's integration capabilities are based entirely upon open-systems standards and accommodate communications to database management systems and back-end solutions through APIs and custom imports and exports. Additional features, such as Microsoft's BizTalk EDI 837 file creation, are built into the GeoH solution and leverage the open standard architecture.

### IN003

**The solution should be flexible and readily adaptable to changing Department and federal requirements and as requested by the Department.**

Configurable edits are provided by GeoH using a business rules engine that is optimized for real time use with the Mobile App. The GeoH workflow business rules engine is configured using a web-based tool for managing the plug-in workflow modules. During Joint Application Configuration (JAC) sessions as a part of the implementation and boarding process, GeoH will review the claim workflow with DHHR and make any modifications or additions that are necessary to align with waiver and program business rules.

#### IN003A

**The solution should address the disruption or limited availability of network connectivity, telephony, and/or cell coverage at the visit site by providing members and providers more than one method to send and receive electronic visit verification (EVV) data.**

GeoH's solution has two components utilizing its mobile app. First, is the GeoH Mobile App, which uses a HIPAA-compliant, secure connection to a GeoH web service portal to record visit activity in real time when it has a connection to the internet. Additionally, GeoH offers an offline mode stores encrypted visit data on the device for delayed transmission (hold and send) when there is no Wi-Fi or cellular data coverage at the time and location of service delivery. The data is immediately transferred when connection is re-established.

GeoH's inception was inspired by lack of other options as true verification sources. In home devices have an incredibly high failure rate (Rhode Island, Ohio and Nevada can attest to this). IVR and telephony fraud was a factor in GeoH's creation as one of the Co-Founders has two agencies and found direct care workers had found a gaming mechanism or work around, to validate using telephony. It was a major motivation to build a better solution.

#### IN004

**The solution should provide archival and purge processes that do not degrade performance or interrupt the system.**

The GeoH solution's architecture will have archiving and purge business rules which occur during non-peak times. Archiving rules will revolve around report/data set aging and usage optimization with reports and data rarely or never accessed archived. Purge rules would revolve around incomplete or returned transmissions that requires explanation. This purge functionality would mitigate duplicate records and maintain system efficiency.

#### IN005

**The solution should allow centralized deployment of system updates and system maintenance.**

GeoH's EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH's SaaS solution includes redundant server and network capacity and is designed to allow most system updates and maintenance to be performed without any impact to users. Components can be taken offline temporarily, and processing traffic re-routed to other components still online. Normally any outages during transitions are brief.

#### IN006-IN010

- **The solution should provide workflow functionality that supports a variety of mechanisms to initiate, execute, suspend, or terminate workflows including, but not limited to:**
- **Communication events (email, document upload, form submissions, or phone)**
- **System-generated events**
- **User-triggered events**
- **Exception-processing events**

GeoH's solution has a workflow functionality that supports the requested elements. A sample workflow as a narrative for better understanding:

A key item checked as a claim that runs through the workflow is the presence or absence of a matching authorization for the service. If an authorization matches the claim, the claim will reflect a billable amount that is automatically calculated for the provider. If there is not a matching authorization or the authorization units have been exhausted by earlier claims, an appropriate critical exception is indicated on the claim. The sample informational exception notifies the provider that this visit consumed the last of the authorized units. A claim with this exception can bill up to the number of authorized units while the next claim will not have units available and cannot be billed.

#### IN011

**The solution should include definition and modeling of workflow processes and their constituent activities.**

GeoH will present for approval the definition and modeling of workflow processes prior to implementation. The Department will have the ability to question and make requests for adherence of Department business rules.

#### IN012

**The solution should have the ability to facilitate mass email notifications.**

GeoH currently employs mass email notifications of updates, maintenance times and other pertinent information to all affected entities, as well as stakeholders who should be kept informed. The emails can be automated and sent autonomously.

#### IN013

**The solution should have the ability to reissue and track any correspondence or form as requested by the Department.**

Correspondence is held in the portal for validation, and as such can simply be reissued. The Tracking component is why GeoH encourages electronic correspondence as there is immediate tracking capabilities in both email, portal access, and SMS communication.

#### IN014

**The solution should have the ability to schedule any report to be run at varying levels of frequency or on-demand.**

Requests for ad hoc and occurrence (event based) reports can be generated and available to end users in a matter of seconds or minutes (depending on amount of data), so there is no need to wait for 24 hours. The users can then pick up the scheduled reports from the GeoH web when they are completed.

#### IN015

**The solution should provide integrated print capability within the application for any report.**

The user will select the report they wish to print and input the data elements and attributes/range of the elements. The report has a default sort order, but the user can change the order, if desired. The user can select whether they want a summary report that includes only group headings and subtotals, or the user wants a full report including details. The user also selects how they want the report delivered: PDF, Excel, CSV, or XML. The user can then either run the report immediately or save the selections as a template and schedule when it should run. The completed report can be picked up from the user's reports page by using their browser in the GeoH portal.

#### IN016

**The solution should have the ability to notify users of system maintenance and other information approved to be distributed by the Department.**

For scheduled maintenance, DHHR and EVV Solution users will be notified of outages via email at least forty-eight (48) hours prior to scheduled maintenance that may cause downtime. Scheduled maintenance normally occurs in the time window of 9 PM ET to 5 AM ET when traffic is typically lower. GeoH will work with DHHR to compile and maintain a distribution list for where these notifications should be sent. For unscheduled downtime, or in instances where service or maintenance needs to occur outside of the normal hours, GeoH will work with DHHR on an agreed upon time and notification process. The maintenance procedures and notification processes will be documented in the EVV System Design and Customer Care Plan delivered to DHHR.

#### IN017-IN021

**The Vendor should manage, track, and report on user support services via multiple channels, including:**

- **Telephone**
- **Member portal**
- **Email**
- **Mail**

GeoH's support services will track, manage, solve and report on user support services and issues using a JIRA ticketing system. Once GeoH is notified, a ticket is created for tracking support service through the workflow. This ticketing system is agnostic on the type of initial contact-telephone, email, portal or mail-and follows the support service from contact to solution to include length of time ticket is open, if escalation of support service was required, any and all interaction with the

user, and the resolution. These data points will be converted to a report to look for similarities in technical opportunities, training needs, or need for communication enhancement.

#### IN022

**The Vendor should provide investigative results inclusive of mitigation measures to address reported incidents within 30 days of the documented incident.**

The JIRA ticketing system can be configured per Department guidelines for incident resolution GeoH will maintain a 30-day resolution to all mitigation measures and user support services within our control, and produce monthly reports showing instigative results inclusive of the support service.

#### IN023

**The Vendor should support provider compliance through direct assistance, coaching, technical assistance, and other active outreach activities as requested by the Department.**

GeoH's flexible, customized and comprehensive training approach, utilizing quality and various training formats and materials, provides ongoing training and education and reflects the voice of the client for the life of the contract. This approach has proven to be effective in promoting collaboration and cooperation within the provider community while driving program integrity and cost efficiencies for the State. GeoH will work with the Department on requested outreach programs outside of our current training module.

#### IN024

**The solution should provide users a description of the minimum hardware and software requirements, installation, maintenance, and enhancement of software based on role and system requirements prior to system updates.**

GeoH is a hosted Software as a Service (SaaS) product where the users can access the web portal using a standard browser connection. Since GeoH is a ready to use, hosted SaaS solution, there is no special hardware or software to be installed Our Mobile App functions on both Android and iOS. Users will be notified 48 hours prior to any software maintenance or enhancement to system updates. As GeoH includes redundant server and network capacity, it is designed to allow most system updates and maintenance to be performed without user impact.

#### IN025

**The solution should allow users to schedule and modify system events as requested by the Department.**

GeoH's solution is configurable and allows users with role access to modify elements as requested. The Department would define which users needed that access. Those users with access would then schedule or modify system events.

#### IN026

**The Vendor should provide a technical support call center located within the contiguous United States.**

GeoH utilizes a technical support call center located in Indianapolis, Indiana at 8801 N Meridian Street, STE 209, Indianapolis, IN 46260.

#### IN027

**The solution should document call information, as agreed upon by the Department.**

Currently a JIRA ticketing system is utilized at the call center for documentation, though GeoH confirms they will collaborate with the Department for documented information.

#### IN028

**The technical support call center hours of operation should be Monday through Friday, from 9:00 a.m. to 6:00 p.m. Eastern Time (ET) and on an emergency basis as requested by the Department. The call center may be closed for standard federal holidays and West Virginia State holidays,**

The call center hours of operations are currently 7:00 am to 8:00 pm Eastern Time (ET), Monday through Friday. In addition, there is a support email that is monitored by the call center as well as development. GeoH confirms that it will work with the Department to establish "Emergency Standards" which would necessitate additional labor.

#### IN029

**The Vendor should return all after-hour calls by the next business day, in the caller's preferred language and/or through oral interpretation services. (Reference: <https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>)**

The call center SOP states calls are returned within 24 hours or a reason code must be used on the JIRA ticket for audit and explanation. Per HHS 1557, as well as Notice and Statement of Nondiscrimination documents, the calls will be returned in the caller's preferred language.

#### IN030-IN034

**The Vendor should provide functionality to manage calls to the Technical Call Center including, but not limited to:**

- **Creation of tickets**
- **Editing existing tickets**
- **Sorting of call center ticket information**
- **Filtering of call center tickets or electronic records**

GeoH's call center solution utilizes Jira, Atlassian. Some of the benefits of Jira include you can use default or customized workflows to meet the needs and the schedule of your project or team, even with frequent releases. Jira's mobile-capable programs can scale to match the size of your team and your project, with customizable fields and boards. It also builds in the appropriate SLA metrics for each customer so that critical issues are prioritized and highlighted automatically to fulfill SLA requirements. And Jira allows for Create custom queues for your team so that important tickets are easily pushed to the fore. Ready-made automation and workflows expedite frequent tasks, but you can also customize rules and workflows. Jira Query Language (JQL) allows sophisticated issue searches to help IT and support teams stay up to date with critical issues.

#### IN035-IN042

**The Vendor's Technical Call Center should have the ability to track data including, but not limited to:**

- **The caller**
- **The question(s) and/or issue(s)**
- **The Vendor staff responding to the ticket**
- **The date(s)**
- **The time(s)**
- **The status (opened or closed)**
- **Problem resolution**

The Jira solution and customer care plan has a workflow that begins with initial contact. The person answering the call is logged along with the time and date of the interaction. The caller's information (name, role to include member, direct care worker, provider, program, payer and the Department) is gathered and logged. The questions or issues prompting the call are recorded and a workflow began. The question or concern is then triaged through the system from initial contact, through Tier 1, Tier 2 and potential escalation to IT Director and development. At every contact point, the person, time and date of the person interacting with the caller is logged. The status of the ticket remains open until a resolution/solution is reached and the ticket is then closed.

#### IN043

**The Vendor's Technical Call Center should have the ability to repeat call options automatically.**

GeoH confirms that the call center has an auto attendant on the contact phone line which if no one answers, will repeat call options.

#### IN044-IN045

**The Vendor should maintain sufficient staff and telephone lines to perform all required technical support call center functions.**

**The solution should use automated menus, including an easily accessible option for reaching a live operator.**

For IN043 and IN045, the automated attendant will repeat the options and clearly explain the process for reaching a live operator by pressing a specific key on the telephone.

#### IN046-IN050

**The solution should provide assistance to inquiries received from persons who require special assistance including, but not limited to:**

- **Persons with Limited English Proficiency (LEP)**
- **Persons with vision disabilities**
- **Persons with hearing disabilities**
- **Persons with speech disabilities**

Call center operations will do everything possible to accommodate those with unique challenges calling into the facility. With LEP, HHS 1557 will be the standard operating procedure, and as available, the callers preferred language utilized. Persons with vision disabilities should have no issues with working with the call center. Hearing disabilities can be addressed by either TTY telephone availability or directed to the email assigned for customer support which acquires the same information as would be gained from a caller. Persons with speech disabilities would be based on the caller's comfortability. They will have their choice of calling in or utilizing the support email address to have their issue address.

#### IN051

**The solution should include an online option for users to report any technical problems.**

The solution and call center offer a support@gogeoh.com online option for support. The SOP for email support is to respond to email responses same day. The online email also collects the same information as the call in regarding who the caller is, what day and time the email was sent, and what the question or issue is.

#### IN052-IN057

**The Vendor should ensure the solution components that are web based have cross-browser compatibility over the life of the contract and support software utilization in the current version and two (2) prior versions at a minimum for the following browsers including, but not limited to:**

- **Microsoft Edge**
- **Apple Safari**
- **Google Chrome**
- **Mozilla Firefox**
- **Microsoft Internet Explorer**

GeoH's solution supports new browser technologies including Edge, Safari, Chrome, and Firefox. These browsers support modern development and technologies without rendering issues. GeoH's solution is not supported fully on Internet Explorer. The web rendering is offset and recues the user interface and experience. As a note of interest, Microsoft stopped supporting Internet Explorer from two versions ago. Additionally, they have a roadmap to continue to just support the most recent version, and a singular historical one.

#### IN058

**The solution should incorporate a non-restrictive environment for experienced users to directly access a screen or to move from one screen to another without reverting to the menu structure.**

GeoH's solution is intuitive so experienced users will seamlessly move within the system and between screens without consistently reverting to the home page. The workflow and user interface/experience are built for average usages so advanced users will flow quickly through the system.

#### IN059

**The solution should generate drop-down lists to identify options available, valid values, and code descriptions by screen field.**

#### IN060

**The Vendor should provide web applications that satisfy the Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0 developed by the World Wide Web Consortium (W3C), as detailed at: <http://www.w3.org/TR/WCAG10/full-checklist.html>.**

GeoH confirms that its web applications either currently do, or if new integrations need built, will conform to Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0.

#### IN061

**The solution should have the ability to include secure and public facing tabs for the web portal.**

The web solution has an outward tab for announcements and information which is public facing and does not require a login and password. There is also a login for users who require access to the secure information which requires authorizations and role assignment.

#### IN062

**The solution should have the ability to utilize an authentication process to handle multiple layers of security levels as requested by the Department.**

As requested by the Department additional authentication can be added if it is deemed warranted. Currently a unique username and password would allow access to the role assignment for the user. Adding a two-factor authentication (secret question, SMS code or email with additional login key date) can be discussed with the Department for higher level user roles within the GeoH system.

#### IN063

**The solution should have the ability to provide self-service password resets and mask the display of passwords at the sign-on screen when the user enters the portal.**

The GeoH solution currently supports self-service password resets through email or SMS notifications. Additionally, users at least a level higher in role permissions can reset the user's password, and require them to change it upon first log-in. Passwords are masked at login without an option to show them while logging in.

#### IN064

**The solution should have the ability to mask the display of passwords at the sign-on screen when entered by the user.**

Passwords are never displayed in the GeoH solution at any point unless the user is manually changing the current password while in the system. Once the user has manually changed their password, it once again is masked in their edit screen.

#### IN065

**The Vendor should ensure that web portal field definitions comply with system field definitions.**

GeoH confirms that it's web-based portal definitions which allow the system to function properly are only partially configurable by the user, and never to the extent that functionality is jeopardized. The system at a hierarchal level dictates database system defined fields and they are not definable by the user.

#### IN066

**The Vendor should, for the web portal, provide Internet security functionality to include firewalls, intrusion detection, and encrypted network/secure socket layer (SSL).**

GeoH's system secures information through a series of measures including encryption, firewalls, and web access firewalls (WAF) deployed to prevent, impede, delay or disrupt access to the data. Encryption of data at rest is currently being enhanced to make the data unintelligible or unusable. Data used by the GeoH mobile app is encrypted and stored only long enough to be securely transmitted back to the servers. Data in flight through our web services and website is protected by SSL with TLS 1.2 encryption as is activity within our network, in addition to network scanning and intrusion detection.

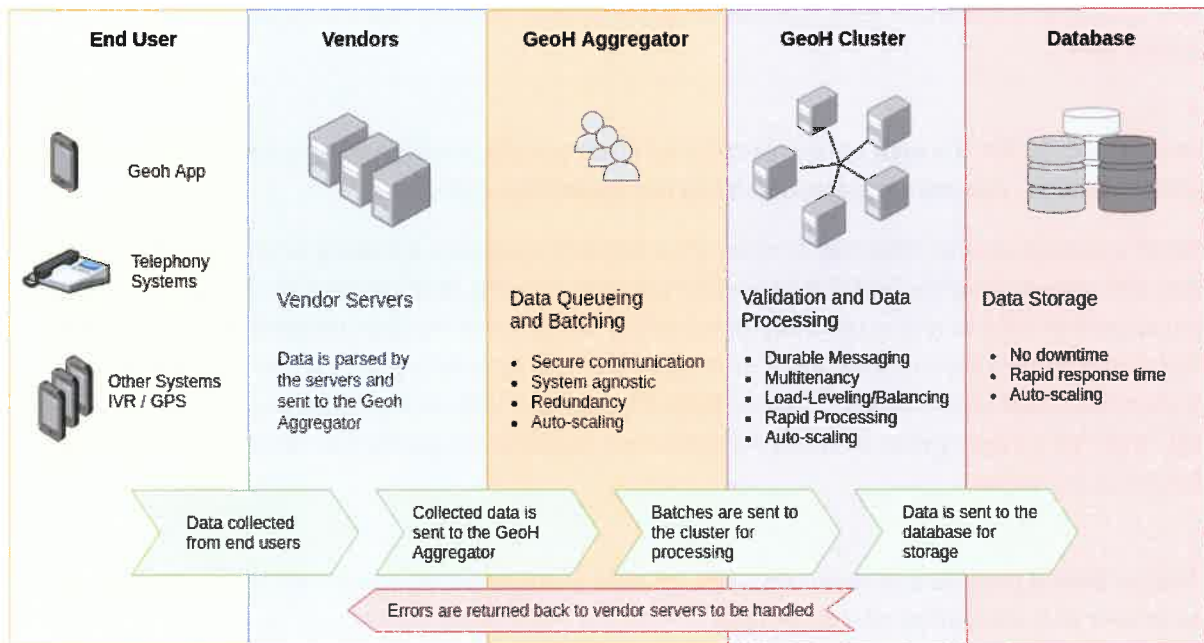
#### IN067

**The Vendor should provide and maintain a secure data storage solution that includes encryption of data in transit and encryption of data at rest.**

GeoH's EVV was built from the ground up to assure that privacy and security is maintained according to the standards of HIPAA and HITECH. The application includes data scoping controls to redact data specific users should not see, as well as role-based security controls on access to system functions and resources. The GeoH solution employs NIST recommended encryption on data in transit (Transport Level Security 1.2) and data at rest (256-bit AES). Our data storage solution is in an encrypted cloud-based solution (Azure).

The GeoH solution would support various EVV technologies regardless of the technology used to collect the data. GeoH will supply a template for data transfer using industry standard JSON/REST format or an XLM API for transactions, along with Department approved exceptions limits and workflow. The EVV supplier would be tasked with data integrity for their data verifications and transmission using industry standard technology noted above. As the aggregator, GeoH will maintain the validation principles and qualities for the data elements included in the 21st Century Cures Act and supported by DHHR and validate Supplier transmissions against those. As is an entirely hosted solution, requiring no custom software installations on the State's or providers' systems. The GeoH solution runs on cloud-based Azure servers hosted in redundant data centers and distributed across an N-Tier architecture to provide a highly distributed processing environment. These frameworks provide a comprehensive toolset that gives GeoH the scalability and flexibility needed to meet the demands of these requirements, as well as integrating to external applications and data sources. GeoH's integration capabilities are based entirely

upon open-systems standards and accommodate communications to database management systems and back-end solutions through APIs and custom imports and exports. Additional features, such as ODF file creation, are built into the GeoH solution and leverage the open standard architecture. Configurable edits are provided by GeoH using a business rules engine that is optimized for real time use with the Mobile App. The GeoH workflow business rules engine is configured using a web-based tool for managing the plug-in workflow modules. During Joint Application Development (JAD) sessions as a part of the implementation and boarding process, GeoH will review the claim workflow with DHHR and make any modifications or additions that are necessary to align with waiver and program business rules.



As GeoH was built utilizing mobile technology and location services for verifications, it was understood that certain areas of the country have limited to no cell/data coverage. GeoH's inception was created by lack of other options as true verification sources. In home devices have an incredibly high failure rate (Rhode Island, Ohio and Nevada can attest to this). IVR and telephony fraud was a factor in GeoH's creation as one of the Co-Founders has two agencies and found direct care workers had found a gaming mechanism or work around to fraudulently validate using telephony. It was a major motivation to build a better solution. GeoH's solution has two components utilizing its mobile app. First, is the GeoH Mobile App, which uses a HIPAA-compliant, secure connection to a GeoH web service portal to record visit activity in real time when it has a connection to the internet. Additionally, GeoH offers an offline mode stores encrypted visit data on the device for delayed transmission (hold and send) when there is no Wi-Fi or cellular data coverage at the time and location of service delivery. The data is immediately transferred when connection is re-established. (IN001-003)

Data archiving and purging is handled specifically within business rules built into the solution. The GeoH solution's architecture will have archiving and purge business rules which occur during non-peak times. Archiving rules will revolve around report/data set aging and usage optimization with reports and data rarely or never accessed archived. Purge rules would revolve around incomplete or returned transmissions that requires explanation. This purge functionality would mitigate duplicate records and maintain system efficiency. (IN004)

### System Updates and Maintenance

GeoH’s EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH’s SaaS solution includes redundant server and network capacity and is designed to allow most system updates and maintenance to be performed without any impact to users. Components can be taken offline temporarily, and processing traffic re-routed to other components still online. Normally any outages during transitions are brief. (IN005)

GeoH’s solution has a workflow functionality that supports the requested elements. A sample workflow as a narrative for better understanding-

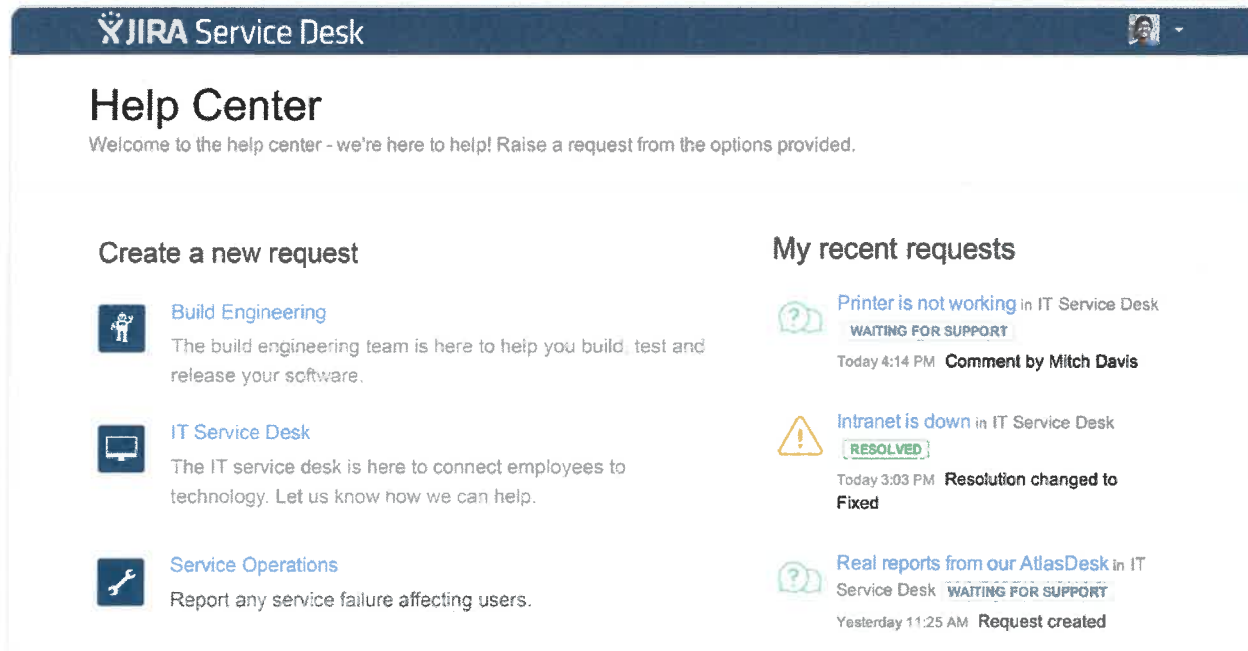
A key item checked as a claim that runs through the workflow is the presence or absence of a matching authorization for the service. If an authorization matches the claim, the claim will reflect a billable amount that is automatically calculated for the provider. If there is not a matching authorization or the authorization units have been exhausted by earlier claims, an appropriate critical exception is indicated on the claim. The sample informational exception notifies the provider that this visit consumed the last of the authorized units. A claim with this exception can bill up to the number of authorized units while the next claim will not have units available and cannot be billed. GeoH will present for approval the definition and modeling of workflow processes prior to implementation. The Department will have the ability to question and make requests for adherence of Department business rules. (IN006-011)

System Notifications within the system are sent to the users preferred method of correspondence. GeoH currently employs mass email notifications of updates, maintenance times and other pertinent information to all affected entities, as well as stakeholders who should be kept informed. The emails can be automated and sent autonomously. Correspondence is held in the portal and activity center for validation, and as such can simply be reissued. The Tracking component is why GeoH encourages electronic correspondence as there is immediate tracking capabilities in both email, portal access, and SMS communication. (IN012-013). Requests for ad hoc and occurrence (event based) reports can be generated and available to end users in a matter of seconds or minutes (depending on amount of data), so there is no need to wait for 24 hours. The users can then pick up the scheduled reports from the GeoH web when they are completed. The user will have the ability to print from the portal or from the correspondence itself. The user will select the report they wish to print and input the data elements and attributes/range of the elements. The report has a default sort order, but the user can change the order, if desired. The user can

select whether they want a summary report that includes only group headings and subtotals, or the user wants a full report including details. The user also selects how they want the report delivered: PDF, Excel, CSV, or XML. The user can then either run the report immediately or save the selections as a template and schedule when it should run. The completed report can be picked up from the user's reports page by using their browser in the GeoH portal. (IN014-015). System maintenance and Department approved communications are also managed within the system. For scheduled maintenance, DHHR and EVV Solution users will be notified of outages via email at least forty-eight (48) hours prior to scheduled maintenance that may cause downtime. Scheduled maintenance normally occurs in the time window of 9 PM ET to 5 AM ET when traffic is typically lower. GeoH will work with DHHR to compile and maintain a distribution list for where these notifications should be sent. For unscheduled downtime, or in instances where service or maintenance needs to occur outside of the normal hours, GeoH will work with DHHR on an agreed upon time and notification process. The maintenance procedures and notification processes will be documented in the EVV System Design and Customer Care Plan delivered to DHHR. (IN016)

### Service Issues and Support

GeoH's support services will track, manage, solve and report on user support services and issues using a JIRA ticketing system. Once GeoH is notified, a ticket is created for tracking support service through the workflow. This ticketing system is agnostic on the type of initial contact-telephone, email, portal or mail-and follows the support service from contact to solution to include length of time ticket is open, if escalation of support service was required, any and all interaction with the user, and the resolution. These data points will be converted to a report to look for similarities in technical opportunities, training needs, or need for communication enhancement. The JIRA ticketing system can be configured per Department guidelines for incident resolution GeoH will maintain a 30-day resolution to all mitigation measures and user support services within our control, and produce monthly reports showing instigative results inclusive of the support service. The information and data gained from issues related to the system and tracked through JIRA will allow the system to evolve as the needs of the users change and mimic any alterations within Federal/State compliance. (IN017-022)



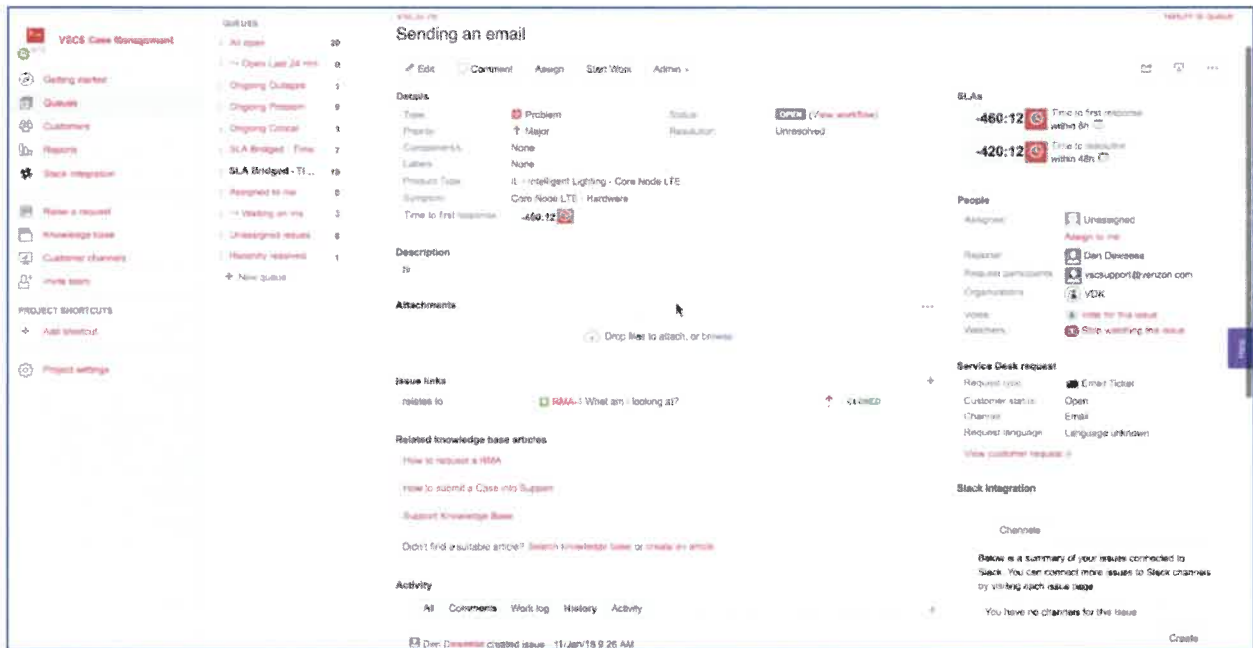
### User Support and Compliance

GeoH’s flexible, customized and comprehensive training approach, utilizing quality and various training formats and materials, provides ongoing training and education and reflects the voice of the client for the life of the contract. This approach has proven to be effective in promoting collaboration and cooperation within the provider community while driving program integrity and cost efficiencies for the State. GeoH will work with the Department on requested outreach programs outside of our current training module. As a hosted Software as a Service (SaaS) product where the users are able to access the web portal using a standard browser connection, and the Mobile APP using either iOS or Android devices, GeoH is a ready to use solution. There is no special hardware or software to be installed. Users will be notified 48 hours prior to any software maintenance or enhancement to system updates. GeoH’s solution is configurable and allows users with role access to modify events as requested. As GeoH includes redundant server and network capacity, it is designed to allow most system updates and maintenance to be performed without user impact. (IN023-025) GeoH’s solution supports new browser technologies including Edge, Safari, Chrome, and Firefox. These browsers support modern development and technologies without rendering issues. GeoH’s solution is not supported fully on Internet Explorer. The web rendering is offset and recues the user interface and experience. As a note of interest, Microsoft stopped supporting Internet Explorer from two versions ago. Additionally, they have a roadmap to continue to just support the most recent version, and a singular historical one. (IN052-057)

### Support Center

GeoH utilizes a technical support call center located in Indianapolis, Indiana. The call center hours of operations are currently 7:00 am to 8:00 pm Eastern Time (ET), Monday through Friday. In addition, there is a support email that is monitored by the call center as well as development. GeoH confirms that it will work with the Department to establish “Emergency Standards” which would necessitate additional labor. The call center SOP states calls are returned within 24 hours or a reason code must be used on the JIRA ticket for audit and explanation. Per HHS 1557, as well as Notice and Statement of

Nondiscrimination documents, the calls will be returned in the caller's preferred language as permissible. (IN026; IN028-029)



Currently a JIRA ticketing system is utilized at the call center for documentation, though GeoH confirms they will collaborate with the Department for documented information. (IN027) Some of the benefits of Jira include you can use default or customized workflows to meet the needs and the schedule of your project or team, even with frequent releases. Jira's mobile-capable programs can scale to match the size of your team and your project, with customizable fields and boards. It also Builds in the appropriate SLA metrics for each customer so that critical issues are prioritized and highlighted automatically to fulfill SLA requirements. And Jira allows for Create custom queues for your team so that important tickets are easily pushed to the fore. Ready-made automation and workflows expedite frequent tasks, but you can also customize rules and workflows. Jira Query Language (JQL) allows sophisticated issue searches to help IT and support teams stay up to date with critical issues. The Jira solution and customer care plan has a workflow that begins with initial contact. The person answering the call is logged along with the time and date of the interaction. The caller's information (name, role to include member, direct care worker, provider, program, payer and the Department) is gathered and logged. The questions or issues prompting the call are recorded and a workflow began. The question or concern is then triaged through the system from initial contact, through Tier 1, Tier 2 and potential escalation to IT Director and development. T every contact point, the person, time and date of the person interacting with the caller is logged. The status of the ticket remains open until a resolution/solution is reached and the ticket is then closed. (IN030-042)

The call center shall function within SOP of technical and SLA requirements to include:

- The call center has an auto attendant on the contact phone line which if no one answers, will repeat call options in a clear fashion and have an option for reaching an operator
- The call center will remain staffed to labor standards that meet SOP for call wait times, and an inventory of VOIP lines to minimize wait and maintain ticket close times. (IN043-045)

Call center operations will do everything possible to accommodate those with unique challenges calling into the facility. With LEP, HHS 1557 will be the standard operating procedure, and as available, the callers preferred language utilized. Persons with vision disabilities should have no issues with working with the call center. Hearing disabilities can be addressed by either TTY telephone availability or directed to the email assigned for customer support which acquires the same information as would be gained from a caller. Persons with speech disabilities would be based on the caller's comfortability. They will have their choice of calling in or utilizing the support email address to have their issue address. The solution and call center offer a support@gogeoh.com online option for support. The SOP for email support is to respond to email responses same day. The online email also collects the same information as the call in regarding who the caller is, what day and time the email was sent, and what the question or issue is. (IN046-051)

### User Interface / Usability

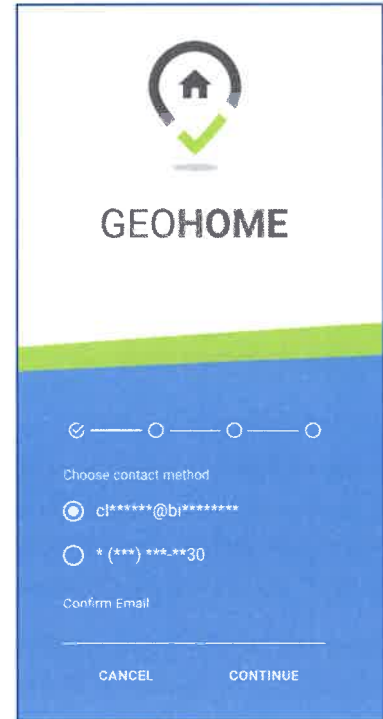
GeoH's solution is intuitive so experienced users will seamlessly move within the system and between screens without consistently reverting back to the home page. The workflow and user interface/experience are built for average usages so advanced users will flow quickly through the system. The web applications will conform to Priority 1 Checkpoints by the W3C checklist.

There will be two levels of general access to the web application- public facing and user. The web solution has an outward tab for announcements and information which is public facing and does not require a login and password. There is also a login for users who require access to the secure information which requires authorizations and role assignment. As requested by the Department additional authentication can be added if it is deemed warranted. Currently a unique username and password would allow access to the role assignment for the user. Adding a two-factor authentication (secret question, SMS code or email with additional login key date) can be discussed with the Department for higher level user roles within the GeoH system. (IN058-062)

### Password Resets / Display

The GeoH solution currently supports self-service password resets through email or SMS notifications. Additionally, users at least a level higher in role permissions have the ability to reset the user's password, and require them to change it upon first log-in. Passwords are masked at login without an option to show them while logging in. Passwords are never displayed in the GeoH solution at any point unless the user is manually changing the current password while in the system. Once the user has manually changed their password, it once again is masked in their edit screen.

GeoH's system secures information through a series of measures including encryption, firewalls, and web access firewalls (WAF) deployed to prevent, impede, delay or disrupt access to the data. Encryption of data at rest is currently being enhanced to make the data unintelligible or unusable. Data used by the GeoH mobile app is encrypted and stored only long enough to be securely transmitted back to the servers. Data in flight through our web services and website is protected by SSL with TLS 1.2 encryption as is activity within our network, in addition to network scanning and intrusion detection. (IN063-065)



### Web Security and Storage

GeoH's system secures information through a series of measures including encryption, firewalls, and web access firewalls (WAF) deployed to prevent, impede, delay or disrupt access to the data. Encryption of data at rest is currently being enhanced to make the data unintelligible or unusable. Data used by the GeoH mobile app is encrypted and stored only long enough to be securely transmitted back to the servers. Data in flight through our web services and website is protected by SSL with TLS 1.2 encryption as is activity within our network, in addition to network scanning and intrusion detection. GeoH's EVV was built from the ground up to assure that privacy and security is maintained according to the standards of HIPAA and HITECH. The application includes data scoping controls to redact data specific users should not see, as well as role-based security controls on access to system functions and resources. The GeoH solution employs NIST recommended encryption on data in transit (Transport Level Security 1.2) and data at rest (256-bit AES). Our data storage solution is in an encrypted cloud-based solution (Azure). (IN06-067)

### Security Management

#### SM001

**The solution should authenticate all users when establishing a connection to the solution.**

The first step for all users attempting to access a connection to the solution must authenticate through the correct input of their unique username and password. Their device has also been registered and validated against their role, which is an additional level of authentication. GeoH confirms it is still dedicated for working with the Department to determine if an additional two-factor authorization is warranted, and if so, to implement.

#### SM002

**The solution should have the ability to automatically generate a unique user identification during the registration process for new users enrolling in the program.**

With GeoH's web-based solution and Mobile app, an option occurs to automatically generate a unique username and password that is securely sent to the new user. This can happen not only during registration, but also at any point while the solution is functional and used by the user.

#### SM003

**The solution should have the ability to assign a new unique user identifier (ID) for an existing user.**

GeoH's solution can create a new unique identifier to an existing user, as well as link them to a separate user group. It was discovered that direct care workers occasionally work for multiple providers at once. Additionally, some providers have multiple agencies. A "linked account" allows the user to seamlessly switch back and forth between accounts while maintaining the data integrity of each individual unit or role.

#### SM004

**The solution should use a secure file transfer protocol (i.e. SFTP, etc.), secure web interface, or other industry-standard electronic means (such as Gentran, Connect: Direct, or equivalent) or encrypted media to transfer files as approved by the Department.**

GeoH's solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA. GeoH also confirms willingness to work with the Department regarding approval of file transfer protocol.

#### SM005

**The solution should warn the user about accessing US Government Federally protected data and allow the user to confirm and proceed with such actions.**

GeoH affirms that it does not acknowledge this security management currently but confirms it will incorporate this aspect prior to implementation and go-live of the system.

#### SM006

**The Vendor should provide a secure web-based method to receive requests for authorization to access the solution.**

GeoH provides four methods of electronic non-voice transmission of personal information both in and out of the system. All four use SSL TLS 1.2 certificate-based encryption to safeguard the security of electronic transmission. Facsimile is not a feature in GeoH today.

- **GeoH File Gateway** – GeoH provides a secure SFTP file gateway, particularly for large files, where users can drop files for processing, and subsequently pick up a file with processing results and any error messages. For example, File Gateway would be used for Claims Aggregation which supports importing of EVV information from approved Third Party EVV solutions.

- **GeoH JSON/REST API** – GeoH includes a set of secure web service APIs where registered users can log in and transfer data packets in real time. APIs provide a success/failure response and include any applicable error messages.
- **Web Portal File Upload/Download** – For smaller files uploaded by users such as agency providers, the secure GeoH web portal will accept files, and subsequently provide processing results for pickup. GeoH also provides listing reports in Excel or CSV format that can be used to download EVV visit information
- **Standard Reporting Exports** – All standard parameterized reports can be exported to the following formats: CSV, Excel, PDF, and XML and are distributed through the GeoH website.

#### SM007

**The Vendor should provide Single Sign-On (SSO) capability for authentication and authorization across the solution.**

GeoH currently supports Single Sign On for the web-based and mobile app. The unique login username and password are supported on both products.

#### SM008

**The solution should provide Department-approved multi-factor authentication for Vendor remote access to solution environment or their contractors, if applicable.**

The Department will have the option of approving multi-factored authentication for vendor remote access. Though GeoH confirms understanding and agreement to the security management concern of our SaaS based product hosted in a redundant cloud-based environment. GeoH vendor access will additionally be regulated through internal protocols outlining which development group has access to the Departments environment, which would be autonomous of other environments.

#### SM009

**The solution should use role-based access for data and system functionality.**

GeoH currently has internal controls for role functionality for system environment. In the web-based environment, it is partitioned by user interface/experience, feature development, database management/DevOps and release management. The mobile app consists of user interface/experience, feature development, database management, and app release to the apple and Play stores for holistic releases. Each development group functions independent and collaboratively. Releases are controlled through release pipeline and must have Vice President of Technology of approval to finalize release to production.

#### SM010

**The solution should have configurable roles by state plan and waiver program that may be created and modified by the Department through a change request as outlined in the Department approved Change Management Plan.**

GeoH's architecture has configurable roles to allow for any change to state plan or waiver program. Every state GeoH functions in note differences in their business rules, waiver program regulations, workflow mandates, and communication format.

- The integration with eMOMED in Missouri as their MMIS is specific to Missouri alone. GeoH developed a specific role for those Missouri companies to allow access to the integration and a functional change with data reporting to match the eMOMED data transfer requirements.
- GeoH also developed a multi role-based rule for state plan and waiver plans to solve a provider's issue with locations in multiple states. Those differences are accounted for within the role assigned to each location while the company can see a sum total of the entire business or drill down to a specific location.

#### SM011-SM019

**The solution should have the ability to record specific access by users to confidential personal information (CPI) contained within the solution. The mechanism should record the following data elements and allow a role-based user to search this log for matching criteria to discern what was accessed including, but not limited to:**

- Username
- Date of access
- Time of access
- Name of individual (First and Last) whose confidential personal information (CPI) was accessed
- Name of computer system used to access confidential personal information (CPI)
- Query/Transaction used

**The solution should provide users role-based access to reporting functionality.**

**The solution should allow correspondence to be viewed based on role-based access.**

In GeoH's solution Users are individually registered and functional rights and roles are assigned to their login credentials. Users are data scoped to see only relevant data they are permitted to see. Each login is owned by ONE user and security authentication methods are used such only the user has the control of their security credentials. All transactions that add or change GeoH data are fully audited as to the nature of the change, the user that made the change, and when the change was made. In the GeoH audit log, creation and update date/times, the name derivative for how the system was accessed, and the user making the change are shown on all records. A summary of these changes is available on each detail record (authorizations, claims, etc.) on the GeoH web, so that a user can identify recent activity and investigate. The access associated with the individual login will offer report functionality and correspondence associated with their role specifically.

#### SM020

**The solution should allow authorized users to remove view or edit access rights to any data fields or data elements within the solution based on user role.**

GeoH's solution would allow for an individual to be assigned a new role with an adjustable access level by a master administer within the Department. If there would be a need to increase or decrease visibility and access into the system for the role holistically, this process would require a ticket created as part of the agreed upon Change Management Plan as that would be a core system element.

#### SM021

**The solution should provide role-based security through various methods, including, but not limited to:**

#### SM022

**Unique identifiers (IDs)**

#### SM023

**Mandatory password standards and policies for length, character requirements, and updates for all users as defined within National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines, or equivalent. <https://doi.org/10.6028/NIST.SP.800-63-3>**

GeoH's solution falls within all requirements of National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines to include the following:

- 8 character minimum when a manually set by a person
- 6 character minimum when set by a system/service
- Support at least 64 characters maximum length
- All ASCII characters (including space) should be supported
- Truncation of the secret (password) shall not be performed when processed
- Check chosen password with known password dictionaries
- Allow at least 10 password attempts before lockout
- No complexity requirements
- No password expiration period
- No password hints
- No knowledge-based authentication (e.g. who was your best friend in high school?)
- No SMS for 2FA (use a one-time password from an app like Google Authenticator)"

#### SM024 - SM031

**Profile or group access assignments**

**The solution should provide a mechanism to limit access to information based on user roles and program rules.**

**The solution should provide role-based access to all system components and control access through various methods, including, but not limited to:**

- **Blocking specific window or screen access**
- **Blocking specific report views or analytics**
- **Restrict data elements**
- **Restrict viewing of specific members**
- **Limit access to other fields within the system as determined by the Department**

In GeoH's solution Users are individually registered and functional rights and roles are assigned to their login credentials. Users are data scoped to see only relevant data they are given permission to see. Each login is owned by ONE user and security authentication methods are used such only the user has the control of their security credentials. The Department would approve role access and permission access on a hierarchal level. The user's role defined unique identifier would then limit

the user's access and view from data elements including members, reports and analytics, and windows/screens/tabs.

### SM032

**The solution should update all security roles automatically when a change in the master role is made.**

Any alteration of the master file within GeoH's synchronous relationship database or architecture would result in the change updating through the system. Following the Change Management Guidelines, GeoH would update the master file at the Departments request.

### SM033

**The solution should allow user access and role changes to be made in real-time.**

When a user has their role changed and it is saved with GeoH's system, it is pushed through the entire system and becomes effective immediately once the change is recorded in the database in real-time.

### SM034

**The solution should have the ability to restrict concurrent logons.**

Currently a user could login to both the web and mobile simultaneously. GeoH affirms that if necessitated by the Department after discussion, for DHHR this could be a business rule that only one login across the system be allowed at any given time.

### SM035

**The solution should have the ability to configure the timeout requirements for each system environment and user role.**

Within the system currently, a token is issued for the login that has a shelf life. As the Department will assist in defining and approve role access, setting timeout requirements per role would be implemented simultaneously.

### SM036 – SM037

**The solution should have the ability to create multi-level escalating alerts for Department-defined events.**

**The solution should identify the recipients of alerts by alert type and user role.**

Automated alerts are sent via email to the specified recipients. Support coordinators, provider agencies, emergency back-up workers or State staff may be registered to be notified that a critical service has not been delivered. For example, GeoH can be configured so that only Providers receive late alerts whereas care managers, State staff or others could be notified of missed alerts only. GeoH is easily configurable to setup multi-level escalating alerts for late or missed visits as needed by the Department.

### SM038

**The solution should have the ability to allow the Department to define which edits and rules may be overridden within the solution by the direct care worker or provider agency and how the solution will respond with warnings, alerts, or denials of the requested user action.**

GeoH’s current solution does not allow a direct care worker to override any edit or rule. Direct care workers can notate events as an occurrence, but not override. Providers can make edits within the system (in and out time, service delivery), but these are notated in the activity log and audit trail. The provider would also be prompted to explain the occurrence within the exception report. The Department will set specific parameters around what is and what is not permissible for edits or change, and those rules would be integrated in the exception report with correlating warnings that escalate to include denials of action.

**SM039 – SM041**

The solution should utilize a Security Information and Event Management (SIEM) solution that generates alerts for events. Copies will be made available to the Department, including, but not limited to:

- Alert generation for attempts to access unauthorized databases from internal and external systems
- Monitoring and reporting of events on an ongoing basis

The software collects and aggregates log data generated throughout the organization’s technology infrastructure, from host systems and applications to network and security devices such as firewalls and antivirus filters. The software then identifies and categorizes incidents and events, as well as analyzes them. The software delivers on two main objectives, which are to:

- Provide reports on security-related incidents and events, such as successful and failed logins, malware activity and other possible malicious activities and
- Send alerts if analysis shows that an activity runs against predetermined rulesets and thus indicates a potential security issue.





**SM042 – SM045**

The Vendor should provide a report outlining applicable National Institute of Standards and Technology (NIST) SP 800-53 moderate security control responsibilities (reference: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf>) noting which security controls are implemented and/or inherited by the Vendor, implemented by the Department, or shared by both parties. This report should be maintained by the Vendor and outline the following information, including, but not limited to:

- Non-compliant and required security and privacy controls
- Applied mitigations
- Plan to correct deficiencies

GeoH’s solution is built, delivered, and managed on industry best practices and standards including NIST SP800-53 and the update NIST SP800-53.4. GeoH affirms that upon selection, a complete matrix report will be generated and maintained throughout the contract to encompass non-compliant and required security and privacy controls, their applied mitigations and any agreed upon deficiencies correction plan. This report will detail ownership of each element and be agreed to by GeoH and the Department.

**SM046**

The solution should maintain a list of users and owners of each stored report.

All users are maintained within the system by using the unique login and password. The activity of each user from report generation to page view is kept within the audit log.

**SM047**

The solution should retain and maintain access to reports as specified by the Department's Retention Policy. (Reference:

- Post-exploitation
- Reporting

#### SM064

**The Vendor should provide all incident reporting to the Department immediately upon discovery per Department guidelines.**

All security incidents will be reported to the Department immediately upon discovery, and a constant communication maintained until the issue is resolved.

#### SM065

**The solution should be able to redact information contained in any form, correspondence, or report and save the redacted version as a new file.**

Role-based user access, data scoping and content redaction is used throughout the GeoH solution as a design practice to limit data exposure of member and provider information to only those elements required to perform a specific user job role or function per NIST 800-66 section 4.14 access control rules.

#### SM066

**The solution should allow users to override and change pre-populated information in forms, when appropriate.**

System wide forms which are prepopulated per Department requirements will require a service ticket submitted prior to data fields being altered. This would only pertain to standardized data fields with static input. Fields where data may be altered by business rules will remain open to data input.

#### SM067

**The solution should maintain an inventory and store all system-generated correspondence based on Bureau for Medical Services' (BMS) Retention Policy (Reference: [https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013\\_DataBackup\\_Mar2019.pdf](https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf))**

GeoH maintains all records in a cloud-hosted solution. Correspondence will remain stored per the BMS retention policy.

#### SM068

**The solution should ensure that data, including hard copy documents, are retained, stored, imaged, archived, and protected from destruction. All data should be available according to Department and federal requirements, and in accordance with the Department's Data Retention Policy (Reference: [https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013\\_DataBackup\\_Mar2019.pdf](https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf))**

All data created within the system or stored for business reasons will remain available per Department and Federal guidelines. Users with role-based permission will have access at any time. No data will be destroyed in any facet during the mandated retention period, with an option for the Department to import all data at the end of the period or contract life, whichever occurs first.

#### SM069

**The Vendor should ensure that hard copy documents are retained, stored, imaged, archived, and destroyed in accordance with applicable federal requirements and in accordance with the Department's Data Retention Policy (Reference: [https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013\\_DataBackup\\_Mar2019.pdf](https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf))**

The GeoH system employs no hard copy documents, and as such, this is not applicable to the solution. GeoH will confirm that if that would change in the future, all hard copy files will be retained for the mandated time period and destroyed as appropriate.

#### SM070

**The solution should prevent certain decisions and fields from having the ability to be overridden by users.**

The solution has pre-populated fields that cannot be overridden without a ticket request from the Department to technical support.

#### SM071

**The Vendor should ensure that information captured via the web portal meets the relevant data management specifications, including, but not limited to, access, inquiry, update, retention, and archival.**

GeoH's solution utilizing role-based permission will adhere to all data management specifications. Users will be able to access, and search data element based on permission, with those actions recorded in the audit log and activity center. The retention and archiving of the information conform to Department standards.

#### SM072

**The solution should have the ability to display and require the user to accept web-site terms of agreement when entering the web portal.**

Terms and service agreements are built into initial log-in with unique identifier. That agreement is logged as accepted and archived against the user's information.

#### SM073 – SM076

**The solution should have the ability to establish user access to predefined Department levels including, but not limited to:**

- **Page level**
- **Field level**
- **Data element level**

As previously stated, role-based permissions limit access to data elements and page views within the system. The Department will set the limits or permissions and function contiguously through the system.

#### SM077 – SM080

**The Vendor should provide a public facing website that provides access to a secure portal including, but not limited to:**

- **Instructions on how to use the secure site**
- **Site map**
- **Contact information**

GeoH's web-based solution is public facing with a secure login for users. Standard web development practices and user interface principles have been included including site map, login instructions for secure site and contact information for both the Department representative, email for support, and GeoH technical support.

#### **SM081**

**The solution should have the ability to send users their initial auto-generated password via email and require that they change their password upon their next sign-on.**

The solution allows for an email or SMS based notification of an auto-generated link for new users that includes a temporary password. At login, the user is prompted to change the temporary password which adheres to standard password security protocols as mentioned.

#### **SM082 – SM087**

**The solution should have the ability to require qualifying information to access system records via the web portal including, but not limited to:**

- **Provider number**
- **Prior authorization number**
- **Medicaid ID number**
- **Date of service**
- **Claim number**

GeoH has two protocols for access to member and provider information. Role-based permissions at the Department level limit access to claim data based on granted access. For Department roles, one of the data elements of the claim from provider to member information, would be required to perform the search. At the provider level, their access would be limited to the members of which they have a prior authorization. The methodology allows for specific or parameter-based inquiries.

#### **SM088**

**The solution should allow a system administrator to reset user passwords.**

Based on role permission, Solution administrators can reset credentials and notify the user via email or SMS and require a password change upon login. Providers have the same ability within their organization for their administrative staff and direct care workers.

#### **SM089**

**The solution should allow users to change their passwords on demand.**

GeoH allows users to change their passwords and username. The new information is retained in the audit log and integrated with their account and old credentials.

#### SM090

**The solution should have the ability to set and adjust password expiration dates.**

Per NIST 800-63, password expiration limits are not currently enforced. GeoH affirms, that upon selection and Department request through the Change Management policy, limits can be enforced.

#### SM091

**The solution should have the ability to warn the user that the Caps Lock is on when entering sign-on passwords.**

GeoH utilizes the user's machine capability to warn that the Cap Lock is on during the log-in process.

#### SM092

**The Vendor should establish an expiration schedule for system component required passwords to minimize system or user disruption.**

GeoH system component passwords exist with the synchronous relational database. A change within the system would implement immediately across the system with no disruption. The Department would be immediately notified of any global change in password that affected their operations with impacted roles notified.

#### SM093

**The solution should store passwords in encrypted form. The Advanced Encryption Standard (AES) 256-bit standard or equivalent should be used. (Reference: <https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf>)**

GeoH's solution employs NIST recommended encryption on data in transit (Transport Level Security 1.2) and data at rest (256-bit AES).

#### SM094

**The solution should enforce password policies for length, character requirements, and updates for all users as agreed upon by the Department**

GeoH currently employs NIST 800-63 standards for passwords including:

- 8 character minimum when a human sets the password
- 6 character minimum when set by a system/service
- Support at least 64 characters maximum length
- All ASCII characters (including space) should be supported
- Truncation of the secret (password) shall not be performed when processed
- Check chosen password with known password dictionaries
- Allow at least 10 password attempts before lockout
- No complexity requirements
- No password expiration period
- No password hints
- No knowledge-based authentication (e.g. who was your best friend in high school?)
- No SMS for 2FA (use a one-time password from an app like Google Authenticator)

GeoH affirms it will work with the Department if additional policies are warranted."

#### SM095

**The solution should allow self-service password resets.**

GeoH currently supports self-service password recovery on both the web-based solution and Mobile app. The recovery utilizes an email or phone number stored and associated to the user.

#### SM096

**The solution should send system-generated email notifications of password change events and expiration warnings at Department approved intervals.**

GeoH would work with the Department to establish password expiration standards and then send system wide notifications to the users preferred version of message receipt. Currently, passwords do not have expirations per NIST guidelines.

#### SM097

**The Vendor should deactivate all system access for users immediately upon notification of termination, departure, or reassignment.**

GeoH allows solution administrators at either the Department or provider level to deactivate a user. Once deactivation is selected and saved, the user is immediately locked out of any access to the system.

#### SM098

**The solution should have the ability to lock out a user after a pre-determined number of unsuccessful login attempts.**

NIST 800-63 standards state users are allowed 10 unsuccessful attempts prior to lockout. GeoH adheres to this standard.

#### SM099

**The solution should automatically suspend all users who have not accessed the solution within a specified duration of time as requested by the Department.**

GeoH will work with the Department to set the business rule for automatic suspension due to inactivity. As solution administrators can immediately deactivate a user, a parameter would need to be created and implemented to meet this policy.

#### SM100

**The solution should have the ability to close accounts that have been suspended more than a predetermined number of days as requested by the Department.**

When an account is suspended or deactivated within GeoH's system it is effectively closed. The solution administrator can reactivate if warranted which would allow access, or leave deactivated which does not allow access with no further steps.

### SM101

**The solution should have the ability to terminate authorized sessions after predetermined time period of inactivity, as requested by the Department, after a warning message is displayed to the user informing them that the session will terminate in an identified period of time.**

GeoH has the ability to auto-terminate a session for inactivity. The Department will need to establish guidelines to which the system will conform. Users will be notified of inactivity at predefined increments, and eventually logged out.

### SM102

**The solution should provide three types of controls to maintain the integrity, availability, and confidentiality of protected health information (PHI) data contained within the system. These controls should be in place at all appropriate points of processing as follows:**

### SM103

**Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring**

Utilizing NIST SP 800-122 preventive controls for PII would include two aspects:

#### **Policy and Procedure Creation**

- Access rules for PII within the system
- PII retention schedules and procedures
- PII Incident response and data breach notification
- Privacy in the system development SDLC
- Limitation of collection, disclosure, use and sharing of PII
- Consequences for failure to follow privacy rules of behavior

#### **Awareness, Training and Education**

- Definition of PII
- Applicable privacy laws
- Restrictions on data collection, storage and use of PII
- Roles and responsibilities for using and protecting PII
- Appropriate disposal of PII
- Sanctions for misuse of PII
- Recognitions of security or privacy incident involving PII
- PII retention schedules
- Roles and Responsibilities in responding to PI-related incidents and reporting

### SM104

**Detective Controls: Controls designed to identify errors and unauthorized transactions that have occurred in the system.**

At a system level, GeoH utilizes role-based permissions to address access rules; security protocols for potential breaches; limited exposure of PII throughout the system to minimize any exposure; and internal controls and warning messages including system access revocation for failure to follow rules of behavior. These elements are audited for continuity and regulation throughout the system.

These controls allow PII information to be stored and retained with limited opportunity for PII breach.

#### SM105

**Corrective Controls: Controls designed to ensure that the problems identified by the detective controls are corrected.**

Potential defective controls discovered during a PII audit are immediately logged and escalated to the security team for immediate correction. Defective controls which occur through technical or human mechanics are immediately logged, the affected parties notified (including the Department), and corrective action taken.

#### SM106

**Upon login, the solution should inform users of privacy policy, including the logging of users' access attempts to personally identifiable information (PII) and/or protected health information (PHI) and other actions taken within the application that are subject to privacy reporting and disclosure notification, including the legal sanctions imposed for improper disclosure and use to be approved by the Department.**

The privacy policy and PII responsibilities reside within the Terms of Service Agreement presented to a user upon initial login and require agreement and understanding acknowledgement for access to the system. GeoH confirms it will gain approval of the Department prior to rollout.

#### SM107

**The Vendor should deliver reporting on all unauthorized disclosures of personally identifiable information (PII) and/or protected health information (PHI) immediately upon discovery.**

GeoH confirms that any unauthorized disclosure of PII or PHI information will immediately be reported to the Department.

#### SM108

**The Vendor should perform data mapping to identify confidential data and Protected Health Information (PHI) contained in the system, the flow of that data through the system, and where that data resides.**

GeoH's synchronous relational database is data mapped to indicate where any PHI information resides. Data is stored only if there is a business reason to store it. GeoH does not accept PII or PHI data that is not relevant to functions and services. Data is encrypted within the system with only permission-based users having access to it.

#### SM109

**The Vendor staff should adhere to all Department security requirements when on-site at Department facilities and as required by the facility's security requirements.**

GeoH confirms that all of the vendor staff will adhere to Department security requirements and protocols while onsite with the Department.

#### SM110

**The Vendor should protect the Vendor's data center location(s) against intrusion at all times and maintain a surveillance alarm system that is linked to a manned monitoring center.**

GeoH utilizes Azure, a cloud hosted data solution and does not have a physical data center which GeoH controls. Azure is a Microsoft product and protected by their exhaustive security including access request and approval protocol, a monitored and guarded physical location, A security-controlled building entrance, biometrics within the building requiring two factor authentication, and data-center floor security including a full body scan.

#### **SM111**

**The Vendor should provide the Department access to all facilities to conduct announced and unannounced visits of the Vendor's facilities.**

GeoH affirms that the Department may conduct any visit of any nature to the corporate office in Indiana. Datacenter visits will require Microsoft approval.

#### **SM112**

**The Vendor should maintain a current database of individuals who have access to its facilities and the database should be available for the Department's inspection upon request.**

GeoH maintains a database of all individuals with access to the company facilities. This database will be made accessible to the Department upon request.

#### **SM113**

**The solution should have the ability to reassign existing records from one user identifier (ID) to another user ID in the case of fraud, errors, and omissions that affect data integrity and reporting according to the Department's business rules. All reassignment of records should be captured in audit logs.**

GeoH's synchronous database allows for existing records to be transferred between users through a Masterfile change. Upon request from the Department through a ticketing system, the records will be transferred to the new user. All data transactions and data element changes and correlating actions within the system are captured in the audit log.

#### **SM114 – SM121**

**The solution should audit and track all activity specific to each user including, but not limited to:**

- **Invalid login attempts**
- **Transaction activities**
- **Track adds, changes, and deletes of individual member visit verification data**
- **Password changes**
- **Security question and/or Key creation**
- **Updates to security questions**
- **User navigation history**

From the moment a user attempts to login to the system, every action is recorded. Invalid logins have a limit of 10 attempts before the user is locked out and the interaction logged. Upon successful login, every action within the system is tracked within the audit log and activity center.

Page navigation in the web, data element alterations in either web or mobile app, and transaction activity including edits are just a few examples. These audits are system wide from Solutions Administrator to Direct care worker. There is no requirement for security question within the system and it is not tracked per password guidelines.

#### SM122

**The Vendor should ensure that its employees and subcontractors complete and maintain required security training and follow State and Department policies regarding security. This should be done, at a minimum, on an annual basis and for all new hires within five (5) business days of being hired (Reference: <https://www.wv.gov/Policies/Pages/default.aspx#undefined>)**

GeoH confirms that all employees and subcontractors (if applicable) maintain WV Code Section 5A-6-4a security training. Current employees have an annual certification, and new hires have a 5-day window for training.

#### SM123 – SM127

**The solution should collect sufficient detail to produce an immutable audit log of all manual and automated system activity including, but not limited to the following elements:**

- **User Identification**
- **Machine/Internet Protocol Address Identification**
- **Time and Date of Action**
- **Actions Performed**

GeoH's audit collects all information that occurs within the system, where the action originated from, when it happened, and who performed the actions. As a work flow perspective, from the moment a user is created, accepts the terms of service and logs in for the first time through every instance of activity within the system and ending with a deactivation of account, all actions are recorded within the audit log and categorized by activity type and function.

#### SM128

**The solution should record an immutable audit log of security role assignment and revocation activities performed within the solution and changes to security role assignments on servers and in databases.**

GeoH's permission-based role with access level are stored in a master file within the database. Revocations or role-based permission changes are recorded within the permission audit log. This log would include overall role access permission as a business rule and all users who fall under that scope.

#### SM129

**The Vendor should disable building and system access in real-time for staff upon termination, departure, or reassignment from the project.**

Immediately upon termination, any staff member who is terminated, reassigned or departs will have their access to the system revoked from a permission perspective by deactivating their user ID. Security protocols currently in place would prohibit access to the physical location upon the staff member being terminated or departing on their own.

### SM130

**The solution should generate audit reports based on a request from authorized requestors at the Department.**

At the request of the Department through the technical ticketing system, audit reports will be generated.

### SM131

**The solution should have the ability to control access to member records based on user roles and system credentials.**

Users are individually registered, and functional rights and roles are assigned to their login credentials including access to member records based on role permissions.

### SM132 – SM134

**The solution should support member-delegated authority including, but not limited to:**

- **Assistors**
- **Authorized representatives**

Currently, GeoH does not support member delegated authority within the system. Neither assistors, authorized representatives, nor POA's have access to the system. GeoH does allow a provider to send non PII or PHI information as it relates to a visit to member representatives. Direct care worker arrival and departure times relative to the member would be an example.

### SM135

**The Vendor should require that all employees accessing sensitive and critical member data successfully pass State and Federal fingerprint-based background checks prior to potential or actual data access. See request for proposal (RFP) Section 3: General Terms and Conditions for more information.**

GeoH affirms that employees who are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. GeoH understands that the cost of this resides with the vendor. Additionally, after the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, GeoH shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a GeoH employee from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check

### SM136

**The Vendor should conduct information security assessments and audits of the solution to be conducted by the Vendor, by the Department, or by an external entity hired by the Department as directed by the Department.**

As directed by the Department, GeoH will conduct information security assessments either internally, by the Department, or an independent entity hired by the Department.

### SM137

**The Vendor should conduct all security, privacy, and/or risk assessments inclusive of vulnerability scans of the solution and the results of the vulnerability scan should be included with the assessment results.**

GeoH will utilize cyber security and fraud standards to provide specific mandatory controls for security, privacy and risk assessments. As part of that process GeoH views the solution with application components.

An application is defined as a combination of technologies, software, infrastructure services, and runtime components that support a specific function. An application can be comprised of multiple modules or functionality and encompassed under one Universal Application ID (UAID).

GeoH classifies the risk of an individual application based on visibility and accessibility from the internet and its use of sensitive data. Applications belong to one of the following four classes:

1. Internet/Externally Facing applications that process PCI, PII or other sensitive data
2. All other Internet/Externally facing applications that do not process PII, PCI or other Sensitive data.
3. Non-Internet Facing applications that process PCI, PII or other sensitive data.
4. All remaining GeoH applications that are not Internet/Externally facing or have not indicated that the application uses PCI, PII or other Sensitive Data.

GeoH will submit the results of the solution and vulnerability scan.

### SM138

**The Vendor should allow for only Department approved users to enter and/or approve change request activities, per the Change Management Plan.**

GeoH attests that only approved representatives from the Department with an assigned role permission may enter and or approve a change request per the Change Management Plan. Additionally, once implementation is complete, the technical ticketing system will be required for use in collaboration with Change Management protocols.

### SM139

**The solution should comply with the standards and protocols under sections 1104 and 1561 of the Affordable Care Act (ACA). (Reference: <https://www.caqh.org/core/operating-rules-mandate>) (Reference: <https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf>)**

GeoH adheres to ASC X12 protocols. As such all data transfers and time constraints listed within section 1104 phase

Section 1561 also relies on AC X12 protocols for web interfaces. Data transmission

### SM140

**The Vendor should follow Federal, State, and Department policies for receipt and removal of hardware and electronic media that contain electronic protected health information according to 45 CFR164.310. (Reference: [HTTps://www.hhs.gov/sites/default/files/patient-protection.pdf](https://www.hhs.gov/sites/default/files/patient-protection.pdf))**

GeoH does not store information locally on an electronic device. Users interact with the system either through a web interface or mobile app

Development of the system is also done within the cloud using various development libraries found in open source technology and original development

GeoH attests to understanding but acknowledges that this is not applicable."

#### SM141

**The solution should allow local and central system security administrators to add and change permissions for local and central system access.**

The solution allows for local and central system security administrators to assign roles with permission access to users. Any other change in permissions for access must be done within the Masterfile by GeoH and instigated through the ticketing system in conjunction with the Change Management plan.

#### SM142

**The Vendor should maintain the same level of security compliance during any interruption of normal operations as outlined in the RFP Contract Deliverables and applicable federal requirements.**

GeoH affirms that security compliance will be maintained regardless of normal operations. The Disaster Recovery plan will address this in greater detail.

#### SM143

**The solution should have the ability to securely access all data in the event of an emergency without any impacts to the confidentiality or integrity of the data.**

GeoH is built upon a redundant cloud hosted system. In the event of an emergency, the data is collocated utilizing back up hosting through Microsoft. The built-in redundancy allows for secure data access in spite of emergency situations.

#### SM144

**The Vendor should deliver the system architectural activity and process diagrams that detail security and privacy controls to the Department upon request.**

Upon request from the Department, GeoH will produce system Architecture activity and process diagrams. These diagrams are specific to security/privacy protocols and access points.

#### SM145 – SM147

**The Vendor should ensure that all Vendor-owned hardware and software are configured securely, including but not limited to:**

- **Being protected by industry standard virus protection software, which is automatically updated according to a Department-approved schedule.**
- **Having all security patches installed that are relevant to the applicable operating system and all other system software and hardware.**

GeoH's cloud-based database is protected by Microsoft from all attacks including malware. All of GeoH's desktops are protected from Spyware and signatures are kept up to date automatically. We

also utilize anti-virus and malware protection on our firewalls. GeoH has a process in place for anti-virus detection and repair and uses Symantec which continuously runs and updates to the most current version.

#### SM148

##### **Maintaining compatibility with Department software and systems.**

GeoH will integrate with Department software and systems to maintain compatibility.

#### SM149

##### **Utilizing only licensed software and hardware solutions that have not been classified as End-of-Life (EOL).**

Any licensed software that is utilized by GeoH (Microsoft Azure, Twilio / SendGrid for correspondence, as examples) are cutting edge and are not classified as EOL. Hardware including computers are all Microsoft Surface and fully supported through Microsoft utilizing Windows 10.

#### SM150

##### **The Vendor should ensure they are in compliance with the State and Department Information Technology Security and Privacy Policies.**

As referenced in SM122, GeoH will remain in compliance as it refers to WV Code Section 5A-6-4a from the office of the CTO.

#### SM151

##### **The Vendor should maintain documentation of encryption keys, interface credentials, and service account credentials, and provide the Department with updated documentation every time an update is made.**

When system wide updates are done and any credentials are changed or updated, GeoH will provide the Department with documentation to reflect the new changes.

#### SM152 – SM153

##### **The Vendor should provide continuous monitoring of the solution using intrusion detection software (IDS).**

##### **The Vendor should provide reports at intervals as agreed upon by the Bureau from the intrusion detection software (IDS).**

GeoH affirms and utilizes an IDS solution for continuous monitoring, and upon agreed upon intervals, provide reports of the IDS findings.

#### SM154 – SM155

##### **The Vendor should provide continuous monitoring of the solution using industry standard intrusion prevention software (IPS).**

##### **The Vendor should provide reports at intervals agreed upon by the Department from the intrusion prevention software (IPS).**

GeoH affirms and utilizes an IPS solution for continuous monitoring, and upon agreed upon intervals, provide reports of the IDS findings.

**SM156**

**The solution should have the ability to support non-disclosure of information.**

GeoH affirms that the software will support non-disclosure of information.

**SM157**

**The Vendor's Technical Call Center should have the ability to authenticate the caller/user as required by the Department.**

GeoH's technical call center will authenticate the caller through unique user ID/role or other means as deemed appropriate by the department

**SM158**

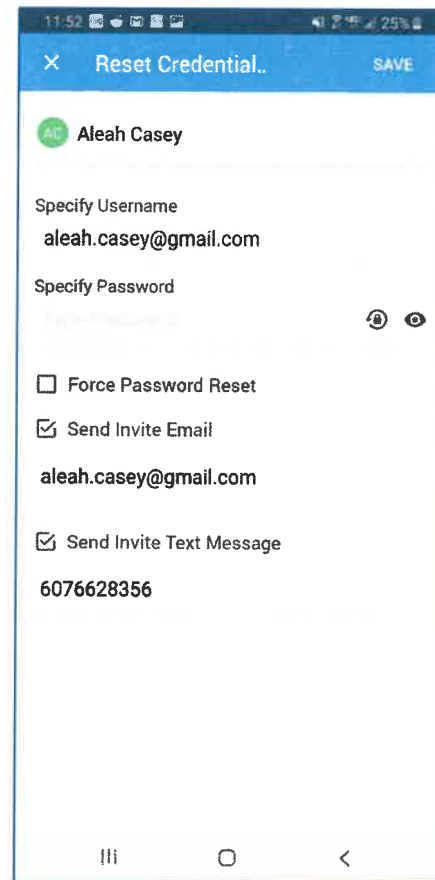
**The solution should provide complete logical and physical segregation of electronic visit verification (EVV) data and files from the data and files of other Vendor/Vendor customers.**

GeoH's cloud-based solution in Azure provides both logical and physical separation for all the files and data associated with West Virginia.

**Unique User IDs and Passwords**

GeoH's solution has the ability to create a new unique identifier to an existing user, as well as link them to a separate user group. It was discovered that direct care workers occasionally work for multiple providers at once. Additionally, some providers have multiple agencies. A "linked account" allows the user to seamlessly switch back and forth between accounts while maintaining the data integrity of each individual unit or role. With GeoH's web-based solution and Mobile app, an option occurs to automatically generate a unique username and password that is securely sent to the new user. This can happen not only during registration, but also at any point while the solution is functional and used by the user. GeoH's solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA. GeoH also confirms willingness to work with the Department regarding approval of file transfer protocol. (SM004)

After a user has received their unique login credentials, the first step for all users attempting to access a connection to the solution must authenticate through the correct input of their unique username and password. Their device has also been registered and validated against their role, which is an additional level of authentication. GeoH confirms



it is still dedicated for working with the Department to determine if an additional two-factor authorization is warranted, and if so, to implement. (SM001-003) GeoH currently supports Single Sign On for the web-based and mobile app. The unique login name a password are supported on both products. (SM007) GeoH's technical call center will authenticate the caller through unique user ID/role or other means as deemed appropriate by the department. (SM157)

### Web Authorizations

GeoH provides four methods of electronic non-voice transmission of personal information both in and out of the system. All four use SSL TLS 1.2 certificate-based encryption to safeguard the security of electronic transmission. Facsimile is not a feature in GeoH today.

### GeoH File Gateway

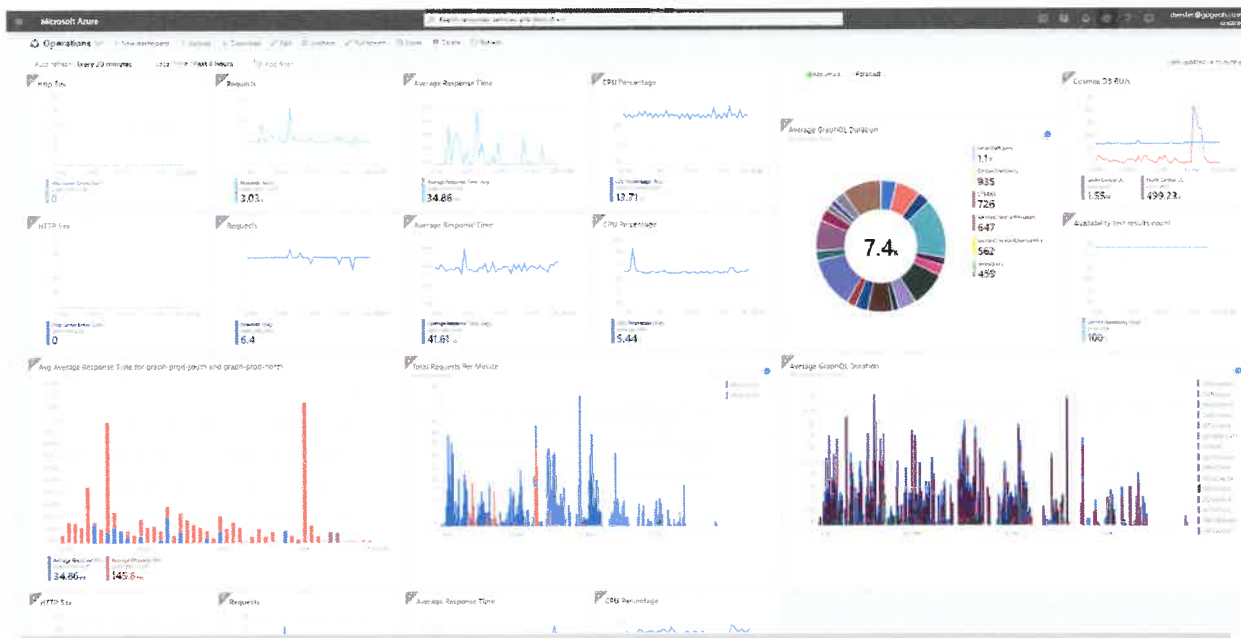
GeoH provides a secure SFTP file gateway, particularly for large files, where users can drop files for processing, and subsequently pick up a file with processing results and any error messages. For example, File Gateway would be used for Claims Aggregation which supports importing of EVV information from approved Third Party EVV solutions.

### GeoH JSON / REST API

GeoH includes a set of secure web service APIs where registered users can log in and transfer data packets in real time. APIs provide a success/failure response and include any applicable error messages.

### Web Portal File Upload / Download

For smaller files uploaded by users such as agency providers, the secure GeoH web portal will accept files, and subsequently provide processing results for pickup. GeoH also provides listing reports in Excel or CSV format that can be used to download EVV visit information



### Standard Reporting Exports

All standard parameterized reports can be exported to the following formats: CSV, Excel, PDF, and XML and are distributed through the GeoH website. (SM006)

Currently, there is not a warning displayed warning the user about accessing US Government data with an opt-in option in either the web or Mobile APP. GeoH confirms that this will be implemented on both log-in pages prior to deployment in West Virginia. Terms and service agreements are built into initial log-in with unique identifier. That agreement is logged as accepted and archived against the user's information. (SM005, SM072)

For Vendor remote access, GeoH confirms understanding and agreement to the security management concern of our SaaS based product hosted in a redundant cloud-based environment. GeoH vendor access will additionally be regulated through internal protocols outlining which development group has access to the Departments environment, which would be autonomous of other environments. (SM008)

### Roles and Responsibilities

GeoH's architecture has configurable roles to allow for any change to state plan or waiver program. Every state GeoH functions in note differences in their business rules, waiver program regulations, workflow mandates, and communication format.

- The integration with EOMED in Missouri as their MMIS is specific to Missouri alone. GeoH developed a specific role for those Missouri companies to allow access to the integration and a functional change with data reporting to match the EOMED data transfer requirements.
- GeoH also developed a multi role-based rule for state plan and waiver plans to solve a provider's issue with locations in multiple states. Those differences are accounted for within the role assigned to each location while the company is able to see a sum total of the entire business or drill down to a specific location.

GeoH currently has internal controls for role functionality for system environment. In the web-based environment, it is partitioned by user interface/experience, feature development, database management/DevOps and release management. The mobile app consists of user interface/experience, feature development, database management, and app release to the apple and Play stores for holistic releases. Each development group functions independent and collaboratively. Releases are controlled through release pipeline and must have Vice President of Technology of approval to finalize release to production. In GeoH's solution Users are individually registered and functional rights and roles are assigned to their login credentials. Users are data scoped to see only relevant data they are allowed to see. Each login is owned by ONE user and security authentication methods are used such only the user has the control of their security credentials. All transactions that add or change GeoH data are fully audited as to the nature of the change, the user that made the change, and when the change was made. In the GeoH audit log, creation and update date/times, the name derivative for how the system was accessed, and the user making the change are shown on all records. A summary of these changes is available on each detail record (authorizations, claims, etc.) on the GeoH web, so that a user can identify recent activity and investigate. The access associated with the individual login will offer report functionality and correspondence associated with their role specifically. (SM009-019) GeoH's solution would allow for an individual to be assigned a new role with more or less access by a master administer within the Department. If there would be a need to increase or decrease visibility and access into the

system for the role holistically, this process would require a ticket created as part of the agreed upon Change Management Plan as that would be a core system element. (SM020)

#### Role-based Permissions and Unique IDs

GeoH's solution falls within all requirements of National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines to include the following:

- 8 character minimum when a human sets it
- 6 character minimum when set by a system/service
- Support at least 64 characters maximum length
- All ASCII characters (including space) should be supported
- Truncation of the secret (password) shall not be performed when processed
- Check chosen password with known password dictionaries
- Allow at least 10 password attempts before lockout
- No complexity requirements
- No password expiration period
- No password hints
- No knowledge-based authentication (e.g. who was your best friend in high school?)
- No SMS for 2FA (use a one-time password from an app like Google Authenticator)

The use of these specific user ID's and passwords allow for role-based permissions specific to the user's credentials used upon accessing the system. In GeoH's solution Users are individually registered and functional rights and roles are assigned to their login credentials. Users are data scoped to see only relevant data they are allowed to see. Each login is owned by ONE user and security authentication methods are used such only the user has the control of their security credentials. The Department would approve role access and permission access on a hierarchal level. The user's role defined unique identifier would then limit the user's access and view from data elements including members, reports and analytics, and windows/screens/tabs. The system, through its architecture, updates real time. At a stem level, if changes are made to the Master File, they are automatically updated throughout the entire solution. At a user level, user access and role permissions are updated in real time when changed by an administrator. (SM021-033)

Time outs and concurrent logins are handled differently in the system. For timeouts, when a user logs in using their unique credentials, a token is issued for that session which currently has a 24-hour shelf life. That token can be altered to coincide with Department requirements. Users are able to login to the Web-based and Mobile App system concurrently using the same credentials as those identifiers work system wide. (SM034-035)

Automated alerts are sent via email to designated recipients. Support coordinators, provider agencies, emergency back-up workers or State staff may be registered to be notified that a critical service has not been delivered. For example, GeoH can be configured so that only Providers receive late alerts whereas care managers, State staff or others could be notified of missed alerts only. GeoH is easily configurable to setup multi-level escalating alerts for late or missed visits as needed by the Department. (SM037)

GeoH's current solution does not allow a direct care worker to override any edit or rule. They are able to notate events as an occurrence, but not override. Providers have the ability to make edits within the



what result was reported to the query. The unique login identifies the user, and the time/date are retained as well as the report itself and stored within the system. GeoH maintains through the audit log and activity center a record of all reports and actions that occur. Any information accessed or manually entered is noted within the audit log and activity center to include what data was accessed and by what user. And correspondence or distributions are noted as to date of occurrence and distribution list. As user accounts are kept regardless of active or inactive, there is no current report for user deactivation required. IF the DHHR needs a usage report for personnel management and account security, the system can produce an activity log with a business rule that deletes the account after a predetermined time. (SM049-057)

GeoH Reports	
Authorizations	Prior approval units, by client.
Authorizations with Claim Detail	Prior approval unit including existing claims.
Claim Details	Completed visits and valid claims.
Claims History	History of claims per client.
Calendar	Printable calendar and client schedules.
Late & Missed Visits	Report of late or missed visits.
Exceptions	Report including transmission and validation errors.
Billing Invoice	Report including active billing for organizations.
Time & Attendance	Time and attendance report for caregivers.
Overlapped Claims by Client	Report identifying claims that conflict.
Client Report	Worked hours and visits by client.
Provider Activity	All activity for the provider organization.
Remittance	Payouts by visit by client.
Eligible Client Listing	List of clients with eligible authorizations.
Caregiver Report	Worked hours and visits by caregiver.
Unauthorized Locations	Report including check-in and check-outs at the wrong location.

### Security Assessment Reporting

Information risk assessments must be completed for all applications used or installed by GeoH. The frequency and depth of the information risk assessment is determined by the inherent risk of the application. Risks and/or vulnerabilities identified within applications and supporting infrastructure must be mitigated and/or remediated per specified standards. Standards will be reviewed annually at a minimum and more frequently if changes in the business environment warrant such review. Any review will include requests for feedback from key constituents and stakeholders during the review cycle. Recommended changes to standards will be presented to the Owner of the standard by GeoH for review and approval.

Each standard is effective as of its documented Effective Date. To fully implement a standard, a gap analysis and subsequent remediation activity may be needed. If so, risk-based remediation plans must be established with committed dates for when a group will attain compliance with the standard. During the remediation period, compensating controls may also be required.

Business or functional unit cyber security or technology risks may be assessed through internal or external assessments. These assessments may identify non-compliance with GeoH’s cyber security and fraud policies or standards, specific risks, or vulnerabilities. It is the responsibility of GeoH’s Information Risk Management function to identify, assess, communicate, and monitor risk.

The Information Risk Management function will work with the appropriate GeoH owner-associates or responsible third parties to identify, assess, communicate, and monitor cyber security or technology risks.

Cyber Security Policy	GeoH Functional Policies	GeoH Standard Operating Procedures (SOPs)
CS Guides	Anti-Virus Standard	Application Security Standard
Authentication Standard	Cloud Security Standard	Cryptography Standard
Cyber Security General Computing Standard	Cyber Security Incident Response Standard	Cyber Security Resiliency Standard
Data Classification and Handling Standard	File Transmission Standard	Information Risk Management Standard
Logging and Monitoring Standard	Mobile Device Security Standard	Network Security Standard
Password Standard	Penetration Testing Standard	Secure Remote Access Standard
Security Baseline Hardening Standard	Security Testing Standard	Telecom Security Standard
User Account Management Standard	Vulnerability Management Standard	GeoH Standards Change Summary

Several of the above policies combine to provide access controls:

- Authentication Standard
- Password Standard
- User Account Management Standard

GeoH maintains a documented Cyber Security Resiliency Standard which includes requirements related to:

- Communication Channel Redundancy
- Distributed Denial of Service Attacks (DDoS)
- Cyber Security Incident Management Process
- In-place Recovery of Compromised Information Systems
- Data Backup

GeoH will be work with DHHR to develop and update security requirements at the same time system planners define the requirements of the system as new threats/vulnerabilities are identified and/or new technology implemented. GeoH gives highest priority to protecting the security and privacy of DHHR data, and especially the security of the environment that houses it. GeoH has a critical role in maintaining DHHR's overall compliance with security and privacy laws, regulations, and CMS standards. (SM058-059)

Penetration standards will be conducted annually, and the findings provided to the Department within 30 days of the conclusion of the exercise. Element of the testing will include:

- Pre-engagement interactions
- Intelligence gathering
- Threat modeling
- Vulnerability analysis
- Exploitation
- Post-exploitation
- Reporting

All security incidents will be reported to the Department immediately upon discovery, and a constant communication maintained until the issue is resolved. (SM063-064)

#### [User Login Access](#)

GeoH records all activities real time in the audit log and activity center. The Department will always have access to this information as it occurs. The Department can set user role access to limit visibility as the Department deems necessary. An authorized user will, at any time required, have access to all individual profiles. As the Department will collaborate on role definition, that static document will be archived and accessible. GeoH's audit log tracks every login attempt within the audit log. A monthly report will be reviewed and analyzed by GeoH and sent to the Department at their request. (SM060-062)

These same role-based permissions will limit access to data elements and page restrictions in the web portal. The Department will set the limits and responsibilities of the roles while functioning contiguously throughout the web system and Mobile APP. (SM073-076)

### Form Formatting and Retention

Role-based user access, data scoping and content redaction are used throughout the GeoH solution as a design practice to limit data exposure of member and provider information to only those elements required to perform a specific user job role or function per NIST 800-66 section 4.14 access control rules. The redacted report is what is available for users without access to the full information. System wide forms

Services	Sched	Util	Reg Hours	OT Hours	Total Hours	Rates (Reg/OT)	Pay	Pay OT Total
Admission, Bladder	1	6.00	0.00	0.00	0.00	\$12.75	\$0.00	\$0.00
Via, Inpt	1	6.00	0.00	0.00	0.00	\$0.00	\$0.00	\$0.00
9:30 AM - 1:00 PM								
Total								
February 6th, 2020								
Allison, Inpt E	1	4.50	0.00	0.00	0.00	\$12.75	\$0.00	\$0.00
9:30 AM - 1:00 PM								
Total								
February 12th, 2020								
Sobanata, Leashn	1	3.00	0.00	0.00	0.00	\$12.75	\$0.00	\$0.00
9:30 AM - 1:00 PM								
Total								
February 14th, 2020								
9:30 AM - 1:00 PM								
Total								

which are prepopulated per Department requirements will require a service ticket submitted prior to data fields being altered. This would only pertain to standardized data fields with static input. Fields where data may be altered by business rules will remain open to data input. The solution has prepopulated fields that cannot be overridden without a ticket request from the Department to technical support. GeoH's solution utilizing role-based permission will adhere to all data management specifications. Users will be able to access and search data element based on permission, with those actions recorded in the audit log and activity center. The retention and archiving of the information conforms to Department standards.

GeoH maintains all records in a cloud-hosted solution. Correspondence will remain stored per the BMS retention policy. All data created within the system or stored for business reasons will remain available per Department and Federal guidelines. Users with role-based permission will have access at any time. No data will be destroyed in any facet during the mandated retention period, with an option for the Department to import all data at the end of the period or contract life, whichever occurs first. The GeoH system employs no hard copy documents, and as such, this is not applicable to the solution. GeoH will confirm that if that would change in the future, all hard copy files will be retained for the mandated time period and destroyed as appropriate. (SM065-071)

### Web Access and Passwords

GeoH's web-based solution is public facing with a secure login for users. Standard web development practices and user interface principles have been included including site map, login instructions for secure site and contact information for both the Department representative, email for support, and GeoH technical support. GeoH's solution employs NIST recommended encryption

Account Credentials

Username: geoh.user

Password: \_\_\_\_\_

Force Password Reset

Invite Email

user@gogeoh.com

Invite Text Message

on data in transit (Transport Level Security 1.2) and data at rest (256-bit AES). From either the web access or the Mobile APP, the solution allows for an email or SMS based notification of an auto-

generated link for new users that includes a temporary password. At login, the user is prompted to change the temporary password which adheres to standard password security protocols as mentioned. (SM077-081, SM093)

Both the Administrators and users have the ability to change user credentials. Based on role permission, Solution administrators have the ability to reset credentials and notify the user via email or SMS and require a password change upon login. Providers have the same ability within their organization for their administrative staff and direct care workers. GeoH allows users to change their passwords and username. The new information is retained in the audit log and integrated with their account and old credentials. (SM095) Per NIST 800-63, password expiration limits are not currently enforced. GeoH affirms, that upon selection and Department request through the Change Management policy, limits can be enforced. (SM088-090) GeoH system component passwords exist with the synchronous relational database. A change within the system would implement immediately across the system with no disruption. The Department would be immediately notified of any global change in password that affected their operations with impacted roles notified. (SM092) The solution will, at the direction of the Department and at their interval requirement, a list of password change event report. (SM096)

GeoH has two protocols for access to member and provider information. Role based permissions at the Department level limit access to claim data based on granted access. For Department roles, one of the data elements of the claim from provider to member information, would be required to perform the search. At the provider level, their access would be limited to the members of which they have a prior authorization. The methodology allows for specific or parameter-based inquiries. (SM082-087) The solution allows for local and central system security administrators to assign roles with permission access to users. Any other change in permissions for access must be done within the Masterfile by GeoH and instigated through the ticketing system in conjunction with the Change Management plan. (SM141)

### User Account Activity

GeoH allows solution administrators at either the Department or provider level to deactivate a user. Once deactivation is selected and saved, the user is immediately locked out of any access to the system. Users that have 10 failed attempts at login per NIST standards, or who have not accessed the system in a predetermined time set by the Department will have their account suspended and will need their passwords reset by a Solution Administrator or through a help desk ticket. GeoH has the ability to auto-terminate a session for inactivity. The Department will need to establish guidelines to which the system will conform. Users will be notified of inactivity at predefined increments, and eventually logged out. As solution administrators have the ability to immediately deactivate a user, a parameter would need to be created and implemented to meet this policy. In the system today, when an account is suspended or deactivated within GeoH's system it is effectively closed. The solution administrator has the ability to reactivate if warranted which would allow access or leave deactivated which does not allow access with no further steps. (SM097-101)

### PHI / PII Control

Utilizing NIST SP 800-122 preventive controls for PII would include two aspects:

- Policy and Procedure Creation
  - Access rules for PII within the system
  - PII retention schedules and procedures

- PII Incident response and data breach notification
- Privacy in the system development SDLC
- Limitation of collection, disclosure, use and sharing of PII
- Consequences for failure to follow privacy rules of behavior
- Awareness, Training and Education
  - Definition of PII
  - Applicable privacy laws
  - Restrictions on data collection, storage and use of PII
  - Roles and responsibilities for using and protecting PII
  - Appropriate disposal of PII
  - Sanctions for misuse of PII
  - Recognitions of security or privacy incident involving PII
  - PII retention schedules
  - Roles and Responsibilities in responding to PI-related incidents and reporting

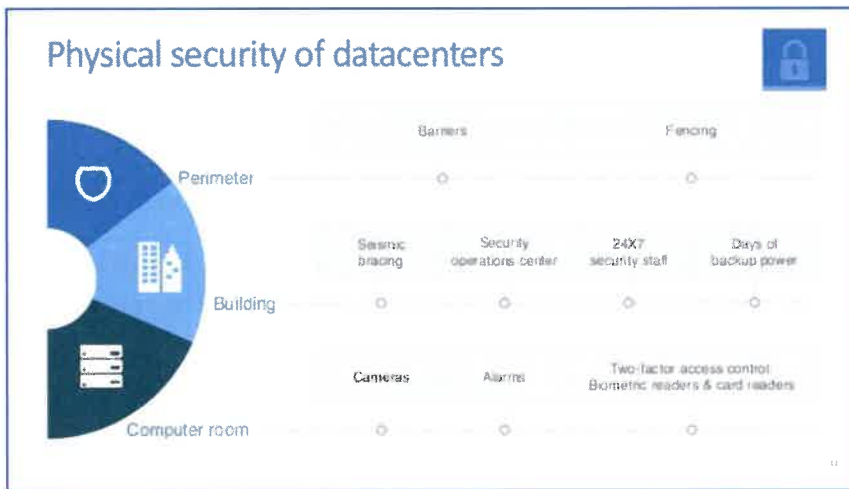
At a system level, GeoH utilizes role-based permissions to address access rules; security protocols for potential breaches; limited exposure of PII throughout the system to minimize any exposure; and internal controls and warning messages including system access revocation for failure to follow rules of behavior. These elements are audited for continuity and regulation throughout the system. These controls allow PII information to be scored and retained with limited opportunity for PII breach. Potential defective controls discovered during a PII audit are immediately logged and escalated to the security team for immediate correction. Defective controls which occur through technical or human mechanics are immediately logged, the affected parties notified (including the Department), and corrective action taken. Any unauthorized disclosure of PII or PHI data will immediately be reported. (SM102-105, SM107) GeoH's synchronous relational database is data mapped to indicate where any PHI information resides. Data is stored only if there is a business reason to store it. GeoH does not accept PII or PHI data that is not relevant to functions and services. Data is encrypted within the system with only permission-based users having access to it. (SM108)

The privacy policy and PII responsibilities reside within the Terms of Service Agreement presented to a user upon initial login and require agreement and understanding acknowledgement for access to the system. GeoH confirms it will gain approval of the Department prior to rollout. As discussed in SM072, this acceptance and opt-in will be required at login to access the solution. (SM106) GeoH's cloud-based solution in Azure provides both logical and physical separation for all of the files and data associated with West Virginia. (SM158)

### Onsite Security

GeoH confirms that all of the vendor staff will adhere to Department security requirements and protocols while onsite with the Department in West Virginia. GeoH utilizes Azure, a cloud hosted data solution and does not have a physical data center which GeoH controls. Azure is a Microsoft product and protected by their exhaustive security including access request and approval protocol, a monitored and guarded physical location, A security-controlled building entrance, biometrics within the building requiring two factor authentication, and data-center floor security including a full body scan. Representatives from the Department have access to GeoH facilities, but datacenters will require the

permission of Microsoft. All individuals with access to the facilities will be recorded in a database to include their background check and employment activity. GeoH affirms that employees who are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state



and federal background inquiry through the state repository. GeoH understand that the cost of this resides with the vendor. Additionally, after the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, GeoH shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a GeoH employee from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. (SM109-112; SM135) All employees and subcontractors (if applicable) maintain WV Code Section 5A-6-4a security training. Current employees with have an annual certification, and new hires have a 5-day window for training. (SM122) Immediately upon termination, any staff member who is terminated, reassigned or departs will have their access to the system revoked from a permission perspective by deactivating their user ID. Security protocols currently in place would prohibit access to the physical location upon the staff member being terminated or departing on their own. (SM129)



### Record Audit Log and Ownership

From the moment a user attempts to login to the system, every action is recorded. Invalid logins have a limit of 10 attempts before the user is locked out and the interaction logged. Upon successful login, every action within the system is tracked within the audit log and activity center. Page navigation in the web, data element alterations in either web or mobile app, and transaction activity including edits are just a few examples. These audits are system wide from Solutions Administrator to Direct care worker. There is no requirement for security question within the system and it is not tracked per password guidelines. GeoH's synchronous database allows for existing records to be transferred between users through a Masterfile change. Upon request from the Department through a ticketing system, the records will be transferred to the new user. All data transactions and data element changes and correlating actions within the system are captured in the audit log (SM113-121)

```
1  {
2    "action": "upsert",
3    "diff": {
4      "devices": {
5        "7": [
6          {
7            "deviceId": "962838db-694e-452c-8964-1b011135f04",
8            "deviceName": "Pixel 3",
9            "pushToken": "ExponentPushToken[cvzm9-A_5tv0PCPhZLJ1bK]",
10           "lastRegistration": "2019-10-16T08:44:19Z",
11           "localization": {
12             "timezone": "America/New_York",
13             "locale": "en-US",
14             "offset": -4
15           }
16         }
17       ],
18       "_t": "a",
19       "_i": {
20         {
21           "deviceId": "962838db-694e-452c-8964-1b011135f04",
22           "deviceName": "Pixel 3",
23           "pushToken": "ExponentPushToken[cvzm9-A_5tv0PCPhZLJ1bK]",
24           "lastRegistration": "2019-10-08T20:30:48Z",
25           "localization": {
26             "timezone": "America/New_York",
27             "locale": "en-US",
28             "offset": -4
29           }
30         }
31       ],
32       "lastLogin": [
33         "2019-10-15T18:06:38Z",
34         "2019-10-16T08:44:19Z"
35       ],
36       "updatedAt": [
37         "2019-10-15T18:06:38.57Z",
38         "2019-10-16T08:44:19.112Z"
39       ]
40     },
41     "docId": "ede52ae-bc55-4be8-8cef-488b1d13ee0",
42     "orgId": "demo",
43     "type": "staff",
44     "updatedBy": "a8ce24ee-edc7-42c1-99c2-845667dd9eaz",
45     "ttl": 2592000,
46     "id": "5fae5da-675d-411d-8e21-178535f1f6d",
47     "fid": "AtCDACe8Kw8B4AAAAA==",
48     "self": "dbs/4tcDAA=/colls/4tcDACE8Kw=/docs/4tcDACE8Kw8B4AAAAA==/",
49     "_etag": "\"88000f1e-0000-0400-8000-50a65/e30000\"",
50     "attachments": "attachments/",
51     "_ts": 151186659
52   }
53 }
```

GeoH's audit collects all information that occurs within the system, where the action originated from, when it happened, and who performed the actions. As a work flow perspective, from the moment a user is created, accepts the terms of service and logs in for the first time through every instance of activity within the system and ending with a deactivation of account, all actions are recorded within the audit log and categorized by activity type and function. GeoH's permission-based role with access level are stored in a master file within the database. Revocations or role-based permission changes are recorded within the permission audit log. This log would include overall role access permission as a business rule and all users who fall under that scope. At the request of the Department through the technical ticketing system, audit reports will be generated. (SM123-128; SM130)

Users are individually registered and functional rights and roles are assigned to their login credentials including access to member records based on role permissions, as discussed in PI005- GeoH meets this requirement by utilizing a multi-level, role- based control to verify each user has access only to the information authorized for that individual. In GeoH the privacy and security of Protected Health Information (PHI) is maintained according to the standards of HIPAA and HITECH. GeoH will assist DHHR in defining user roles by building and maintaining data access rights and restrictions, as well as configuring user security policies. Currently, GeoH does not support member delegated authority within

the system. Neither assistants, authorized representatives, nor POA's have access to the system. GeoH does allow a provider to send non PII or PHI information as it relates to a visit to member representatives. Direct care worker arrival and departure times relative to the member would be an example. If required by the department and based upon the configurable architecture, a subset of roles with limited permission could be defined and implemented to account for this type of user. (Sm131-134) GeoH attests that only approved representatives from the Department with an assigned role permission may enter and or approve a change request per the Change Management Plan. Additionally, once implementation is complete, the technical ticketing system will be required for use in collaboration with Change Management protocols. (SM138)

### Security Assessments

As directed by the Department, GeoH will conduct information security assessments either internally, by the Department, or an independent entity hired by the Department. GeoH will utilize cyber security and fraud standards to provide specific mandatory controls for security, privacy and risk assessments. As part of that process GeoH views the solution with application components.

An application is defined as a combination of technologies, software, infrastructure services, and runtime components that support a particular function. An application can be comprised of multiple modules or functionality and encompassed under one Universal Application ID (UAID).

GeoH classifies the risk of an individual application based on visibility and accessibility from the internet and its use of sensitive data. Applications belong to one of the following four classes:

1. Internet/Externally Facing applications that process PCI, PII or other sensitive data
2. All other Internet/Externally facing applications that do not process PII, PCI or other Sensitive data.
3. Non-Internet Facing applications that process PCI, PII or other sensitive data.
4. All remaining GeoH applications that are not Internet/Externally facing or have not indicated that the application uses PCI, PII or other Sensitive Data.

GeoH will submit the results of the solution and vulnerability scan.

### Compliance

GeoH adheres to ASC X12 protocols. As such all data transfers and time constraints listed within section 1104 phase I, EDI data transfer under Phase II, Claim payment rules under Phase III and within compliance. Section 1561 also relies on AC X12 protocols for web interfaces. Data transmission, core data elements, and verification interfaces all fall within the recommendations.

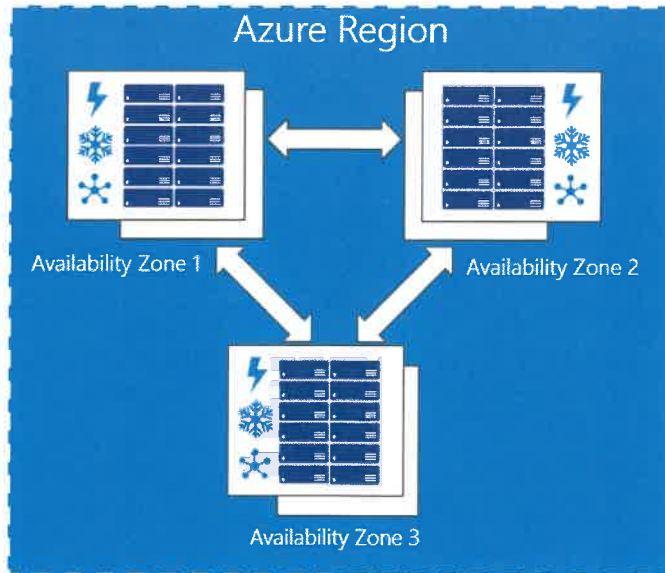
GeoH does not store information locally on an electronic device. Users interact with the system either through a web interface or mobile app, neither of which store any PII or PHI information on the device.

Development of the system is also done within the cloud using various development libraries found in open source technology and original development, and house in Azure.

GeoH attests to understanding but acknowledges that this is not applicable.

### Service Interruption and Security

GeoH affirms that security compliance will be maintained regardless of normal operations. GeoH is built upon a redundant cloud hosted system. In the event of an emergency, the data is collocated utilizing back up hosting through Microsoft. The built-in redundancy allows for secure data access in spite of emergency situations. Upon request from the Department, GeoH will produce system Architecture activity and process diagrams. These diagrams are specific to security/privacy protocols and access points. (SM142-144) GeoH's cloud-based database is protected by Microsoft from all attacks including malware. All of GeoH's desktops are protected from Spyware and signatures are kept up to date automatically. We also utilize anti-virus and malware protection on our firewalls. GeoH has a process in place for anti-virus detection and repair and uses Symantec which continuously runs and updates to the most current version. (SM147)



### Compatibility

Any licensed software that is utilized by GeoH (Microsoft Azure, SendGrid for correspondence, as examples) are cutting edge and are not classified as EOL. Hardware including computers are all Microsoft Surface and fully supported through Microsoft utilizing Windows 10. GeoH will integrate with Department software and systems to maintain compatibility and will remain in compliance as it refers to WV Code Section 5A-6-4a from the office of the CTO.

### Security Communication

At agreed upon intervals, reports detailing the results of intrusion detection and prevention software will be disclosed to the department. Continuous use and monitoring of detection and preventative software. Incident/Crisis Management primarily supports GeoH personnel, business units and facilities as well as any other assets such as contingent workers, clients, affiliates and subsidiaries associated with GeoH. Incident/Crisis Management is integrated with GeoH's security.

Incident/Crisis Management involves all the actions taken prior (including plan development and testing), during, and after an incident occurs. Actions taken are designed to mitigate the impact of an event on GeoH in consideration of the following objectives:

- Provide and effective early detection program and reporting structure
- Consult senior leadership and provide timely, accurate information to facilitate well informed decisions regarding best courses of action
- Aiding in maintaining or restoring the continuity of enterprise services

## Attachment 9: Implementation Specification Approach

### Project Management Methodology

#### PM001 – PM006

**The solution should have the ability to modify settings through the approved Change Management Plan to configure the business rules engine performing tasks, including, but not limited to:**

- **Rule deletion**
- **Rule modification**
- **Addition of new rules**
- **Business edits**
- **Others as defined by the Department**

GeoH will adhere to the Change Management Plan for any and all rule modifications, deletion, or additions. Business edits and ad hoc requests will follow established workflow and need to be requested and approved by a user with role permissions granting master file level alterations.

#### PM007

**The Vendor should collaborate with the Department to establish the initial roles and level of access and responsibility for each class of user.**

GeoH will work with DHHR to establish role-based access and levels of responsibility for each user class. As an example, a common standard provider role is the 'Administrator' or 'Admin Assistant' which has access to all reports. Other standard roles such as 'Human Resources' would be limited to worker information. A 'Scheduler Coordinator' role would be limited to information related to scheduling such as the Calendar and Late and Missed Visits information. The GeoH solution is configurable for any number of roles and rights combinations however in our experience most of the standard default provider roles and their accompanying rights are satisfactory for most implementations.

#### PM008

**The solution and supporting processes should comply with the Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards and the most current version of CMS Medicaid Information Technology Architecture (MITA). (Reference: <https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf>)**

GeoH understands that we have a critical role in maintaining DHHR's overall compliance with security and privacy laws, regulations, and CMS standards. We have extensive experience with Electronic Visit Verification (EVV), Medicaid Management Information System (MMIS), and Medicaid eligibility systems, as well as with agencies transitioning their legacy systems to modern, modular systems.

The GeoH EVV Solution is compliant with all CMS standards, including MITA and the standards and conditions.

See section 5.4.2, requirement #9 for the complete response to this requirement.

GeoH's integration capabilities are based entirely upon open-systems standards and accommodate communications to database management systems and back-end solutions through APIs and custom imports and exports. Additional features, such as Microsoft's BizTalk EDI 837 file creation, are built into the GeoH solution and leverage the open standard architecture. GeoH's feature-rich solution supports the seven conditions and standards of MITA.

### **Modularity Standard**

GeoH employs a flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces (APIs) to separate business rules from core programming. This also makes business rules available in both human and machine-readable formats. Most business rules in GeoH are captured in metadata tables in the database so that they are easily changed and updated as business rules change. The core programs in GeoH use business rules that are dynamically data-driven by values in meta-tables. This separates the core functions from a specific client's setup and business rules. This meets the modularity standards requirement to separate APIs, business rules, and core code into modules.

### **MITA Condition**

GeoH uses the MITA conditions and standards for the development and deployment of the DHHR solution. We have a strong understanding of MITA and its emerging industry changes. Our knowledge of MITA and MMIS systems will be of benefit to DHHR in potential projects involving health care information technology.

### **Industry Standards Condition**

GeoH's solution architecture and design applies industry standards, whenever applicable industry standards exist. This makes the solution highly modular, extensible, interoperable, and flexible.

GeoH understands the necessity of protecting the privacy and confidentiality of DHHR data. The GeoH solution provides world class security. The EVV system meets the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

HIPAA-compliant practices include:

- Data transfers employ AES 256-bit encryption and TLS 1.2 or SFTP.
- Users are individually registered, and functional rights and roles are assigned to their login credentials.
- Both IVR and Mobile App employ two factor authentications as required.
- Users are data scoped to see only relevant data that they are given permission to see.
- ANSI X-12 transactions are employed where relevant.

### **Leverage Condition**

The GeoH solution is inherently a Software as a Service (SaaS) solution and the interfaces to use it are sharable and reusable within West Virginia agencies. Particularly, the Mobile App supports multiple configurations with different business rules. The business rule set is selected by a configuration code, while user preferences are applied when the user logs in. This is achieved with only one common app each in the Apple® and Google Play app stores.

The GeoH solution is in full production in several states, with each state having the solution modules relevant to their specific business and program needs.

#### **Business Results Condition**

The GeoH solution is a modular, flexible, extensible, interoperable, service-oriented architecture (SOA)-based system that provides real time EVV data. This supports accurate and timely processing of claims and effective communication for all DHHR users, providers, applicants, beneficiaries, and plans. MMIS claim payment rates are typically in excess of 99%, so providers have few denied claims. By only allowing billing for documented services delivered, states can see a 5-12% spending reduction by not paying for missed or foreshortened visits. The best providers have a renewed focus on quality of care and providing all the services recipients are supposed to receive.

#### **Reporting Condition**

The GeoH solution includes a robust web and reporting solution.

#### **Interoperability Condition**

GeoH's EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers' current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR's migration and the GeoH integration with interChange.

The GeoH solution can be integrated into a larger SOA architecture using data interfaces and application programming interfaces (API) and accessed by any Medicaid enterprise application in need of our services. GeoH solution processes employ data interchange and web service standards including secure JSON API and restful (REST) web services.

Our solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA.

#### **PM009**

**The Vendor should conduct an overview with the Department of solution changes that are ready to be moved into the production environment as directed in the Change Management Plan.**

All configuration modifications as part of the implementation are applied to the Staging or User Acceptance Testing (UAT) environment and tested there. Our clients participate in the UAT process by documenting and reporting issues to GeoH. Issues will be documented by DHHR and reported to GeoH. GeoH will review the issue, estimate time and effort for correction, determine if correction is necessary before go-live, assist DHHR with applying and documenting the appropriate remediation, and notify DHHR of issue resolution. All configuration modifications are first be applied to the Staging environment; then, applied to the UAT environment and re-tested.

#### PM010

**The Vendor should request authorization in writing from the Department prior to promoting any system changes to the production environment or solution as agreed upon by the department.**

At the end of UAT, final sign-off by DHHR is completed and the system is then migrated to the Production environment. When functionality updates are to be released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.

#### PM011

**The solution should have the ability to allow the modification of edits per the Change Management Plan.**

Manually entered edits, corrections, and overrides are normally managed with an exceptions process where specific users can make corrections, and, for some types of edits, specific users are empowered to approve or deny them before billing can take place. GeoH supports requiring a reason code (for reporting) and claim note for added or edited claims for services. If DHHR is willing to commit resources to review and approve edit requests for some services, GeoH can support a review process to approve or deny edits. The exact requirements and scope for this process will be defined in the Joint Application Configuration (JAC) sessions with DHHR staff and documented in the West Virginia System Integration Plan (SIP).

#### PM012

**The Vendor should provide a manual visit verification process that is adaptable to changes in program requirements throughout the contract period as directed by the Change Management Plan.**

Within the exception report providers have access to depending on their permissions, there will be an option to manually enter a visit that requires a reason code. This manual visit varication does not meet 21st Century Cures Act standards and cannot be validated. The Department, at its sole discretion, will set business rules for frequency and reason for processing of a manual visit varication through the GeoH system.

#### PM013

**The solution reporting should be configurable so that standard reports and recipients of reports can be changed easily over the life of the contract without additional cost, as defined in the approved Change Management Plan.**

GeoH's reports within the system are easily configurable due to the architecture and synchronous relationship database. As defined within the Change Management Plan, requests for modifications of data elements, format, and recipients will be altered as needed.

#### PM014

**The Vendor should update the user manual and receive Department approval each time a solution change or upgrade is implemented as directed by the Change Management Plan and within an agreed upon timeframe by the Department.**

GeoH will establish and distribute an electronic DHHR-approved EVV Solution User Manual. At a minimum, the user manual will be updated and distributed annually to all solution users once approved by the Department.

#### **PM015**

**The Vendor should provide updates to the user manual and have the updated manual available to users no later than thirty (30) days prior to the date a solution change is implemented as directed by the Change Management Plan.**

GeoH confirms the EVV Solution User Manual will be updated within thirty (30) days of implementation. When there are major system upgrades the User Manual will be updated to reflect the changes.

#### **PM016**

**The Vendor should configure the solution for specific Medicaid waivers/services at no additional cost to the Department, per the Change Management Plan.**

The solution uses a table-driven rules approach to configure EVV services that supports easy additions to services and updates to business rules as services and waiver rules change. Within the standard rule set supported by GeoH, rules can be added, updated or changed by changing table entries, and recording any additional IVR phrases required for it to say each service name. The rules for DHHR would be easily documented in a tabular format in the West Virginia System Integration Plan. GeoH configures each program and service with the rules and rates appropriate to each.

#### **PM017**

**The solution should have the ability to support data integrity through system controls for software program changes and promotion to production as defined in the approved Change Management Plan.**

GeoH utilizes a synchronous relationship database within its architecture to maintain data integrity. As development follows the workflow to production, each step of the process is tested for validation, accuracy and consistency through the entire SDLC. This will incorporate all aspects of the approved Change Management Plan relevant to updates and implementation.

#### **PM018**

**The solution should support workflow development by the vendor based on new processes defined by the Department according to business needs as identified in the Change Management Plan.**

As new processes are defined and approved by the Department over the life of the contract, those elements will be incorporated in the workflow as per the Change Management Plan. The architecture of GeoH's solution is configurable and allows for changes in business rules and processes.

#### **PM019**

**The solution should have the ability for the Department to control and monitor system change requests as defined in the approved Change Management Plan.**

All system change requests shall come from an approved user role and require permission from the Department. A tracking tool, such as Clarity or similar, will be implemented to allow the

Department view into status of the change request, as well as the ability to modify the request as needed and defined in the Change Management Plan.

#### PM020

**The solution should have the ability for the Department to set and change priority levels on individual change requests as defined in the approved Change Management Plan.**

Utilizing the same tracker tool, the Department will have the ability to set priority to change requests as business rules and regulations require. The Project Manager or Account Manager will work with the Department to make sure the prioritized items follow the Change Management Plan.

#### PM021

**The Vendor should conduct a security, privacy, and/or risk assessment of any new functionality prior to its deployment to production, the results of which should be delivered to the Department within an agreed upon timeframe by the Department. The Vendor should obtain Department approval for proposed resolutions to all assessment findings prior to deployment to production per the Change Management Plan.**

GeoH will use an Application Certification & Authorization process on any new functionality. Both MITA and the 7 CMS standards shall be adhered to for any new functionality prior to deployment to production. All findings regarding security, privacy and risk assessment shall be reported to the Department within the specified time. Portion of the assessment would include:

- Internet/Externally Facing applications that process PCI, PII or other sensitive data
- All other Internet/Externally facing applications that do not process PII, PCI or other Sensitive data.
- Non-Internet Facing applications that process PCI, PII or other sensitive data.
- All remaining GeoH applications that are not Internet/Externally facing or have not indicated that the application uses PCI, PII or other Sensitive Data.

Department approval would be required prior to deployment per the Change Management Plan.

#### PM022

**The Vendor should coordinate all testing activities as agreed upon by the Department.**

GeoH will coordinate and execute system testing activities in accordance with the approved EVV Solution Test Plan and Acceptance Criteria.

#### PM023 – PM026

**The Vendor should prepare a comprehensive set of test scenarios, within a timeframe as agreed upon by the Department, including but not limited to:**

- **Applicable test cases**
- **Expected test results**
- **Others as defined by the Department**

For each component of functionality, test cases will be used to validate the performance of the software. Use and edge case testing, and what the results should be will be foundational components. Additionally, negative test cases are written and executed to test unexpected

behavior and boundary limits of the application. All application releases are subject to stress/load testing activities that simulate heavy production cycles, to confirm that code modifications are production ready. Additional ad hoc testing as defined by the Department will be incorporated into the workflow.

#### PM027

**The Vendor should provide the Department and/or its designees access to test cases and test data to facilitate execution of applicable testing cycles.**

GeoH affirms that the Department or its designee will have access to both test cases and results. The collaborative approach should speed the facilitation of the testing cycles.

#### PM028

**The Vendor should provide the Department with a fully tested and operations-ready User Acceptance Test environment that is isolated and separate from all other environments.**

All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. The department would participate in the UAT process by documenting and reporting issues to GeoH. Upon correction, as needed, the system is retested using the test cases causing the issue and the Department either accept the resolution or provides additional test failure examples for GeoH remediation. The system is then migrated to the Production environment for client retesting and final sign-off.

#### PM029

**The Vendor should discuss and finalize with the Department the level of testing required based on the significance of the change as directed in the Change Management Plan.**

GeoH affirms that it will collaborate with the Department on the level of testing based on the significance of any change within the system.

#### PM030 – PM036

**The Vendor should provide the Department weekly reports of testing status, including, but not limited to:**

- **Metrics on the number of tests completed**
- **Number of deferred or canceled tests**
- **Results of the tests executed**
- **Defects identified by severity level**
- **Corrective actions taken**
- **Others as defined by the Department**

GeoH will provide weekly reporting on test results that include volume of tests executed; the results of the tests, and identified defects, the corrective action and any ad hoc deliverables requested and agreed upon by the Department. The metrics on the report will show any cancelled or deferred tests and be delivered in the EVV Solution Test Results as defined under deployment within the project deliverables.

#### PM037

**The Vendor should conduct Pilot Testing to validate the capacity and processing capabilities of the solution in a tightly controlled production environment.**

A pilot test with providers chosen with the help of the Department, as well as current West Virginia provider clients, will be adhered to. This will then be followed by a soft launch, hard launch and go-live event. During the pilot test, a mixed group of providers will be selected to begin utilizing the system, either through direct software input (current West Virginia GeoH clients) or through an integration with an alternative EVV solution provider. The EVV solution provider will be given specific instructions on file format, data transfer, and business rules surrounding validation per the Departments guidelines.

#### PM038

**The Vendor should include a test of actual data processing in a full operational environment, with successful end-to-end solution functionality during Pilot Testing.**

For both GeoH provider clients, as well as Alternative EVV solution providers, complete system performance will be tested and validated. Data collection and validation of the elements, data transfer, error reporting (exception reports), and claim acceptance and payment will be tested against, having done similar integrations in Indiana and Florida.

#### PM039

**The Vendor should provide written test results of the Pilot Testing to the Department within an agreed upon timeframe.**

GeoH affirms that test results will be provided to the department at agreed upon timeframes. These reports would include metrics on number of tests completed, failure reasons or any issues that were discovered, and a plan to deliver a solution.

#### PM040

**The Vendor should provide the Department official written notification of readiness for full production operations after completion of Pilot Testing.**

GeoH affirms that they will provide an official letter of readiness for production operations. GeoH would recommend a soft launch between pilot testing and operational readiness. This is a natural progression between pilot and operation readiness to look for edge cases that may appear.

#### PM041

**The Vendor should work with the Department to develop an interface testing acceptance standard to outline the minimum requirements that must be met prior to allowing external electronic visit verification (EVV) data partners to submit data to the EVV solution.**

GeoH will submit for approval the minimum requirements for external data partners, as well as a sandbox environment for the data partner access the interface without fear of data corruption. The interface would provide a step process of a data partner moving through the workflow from data collection, data validation, data transfer, receipt of data at aggregator, aggregator validation, and claim processing.

#### PM042

**The Vendor should conduct interface testing with external electronic visit verification (EVV) data partners approved by the Department.**

GeoH affirms that Department approved data partners will have access to the interface for testing.

#### PM043

**The Vendor should provide testing and training environments that include sufficient, representative data elements that are in the production environment. The Vendor should not invoke or charge the Department for license fees for any of the testing or training environments.**

GeoH will provide testing and training environments within either an exterior sandbox for data partners, or within our using environment that include all necessary data elements. There will be no additional charge to the department for these environments and training.

#### PM044

**The Vendor should use a User Acceptance Testing (UAT) environment that mirrors all programs in production to allow the Department to conduct testing prior to new software updates and to serve as an ongoing training platform for users.**

All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. Our clients participate in the UAT process by documenting and reporting issues to GeoH. Upon correction, as needed, the system is retested using the test cases causing the issue and clients either accept the resolution or provide additional test failure examples for GeoH remediation. The system is then migrated to the Production environment. This UAT will also serve as a portion of the training documentation and live ongoing training.

#### PM045

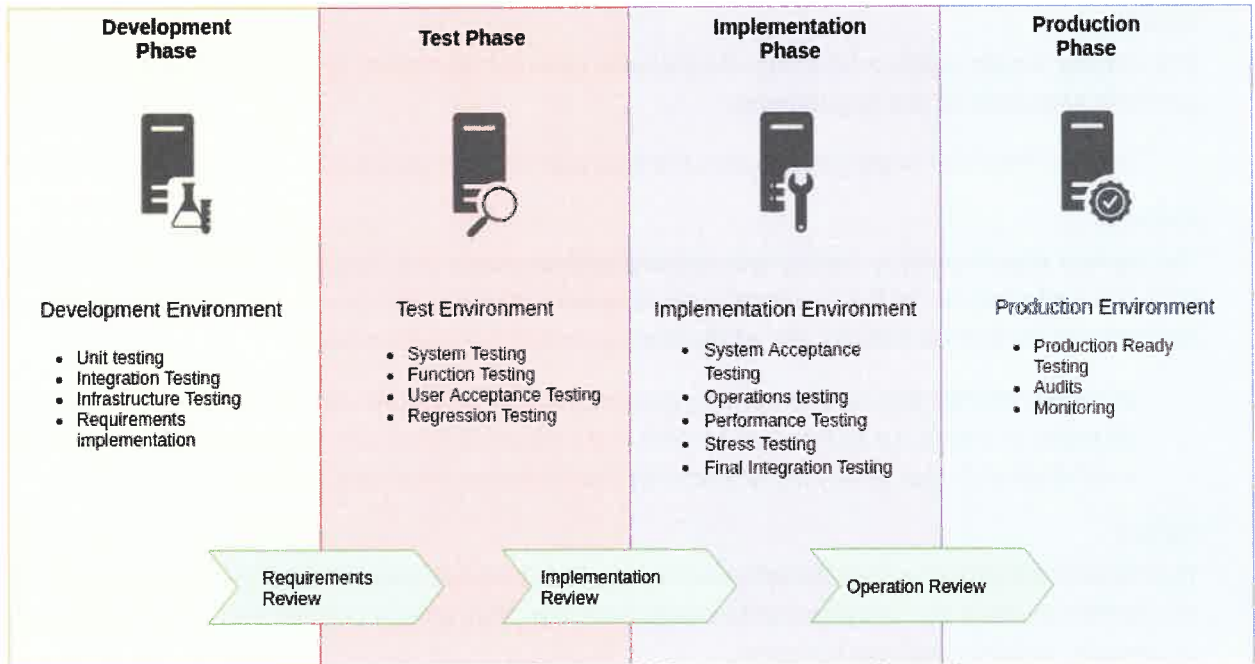
**The Vendor should create, use, and make available to the Department, representative samples for testing edits, business rules, and workflow processing.**

GeoH affirms that edits, business rules and workflow processing will be tested, and the sample data set of the finding made available to the Department representative.

#### PM046

**The Vendor should create or modify existing data as needed for testing in a test environment, in compliance with federal guidelines. (Reference: <https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf>)**

GeoH will adhere to the CMS testing framework to include development testing, validation testing, implementation and operational testing as it pertains to creating or modifying test data. As an example:



**PM047**

**The Vendor should maintain a clearly organized test case library that can be accessed by all testers, including Department users, with search capability that is cross-referenced to the code that it tests.**

GeoH affirms test case library, with search capability cross referenced to the code and feature/functionality it tests will be maintained for all testers. All cases will be labeled and categorized clearly. All the pilot and readiness test results will be included.

**PM048**

**The Vendor should ensure web portal design, development, implementation (DDI) and operations are in accordance with Department and federal regulations and guidelines related to security, accessibility, confidentiality, and auditing. (Reference: [https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS\\_Policy-.pdf](https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf))**

GeoH affirms that the web portal DDI meet or exceeds all CMS parameters as established for security, accessibility, confidentiality, and auditing. Through HTECH, the Department will maintain compliance for matching funds.

**PM049**

**The solution should be developed and implemented in accordance with the project work plan.**

GeoH affirms that the solution will match the project work plan, or if an anomaly arises, the Department will be immediately notified of the difference and if there is a material affect toward overall completion.

#### PM050 – PM051

**The Vendor should conduct the following types of testing in support of the solution:**

- **Unit testing**

GeoH currently employs Unit Testing that verifies the functional correctness of individual features that make up the solution.

#### PM052

##### **Iterative functional testing**

GeoH affirms that the solution is installed in a separate QA testing environment. A series of rigorous quality control tests are performed by the QA team with assistance from the project team. Anomalies are identified and recorded in a defect tracking system for research and resolution. This is an iterative process where additional QA cycles are repeated until the anomalies have been corrected or resolved.

#### PM053

##### **System Integration Testing (SIT)**

GeoH uses System Integration Testing (SIT) as a validation tool against the system as a whole. The whole system, which is composed of many sub-systems, is tested against workflow and exception. This is to ensure that all software module dependencies are functioning properly, and the data integrity is preserved between distinct modules of the whole system.

#### PM054

##### **Interface testing**

GeoH conducts interface testing with the other systems in which interaction occurs. This would be with the state MMIS and internal systems as well as any data partners. This validation, especially data integrity and data transfer, is integral in the interface functionality.

#### PM055

##### **Regression testing**

GeoH has established parameters for regression testing. Major releases are tested to confirm that no unplanned changes were entered the system with the code changes. The testing of business functions including those not requested to be changed in the requirements is completed and documented. Any defects are documented and appropriately resolved or deferred. Minor releases are focus tested in the areas of change as defined in the requirements document.

#### PM056

##### **End-to-end testing**

GeoH affirms it conducts end-to-end testing of the system and mobile app to test whether the flow of an application right from start to finish is behaving as expected and identify system dependencies and to ensure that the data integrity is maintained between various system components and systems.

#### **PM057**

##### **Security testing**

GeoH affirms it conducts Security testing of the system and mobile app to uncover vulnerabilities of the system and determine that its data and resources are protected from possible intruders.

#### **PM058**

##### **Performance testing**

GeoH affirms it conducts determining the speed, responsiveness and stability of a computer, network, software program or device under a workload. This is done through quantitative tests done in the production environment in limited scenarios.

#### **PM059**

##### **Usability/Accessibility testing**

GeoH utilizes black box testing to see how useful the software is and accessible for those with disabilities.

#### **PM060**

##### **Browser testing**

GeoH validates the most common browsers for interaction. As stated previously, Internet Explorer is not supported with a rendering issue. Microsoft only supports the most recent and legacy version.

#### **PM061**

##### **User acceptance testing (UAT)**

During deployment, GeoH utilizes user acceptance testing to validate that the requirements of specifications are met. User Acceptance Testing is a critical component of our Software Development Life Cycle. Having the software tested by actual system users in a separate, test environment, GeoH can assess if the system supports the day-to-day business and user scenarios, and therefore ensure the system is sufficient and correct based on the requirements before the system moves into production

#### **PM062**

##### **Data conversion testing**

Data conversion testing is used in states where GeoH clients exist and another solution is the aggregator. Using a data bus, data from GeoH is converted to the needed format for the aggregator. GeoH would employ the same principles as the State chosen system for data partners.

#### **PM063**

##### **Operational readiness testing (ORT)**

GeoH utilizes ORT testing at the final stage prior to deployment. Database backup, recovery, software configuration and installation, rollback, failover and sustainability are validated prior to production. Performance, reliability and regression are also retested during this phase.

#### PM064

##### **Other testing as identified by the Department and/or Vendor**

GeoH will work with the Department to determine if additional testing is warranted and where that falls in the SDLC.

#### PM065

##### **The Vendor should be prepared to assist the Department, as necessary, with User acceptance testing (UAT).**

GeoH will assist the Department with UAT. The GeoH team will work with DHHR to develop detailed test scenarios to support all phases of the STM. These detailed test scenarios will allow DHHR to test all functional aspects of the system and confirm performance in accordance with the specifications.

#### PM066

##### **The Vendor should be prepared to conduct User acceptance testing (UAT) in all cases whereby the Department does not elect to conduct UAT.**

GeoH affirms that it will be prepared to conduct UAT even if the Department does not elect to. Beta groups will be selected, same as the Pilot group, in order to gain the needed analytics.

#### PM067 – PM074

##### **The Vendor should complete regression testing subsequent to, but not limited to, the following:**

- **Deployment of new solution components**
- **Integration of each solution component into the primary solution**
- **Every migration of new build versions to each test environment**
- **Solution fixes**
- **Solution patches**
- **Solution releases**
- **Others as defined by the Department**

GeoH will conduct regression testing and all functional and non-functional tests after every iteration with the system solution. Feature launches, integrations, solution elements will all be validated that the software still performs after the change. GeoH has established parameters for regression testing. Major releases are tested to confirm that no unplanned changes were entered the system with the code changes. The testing of business functions including those not requested to be changed in the requirements is completed and documented. Any defects are documented and appropriately resolved or deferred. Minor releases are focus tested in the areas of change as defined in the requirements document.

#### PM075

##### **The Vendor should utilize a subset of system integration testing (SIT) scenarios representative of maximum functional and technical solution coverage for the purposes of regression testing.**

During regression testing, GeoH will utilize components of SIT to test the whole system which is composed of many sub-systems and is tested against workflow and exception. This is to ensure that

all software module dependencies are functioning properly, and the data integrity is preserved between distinct modules of the whole system.

#### PM076

**The Vendor should obtain approval from the Department on which scenarios should be used for regression testing.**

GeoH affirms that the Department will provide direction of which scenarios will be used for regression testing. The Quality lead will collaborate with the Department representative to determine workflow.

#### PM077

**The Vendor should utilize end-to-end test cases in support of regression testing.**

In case where the entire system has a material change, end-to-end testing will be used in regression to validate system functionality.

#### PM078

**The Vendor should perform privacy and security testing on functional, technical, and infrastructure components to ensure the solution meets all State, Department, and Federal privacy and security requirements. (Reference: [https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS\\_Policy-.pdf](https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf))**

GeoH acknowledges that it will perform the privacy and security testing relative to section 4 of CMS Information Systems Security and Privacy Policy to ensure compliance

#### PM079

**The Vendor should propose testing scenarios and/or cases to the Department for their approval.**

GeoH and DHHR have equally important roles in the confirmation and acceptance of the final system prior to production release. It is critical that testing scenarios receive the proper level of attention from all parties early in the product life cycle. GeoH's experienced team of implementation specialists will work with the DHHR team to develop a sample of test scenarios to support this project and gain Department approval.

#### PM080 – PM081

**The Vendor's performance testing methodology should allow for performance tests to be representative of the expected peak period volumes for solution operation.**

**The Vendor's performance testing should occur on a production ready version of the solution.**

Performance testing within the SDLC of GeoH occurs before deployment to production. It is one of the final testing elements utilized before release.

#### PM082

**The solution's performance testing environment should mirror the final production solution specifications.**

A sandbox approach mimicking the production environment is utilized and built into the release pipeline. The release must pass this step, or it is rolled back.

#### PM083 – PM089

**The Vendor should perform usability/ accessibility testing for various types of users, including, but not limited to:**

- **Internal users**
- **External users**
- **Users with limited computer skills**
- **New user registration**
- **Users with disabilities**
- **Others as defined by the Department**

Blackbox usability/accessibility testing is completed for all users, both internal and external. The accessibility testing functions as the edge case for users with disabilities, and the user interface is written at no more than an 8th grade reading level to account for those users with limited computer experience. New user registration is specifically targeted for usability testing as that is when a user has the first interaction with the software and develops the belief system for adoption of the solution.

#### PM090

**The Vendor should conduct an Operational Readiness Review (ORR) prior to statewide implementation of the solution.**

GeoH will conduct an ORR prior to statewide implementation. This would include end to end testing and Database backup, recovery, software configuration and installation, rollback, failover and sustainability validated prior to production. Performance, reliability and regression are also reviewed during this phase.

#### PM091

**The Vendor's Operational Readiness Review (ORR) testing should include a volume/stress test of at least 30 calendar days of production-capacity volumes to demonstrate that the solution and Vendor staff members are prepared for full production.**

GeoH affirms that the ORR testing should have 30 days of production capacity volume. In addition to the Pilot Program, we also recommend a soft launch to stress test the system and check load balancing. Additionally, we will learn of any operational deficiencies in a manner that is manageable.

#### PM092

**The Vendor should document and propose solutions, and timeframes for corrective actions to all issues, problems, and defects identified through the Operational Readiness Review (ORR).**

All defects identified during ORR and beyond will be documented with proposed solution and timeline. This will be submitted to the designated Department representative for review and accountability.

#### PM093

**The Vendor should prepare and submit to the Department an Operational Readiness Review (ORR) Report that demonstrates that the Vendor and solution are ready to begin operations.**

As a final step prior to deployment, GeoH will submit written verification that all operational functionalities are verified and the solution is ready to begin operations.

#### PM094 – PM098

**The Vendor should correct any report errors identified by the Department or the Vendor and correct the report within an agreed upon timeframe, through additional steps as defined in the Change Management Plan, including, but not limited to:**

- **Correct the report**
- **Verify the report**
- **Distribute or re-distribute the report**
- **Others actions as defined by the Department**

Regarding the ORR, any report errors identified should be amended and resubmitted with an agreed upon timeline for correction of the report. This should work in tandem with the Change Management Plan. The identified errors will be corrected and verified. The report will be distributed to stakeholders, in addition to any other actions as defined by the department.

#### PM099

**The Vendor should assist the Department with specialized research and reporting as requested.**

GeoH intends to function as a partner with DHHR. To that end and research, including our vantage into other states and programs will be at the Departments disposal.

#### PM100

**The Vendor should be able to test edits, business rules, and workflow processing and report on results.**

GeoH will utilize functional testing to test edits, business rules, and workflow processing. All results will follow the report process in PM094.

#### PM101

**The Vendor should support either the transition of the solution to an entity designated by the Department and/or support the retirement of the solution at the end of the term of the contract, including all contract extensions as defined in the Turnover and Closeout Management Plan.**

If DHHR decides to transition from the GeoH EVV Solution to a different EVV Solution and vendor or retire the solution, GeoH will promote a seamless transition to the new solution. If the solution is retired, data needed for retention compliance will be transferred to the DHHR utilizing the same data transfer protocols as during operations.

#### PM102

**The Vendor should obtain Department approval of all scripts prior to implementation that will be used in the Technical Call Center.**

All Technical Call Center talk tracks and scripts will have Department approval prior to implementation.

#### PM103

**The Vendor should identify and be responsible for the implementation and integration of all third-party software used in support of the solution.**

GeoH will identify and be responsible for any third-party software necessary for GeoH's support in regard to being the West Virginia's State aggregator. Third party EVV solutions will be responsible for their respective implementation and integration directed by our work plan and technical direction.

#### PM104

**The Vendor should conduct requirements validation and joint application design in support of requirements analysis and solution design activities as agreed upon by the Department.**

GeoH will use existing operational concepts of systems interaction to begin the process of developing the detailed West Virginia EVV operational concepts. GeoH will use the Joint Application Configuration (JAC) sessions to assist in developing the Detailed System Design documentation and to impart a general knowledge of the requirements validation process. In addition, the GeoH Project Manager will work with DHHR to identify appropriate JAC session participants. Due to the evolution of requirements for modernization efforts there is an emphasis on the ability to leverage and reuse functionality across health and human services programs. GeoH clearly understands this focus and during JAC sessions establishes common documenting functions across programs or agencies to help identify potential candidates for reuse.

#### PM105

**The Vendor should maintain a requirements traceability matrix (RTM) throughout the lifecycle of the project.**

The Requirements Traceability Matrix is updated based upon requirements from the executed Change Request document, and JACs (if required) utilizing version control in Office 365. It will be maintained through the lifecycle of the project.

#### PM106

**The Vendor should provide all stakeholders identified by the Department access to the requirements traceability matrix (RTM).**

The RTM will be sent to DHHR for approval. Once approved and stakeholders identified, access will be given to the distribution list.

#### PM107 – PM116

**The Vendor should document in the requirements traceability matrix (RTM) where each requirement is accounted for, including, but not limited to:**

- Design documentation
- Code modules
- Test conditions
- Test scenarios
- Test cases
- Certification criteria
- Medicaid Information Technology Architecture (MITA) business areas and processes
- Medicaid Information Technology Architecture (MITA) Standards and Conditions
- Others as defined by the Department

A Requirements Traceability Matrix (RTM) is created based upon the requirements of this RFP. The RTM is the tool that we use to establish the format, scope, and system for tracking requirements. RTM system and software specifications must be correct, complete, traceable, and testable. The RTM is reviewed and updated during the internal project meetings throughout the implementation phase DHHR and GeoH will jointly review, update and finalize the RTM based upon the RFP requirements and DHHR's specific business needs. Since GeoH is a product, the RTM will only contain requirements specific to the DHHR project.

GeoH tracks which business requirements from the Requirements Traceability Matrix (RTM) are included in each release which is built from checked-in components of the code.

The Requirements Traceability Matrix is utilized to trace design documentation updates back to the original requirements. Design Documentation is also stored under change control in GeoH's Office 365 site utilizing version control in order to track and audit all changes made.

Test and production servers each have an individual update history on the server so that releases, objects, and scripts on every server are traceable.

#### PM117

**The Vendor should demonstrate through the requirements traceability matrix (RTM) that all documented and approved specifications have been traced throughout the development lifecycle.**

The RTM is housed in Office 365 Sites using version control. All updates through the lifecycle of this project will be tracked and documented throughout the SDLC. We will develop, maintain, and submit an RTM to show bi-directional traceability with applicable business rules and their realization throughout all project phases (e.g., requirements, design, and testing items).

#### PM118

**The Vendor should work with the Department during joint application design (JAD) sessions to validate the scope, purpose, and implications of each Request for Proposal (RFP) specification.**

GeoH will confirm completion of DHHR' scopes by validating against the requirements traceability matrix to ensure all requirements have been covered. In addition, we validate the schedule against

the project plan including interim milestones in the plan. The RTM will be continuously updated by our EVV Project Manager as new requirements are added and existing requirements are fine tuned

#### PM119

**The Vendor should identify and work to resolve gaps between the Vendor's and the Department's understanding of a specification(s) during joint application design (JAD) sessions.**

Should any gaps be identified, they will be documented in the RTM, addressed, and tracked.

Utilizing the RTM, Joint Application Configuration sessions (JACs) are held to detail the components of the current System Integration Plan (SIP) and business rules of the DHHR GeoH solution in order to meet the requirements of this RFP. The GeoH Team will update the DHHR GeoH System Documentation based upon the JACs (JAD) and the required business rules. Following the JACs (JAD), the RTM, SIP and GeoH System Documentation will be updated based upon DHHR specific requirement and provided to DHHR for review and acceptance. The RTM, SIP, and GeoH System Documentation must be approved by DHHR prior to the initiation of Configuration and Development task.

Our approach for effective project management is based on the application of proven industry standard techniques and methodologies derived from these primary sources:

- The Project Management Institute's (PMI®) Project Management Body of Knowledge (PMBOK)
- Medicaid Information Technology Architecture 3.0 (MITA)
- The Institute of Electrical and Electronics Engineers (IEEE)
- The Software Engineering Institute (SEI)
- PMBOK Standard- The Standard for Project Management and A Guide to the Project Management Body of Knowledge

GeoH's project management methodology aligns with industry standards as it relates to project integration. For each project we:

- Develop a Project Charter – which formally authorizes the project and provides the EVV Project Manager with the authority to assign internal resources to the project.
- Develop a Project Management Plan – the EVV Project Manager develops and maintains the overarching project plan which includes all contributing sub-plans and integrates them into a comprehensive project management plan.
- Direct and Manage Project Work – the EVV Project Manager leads and directs the work defined in the project management plan and implements any approved changes to ensure the project meets its objectives.
- Monitor and Control Project Work – the EVV Project Manager tracks, reviews, and reports project progress against the objectives defined in the project work plan.
- Perform Integrated Change Control – the EVV Project Manager reviews change requests, obtains necessary approvals, and manages changes to deliverables, including updating project documents, as needed.
- Close Project – The EVV Project Manager oversees the completion of all final activities across the work streams to formally complete the project.

Scope management is perhaps the most critical component of Project Management. Ensuring the project includes only the work relevant to achieving the project's objectives and managing that body of work is integral to keeping everyone affected by the project on the same page. For effective scope management, we breakdown projects into various work streams, subdividing the project into smaller deliverables, providing better overall project management. Each work-stream is assigned a lead, to manage activities and tasks within that work stream.

GeoH's processes include the identification and management of requirements; documentation of requirements and scope in the form of a Business Rules Document; stringent change management processes; and client review and acceptance protocols help ensure scope is maintained.

GeoH's primary tool for schedule management is a project work plan (Gantt Chart) created and maintained using Microsoft Project. This tool allows us to break a project down into discrete tasks, define resources and timelines for each task, and refine these data points throughout the life of the project as goals or scope change.

Once an overall schedule is set, the EVV Project Manager is responsible for monitoring the progress of the project and revising the schedule if needed. This is done in consultation with other project team members and work stream leads, as needed.

GeoH's schedule management process consists of the following steps:

- Defining the schedule early on in the process including a draft project plan based on the information contained in the RFP and a revised project plan based on information learned during the kick-off meetings;
- Publishing the schedule following client approval for all stakeholders to view completed and upcoming activities – GeoH uses Azure DevOps and SharePoint to manage and share our project documentation;
- Monitoring the schedule for schedule variance based on inputs from work stream leads and identifying any risks or constraints; and

Updating the schedule periodically as modifications to the schedule's baseline and new dates are established on the project. Schedule changes are updated and published for all stakeholders.

We will coordinate with DHHR to refine and maintain the project work schedule, report changes and dependencies and address and escalate schedule conflicts as they arise.

GeoH's proven project management methodology has helped States implement mission critical systems across the country. GeoH will work with DHHR PMO during the initiation of the project to walkthrough the project to walkthrough the project management methodology and collaborate on any additional steps required in order to conform to their required processes.

GeoH will work closely with DHHR to fulfill project expectations, drive on-time deliverables, control budget, and most importantly implement the solution in a timely manner.

### Assumptions

The following assumptions apply to the initial Project Management Plan:

- This draft Project Management Plan is based upon GeoH’s project management methodology. GeoH will work with DHHR to determine which components we will jointly implement and configure to meet project needs. An updated Project Management Plan will be provided to DHHR within 10 days of contract execution.
- Adequate resources from both DHHR and GeoH are available to start the project immediately upon awarding of the contract

Additional project assumptions as well as applicable DHHR constraints and risks will be incorporated into this plan during the project planning and administration phase and as part of the ongoing update process.

### Constraints

The following initial project constraints have been identified:

- The project has a time constraint due to the 21st Century Cures Act requirement for EVV solution deployment by January 1, 2021.

### Risks

The following initial risks have been identified:

- If DHHR does not initiate the project in a timely manner and devote the required resources, the required deployment date of January 1, 2021 is at risk.
- If DHHR key resources are not available to make decisions and support the project in a timely manner, the project schedule will be at risk.

### Manage the Work

GeoH uses industry’s best practice standards which require customer approval and signoff before initiation of subsequent phases in an agile project. However even an Agile Project might benefit from some flexibility in the Phase Entrance and Exit criteria. GeoH will work with DHHR to establish specific entrance and exit criteria for progressing through the project phases. The criteria will control entrance and exit to the Configuration, Deployment, Operations and Maintenance phases. The entrance and exit criteria must be approved by the DHHR prior to proceeding beyond the Planning and Administration Task

### Guide Work Execution

The Quality Milestone review is an opportunity for the management team to review the program progress, assess the program total health and decide on the next steps. The project milestones are a gate which can be passed once the deliverables and tasks represented by the milestone are completed. The deliverables within the milestone are assessed to determine the overall health of the milestone.

GYR (Green/Yellow/Red) is assessed for each deliverable at each milestone:

- Green indicates the team has fully met the criteria for the deliverable
- Yellow indicates the team has not fully met the criteria but has a work plan to achieve the criteria
- Red indicates the team has not fully met the criteria but has no plan developed to meet the criteria (obviously requiring help from management)

The milestone is approved if the metrics are green for all the deliverables at the milestone. There are situations when the approval is given even though there are unresolved issues. In this case, the program team is tasked with resolving the open issues at a later time.

The milestone progress is reported to the management team on the Monthly project status report and as needed throughout the project to validate the overall health of the project.

### Document Planning Assumptions and Decisions

GeoH will provide the project management tools for the GeoH Team to successfully accomplish all EVV Project tasks and create the required deliverables. In order to enhance productivity, promote collaboration, and minimize barriers to participation, we employ software familiar to most users. However, as part of the initial planning process, and as needed throughout the project, we will review software preferences and user accessibility needs to confirm we are meeting the State's needs. Our standard toolset includes the following:

- Microsoft Word and Excel – We will be developing most of the project deliverables, meeting agendas, meeting minutes using these tools.
- Microsoft Project – We use Microsoft Project to develop and maintain project schedules and work plans. Where licensing constraints present a barrier, GeoH can easily provide alternative formats such as Adobe PDF files for ease of access.
- Microsoft PowerPoint – We use PowerPoint primarily for communicating key information during presentations and training sessions. In addition to displaying the PowerPoint presentation on a display screen, we also provide hard copies of the presentation for participants. This is also a tool we use for presenting information to Executive Management or external stakeholders. GeoH can easily provide alternative formats such as Adobe PDF files for ease of access.
- Microsoft Visio – We typically use Visio for the development of organization charts, flowcharts and business process diagrams. GeoH can easily provide alternative formats such as Adobe PDF files for ease of access.
- Azure DevOps Document Management Repository – GeoH employs a document management process on all of our projects. The GeoH Team will utilize Azure DevOps as the electronic document repository tool. GeoH uses Azure DevOps extensively on our projects and can evaluate the file structure to determine efficiencies in structure and validate proper security measures

GeoH Team will use Azure DevOps as a central document management repository for storage of all project documentation. This repository is Internet accessible and will be available to all authorized team members. GeoH will work with DHHR to develop custom document attributes and appropriate document folders that meet project requirements. Using Azure DevOps in this manner will:

- Provide secure access for all designated team members
- Provide version control
- Provide check-in/check-out facilities
- Verify that project documentation exists long-term

The GeoH West Virginia EVV Azure DevOps folder will contain:

- The most recent and relevant information for the project. Items to be included in Azure DevOps include: weekly meeting agendas, weekly meeting minutes, monthly status reports, and monthly risk reports, current and yet to be approved deliverables, recent EVV Project deliverables and other pertinent information as applicable. The purpose of the Azure DevOps folder is to provide DHHR quick and easy access to key project-related information.
- A robust and consistent structure for storing project-related documentation

GeoH's Project Manager will work with DHHR to develop a naming convention format for all documentation. Azure DevOps's version control tracking will be utilized for documents under change control, minimizing the need for multiple versions of a document to be stored.

### Stakeholder Communication

Projects without adequate communications and open, transparent progress reporting often fail. Poor communication can result in confusion about how individual stakeholders contribute to the project and ultimately negatively impact the program's success. More importantly, the method to track and publish progress against the plan in order for all stakeholders to feel the forward momentum of their contributions is critical.

A communications plan will be developed as part of the implementation process identifying the types and frequency of communication required for the various stakeholders throughout the term of the contract. This plan will be reviewed periodically during the implementation to determine if adjustments are appropriate to ensure clean, clear lines of project communication and updated as necessary to remain current and relevant to the environment and stakeholder needs.

Our Communication Plan will include the following categories:

- Types and means of communications
- Communication channels
- Communication flow
- Escalation
- Guidelines for meetings
- Dissemination of knowledge; and
- Communication effectiveness

Managing a successful EVV project requires personal connections as cyber communications alone (e.g., text or email) may not be sufficient. GeoH understands the importance of meetings (both on-site and virtual) in that they often foster greater buy-in from project teams and other stakeholders.

In addition, we firmly believe in project transparency and our strategy includes adherence to DHHR's governance principles and PMO plans. GeoH will openly share our plans and project documentation, including project status with DHHR project team members. Superior communication is the critical foundation to any successful implementation. Because GeoH understands this critical link to success, the first priority is to establish the communication process and channels to support the project implementation. For example, the implementation process will be a structure of shared tasks across a variety of stakeholders, including DHHR EVV Team staff. GeoH will establish regular work stream and overall project meetings to ensure clear communication of each project objective, the tasks that support

that objective, additional clarification of tasks and timelines as required, and a process and structure to follow up on questions or barriers.

The EVV Project Manager uses several tools to manage and document the project as well as provide bi-directional communication between DHHR and GeoH. Following the face-to-face kick-off meeting, weekly virtual meetings are conducted to review specific elements of the implementation. Weekly meetings will include discussions related to issues, risk, the progress of the project, solution changes via the change management process, and resource updates, as needed. The Project Manager creates an agenda for each meeting and documents the minutes of each meeting. Meeting minutes are distributed following the conclusion of each meeting.

Additionally, the Project Manager or appropriate Work Stream lead tracks and reports the progress of the implementation via a weekly status meeting with DHHR's project leadership. GeoH will also schedule monthly Project Governance calls with the DHHR Leadership Team. The purpose these meetings is to bring all parties up to date on the overall project's status, milestones achieved and progress towards the target go live date. Progress against SLAs will also be discussed during this meeting.

Lastly, we will provide the ability for DHHR users to access to our document management systems (e.g., Azure DevOps) to perform all necessary business functions.

### Integration Strategy

GeoH uses a multi-step integration strategy to confirm the elements of the projects are properly coordinated.

1. Develop a Statement of Work (SOW) – The SOW defines the project including scope, deliverables and responsibilities.
2. Develop Project Management Plan – The PMP describes the project and is a consolidation of the plans used to control the project.
3. Direct and manage project work – The project manager uses the PMP to lead, direct and control the project.
4. Perform integrated change control – The Change Management Plan contained in the PMP describes the change process used to control project changes.
5. Close project or phase – A post-implementation review is performed to verify all requirements have been met and results from the "Lessons Learned" session are formally documented.

GeoH will provide a final version of the Project Work Plan and Schedule for DHHR's review and approval within 30 calendar days of the contract effective date. Updates to the plan after that will be provided at an agreed upon frequency.

DHHR will maintain the Project Work Plan and Schedule during the implementation period. Any revisions to the plan and schedule will be reviewed and approved by DHHR prior to the update. Armed with data, our PMO tracks project trends against the organization's long-term performance. We validate progress against the project plan including interim milestones in the plan. Weekly virtual meetings will be conducted to review specific elements of the implementation.

These meetings will include discussions related to issues, risk, the progress of the project, solution changes via the change management process, and resource updates, as needed. The EVV Project

Manager will create an agenda and will document the minutes of each meeting. Meeting minutes are distributed following the conclusion of each meeting. Additionally, the EVV Project Manager tracks and reports the progress of the implementation via a weekly status meeting with DHHR project leadership.

GeoH will assign an EVV Project Manager to lead the EVV project. Our Project Managers have extensive technical expertise, will manage the project from Kickoff to Launch, and effectively communicate all issues, risks, and changes to DHHR. Providing the proper status reports and open communication will help ensure the EVV Project stays on time and on budget.

In addition to an EVV Project Manager, we will assign the other required positions (work stream managers) to lead activities related to system configurations, documentation, training plan and materials, etc. Please refer to the Draft Project Management Plan for a detailed description representing our core implementation team members for the DHHR EVV Project. For this project we have identified staff who will fill DHHR required positions. Please refer to our response to Section VII, Proposed Staff Resumes for their resumes.

### Work Plan

See Attachment 5 for a complete overview of our work plan process.



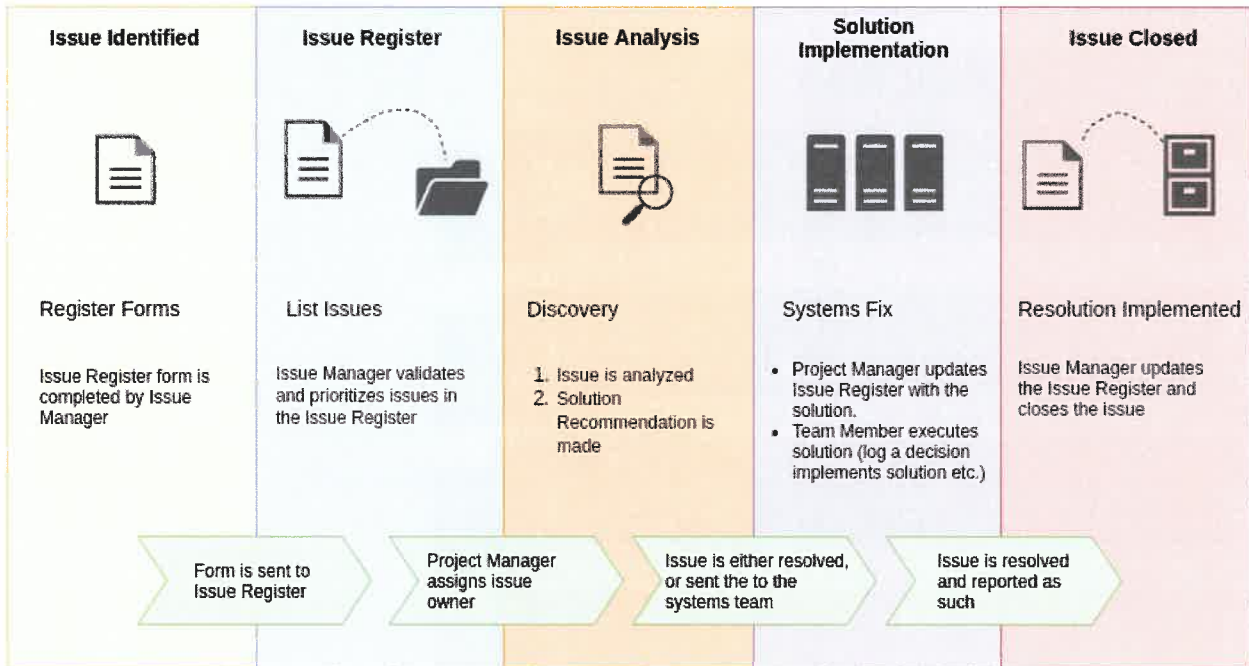
### Issue Management

The Issue Management Plan documents the approach, procedures, tasks, and tools used by the GeoH Team to manage issues associated with the EVV Project. The purpose of issue management is to help provide proper oversight and management of issues that arise throughout the project.

An issue is a statement of concern or need that:

- Is known ahead of time or contained in the project work plan, but whose resolution is in question or lacking agreement among stakeholders
- Is highly visible or involves external stakeholders
- Relates to a critical deadline or timeframe
- Results in an important decision or resolution whose rationale and activities must be captured for historical purposes
- If not resolved, may impede project progress

An issue is a situation which has occurred, as opposed to a risk which is a potential event. Items that are “normal” day-to-day tasks related to a person’s normal job duties are not considered issues.



### Roles and Responsibilities

The draft Issue Management Plan assumes coordination and reporting through GeoH Project Manager and team members. During project initiation, GeoH will work with DHHR to provide the Issue Management Plan designates and assign GeoH positions that are specific to the EVV Project.

### Issue Management Process

The issue management process consists of the steps listed below, which are described in the following subsections Issue Identification and Documentation:

- Identification/Documentation
- Validation, Assignment and Prioritization
- Analysis
- Tracking and Reporting
- Escalation (if needed)
- Resolution and Closure

#### Issue Identification and Documentation

Issue identification will occur throughout the project lifecycle. Issues may arise from meetings, analysis, document reviews, workgroups, and other project activities. An issue will be submitted by filling out an electronic Issue Submission Form (format to be agreed upon) and sending it by e-mail to the GeoH Project Manager. Any documents related to the issue should be included as additional attachments to the e-mail. GeoH Team will validate the applicability of the issue, check for duplication, and enter the issue into the Issues Management Tool. The GeoH Project Manager will include high priority issues on the Monthly Status report and seek resolution in the weekly status meetings. The GeoH Project Manager will also generate a Monthly Issues report as part of the Monthly Status Report.

#### Issue Validation, Assignment and Prioritization

The GeoH Team will validate an issue by checking for duplicates. Valid issues will continue through the issue management process. The GeoH Team will also verify the item is an issue and not a risk or change request and will review to validate it is clearly worded so the desired resolution or concern is clear. Once an issue has been identified and validated, the GeoH Team will assign an owner and then notify the assignee (Issue Owner) of the new assignment and the due date via email. The GeoH Team will conduct an initial assessment of the submitted priority and adjust if necessary, via consultation with the GeoH Project Director.

#### Issue Analysis

The GeoH team member assigned to an issue becomes the “Issue Owner” and performs the required task or analysis to complete the full description and documentation associated with the issue, as well as taking the required steps to resolve the issue. The Issue Owner communicates the issue resolution recommendation to the GeoH Team. The GeoH Team updates the Issues Tracking Log with the analysis and status on a weekly basis. For issues requiring further analysis, the Issue Owner determines the following:

- Impacts to Cost and/or Schedule
- Impacts to Project Staffing
- Impacts to User and/or Stakeholder Relationships
- Impacts to Existing Risks
- Resolution Alternatives, including Pros and Cons
- Suggested Resolution

#### Issue Tracking and Reporting

The GeoH Project Team monitors the Issues Management Tool on a weekly basis to confirm that new issues and any resolved issues are clearly documented. The Project Management Team reviews the issues, action items and risks in the weekly project status meeting. The Project Manager will include

priority issues on the Monthly Status Report. The GeoH Team will send email reminders to the Issue Owners when they are nearing the end of their analysis time period and scheduled due date. Issue Owners are required to communicate the status of an issue to the Project Manager on a weekly basis. The Project Team will review the new, open, overdue, and closed issues listing during regularly scheduled Project Status Meetings. These meetings will be used to discuss issue status and metrics to monitor the overall effectiveness of the process, as well as the project.

#### Issue Escalation

The GeoH Team will send email notifications when routine issues become overdue or it is determined that the issue cannot be resolved at the current level and requires escalation. Issues may also be escalated if an Issue Owner believes the normal process will not resolve the issue within required timeframes. In this case, the Issue Owner will meet with the designated Project Manager to discuss the issue and their concerns during the next GeoH Team meeting. The GeoH Executive Oversight will then either assist with the resolution or raise the issue to the appropriate project stakeholders as applicable.

#### Issue Resolution and Closure

The GeoH Project Manager is responsible for monitoring the completion status of all issues. When an issue is deemed to be resolved, the issue owner will submit the resolution to the GeoH Project Manager. The resolution will either be accepted or rejected, and if rejected the issue owner will review the documented alternatives and resubmit the resolution.

#### Risk Management

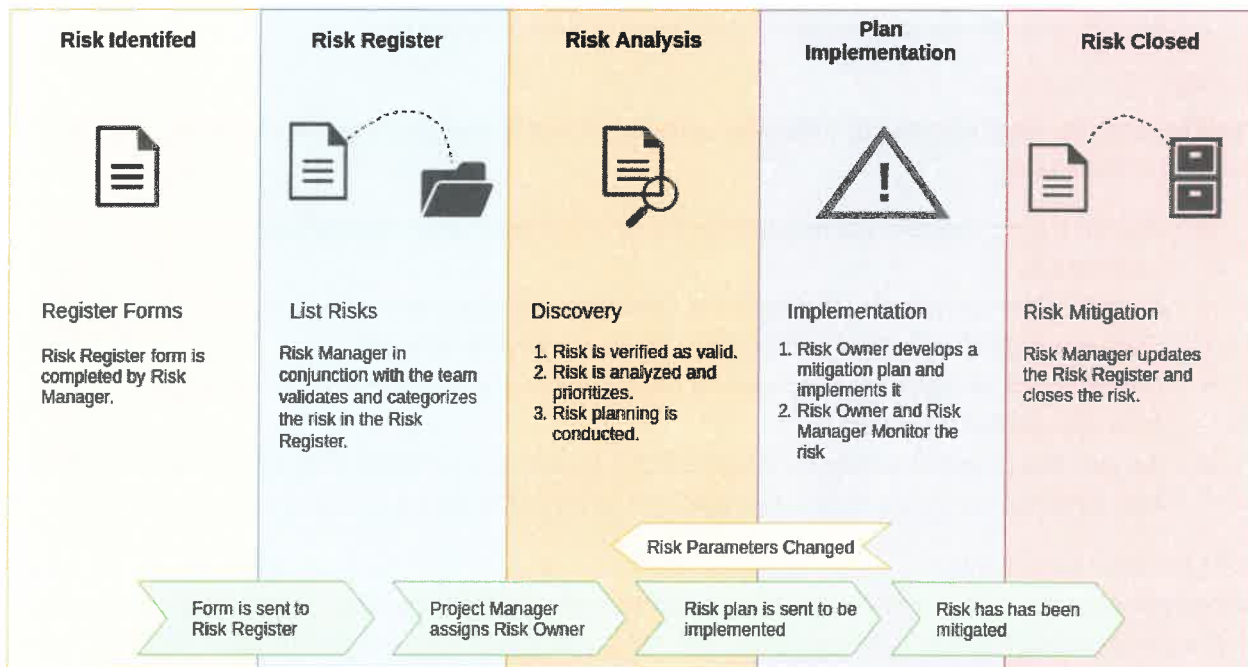
The Risk Management Plan documents the approach and procedures used to manage risk associated with the EVV Project.

The essence of our risk mitigation and management plan is detailed below.

- **Identification:** So that risks can be managed; they must be identified before they become problems adversely affecting the project. In addition to risks identified as part of the initial project planning process, GeoH has established an environment that encourages staff to raise concerns and issues throughout all phases of a project to help identify risks. The Implementation Manager will maintain a formal risk register of all identified project risks.
- **Analysis:** Analysis includes reviewing, prioritizing, and selecting the most critical risks to analyze for potential impact. With analysis, our team is equipped to move to decision making and mitigation.
- **Response:** This phase of our risk mitigation involves developing actions to address individual risks, prioritizing risk actions and creating an overall Risk Management Plan. The plan will determine whether we avert a risk by changing the design or the process, mitigate the impact of the risk by attempting to reduce its risk level, or to develop a contingency strategy should the risk actually occur.
- **Monitoring:** GeoH continuously tracks the status of risks and the actions taken against risks to control them. This is done by establishing appropriate risk metrics for the project and regularly updating the risk register.
- **Control:** Risk control is an integral part of our project management philosophy and relies on stringent project management processes to control risk action plans, correct for and respond to variations, and improve risk management processes.

- **Communication:** Communication is the center of our risk management model. Communication occurs throughout all phases of the project. Effective communication provides both visibility and feedback data, both internal to GeoH as well as external. GeoH offers various opportunities and tools to ensure the flow of information regarding the project’s status to all stakeholders

The Risk Management Plan can be broadly mapped into the six steps with each step is described in detail throughout the remainder of this plan. A risk is any factor that may potentially interfere with the scope, schedule, cost or quality of the project, and it is the recognition that a problem or opportunity might occur. The GeoH Team will work with DHHR to develop a Risk Management workflow for the EVV project. As an example:



### Roles and Responsibilities

This draft Risk Management Plan assumes coordination and reporting through the GeoH Project Manager and team members. During project initiation, GeoH will work with DHHR to verify the Risk Management Plan designates and assigns positions that are specific to the EVV Project.

### Risk Identification

The risk identification process begins during the planning phase and continues throughout the life of the project. In the planning phase, initial risks are identified and documented. New risks are identified as the project matures and external and internal situations change. The risks are submitted via an electronic Risk Submission Form (format to be agreed upon) and sending it by e-mail to the GeoH Team. Documents related to a risk are sent as additional attachments. The GeoH Team will validate the applicability of the risk, check for duplication, and recorded. High Priority Risks are addressed in the Monthly Status Report.

### Risk Categories/Assignment

Risks that may affect the project are identified and organized into categories. These categories are defined and will reflect common sources of risks for the business or application area. The GeoH Team

assigns a Risk Owner will be responsible for the analysis, response planning, and management of the assigned risk.

#### Risk Analysis Approach

The risk analysis approach establishes a common format to risk quantification, based on easily understood Low (Green), Medium (Yellow) and High (Red) values. The analysis assists in realizing and focusing on the true impact of each risk, and in the determination of an appropriate risk response.

- **Priority:** Assign the priority based upon the importance and impact that risk brings to the project.
- **Probability:** an assessment of the likelihood of an occurrence of the risk.
- **Impact:** an estimate of the overall scale of the impact of each risk.

#### Risk Response Strategy

Risk Response Strategy planning includes the selection of one of the following risk response categories for each analyzed risk:

- **Watch:** A potential risk that requires further monitoring in order to assess potential probability and impact.
- **Transfer:** Risk transference/deflection is seeking to shift the consequence of a risk to a third party best suited to analyze and implement the response to the risk.
- **Mitigate:** Risk mitigation is reducing the probability and/or the impact of an adverse risk event to an acceptable threshold.
- **Accept:** The project is willing to accept the consequences associated with this risk and will treat it as an issue if it occurs. There is no plan on the part of the team to take action on this risk.

#### Risk Monitoring and Control

Risk monitoring and control follows the progress of the risk and its probability, as well as the status of any response strategies that have been executed. When changes to the risk profile occur, the basic cycle of identify, analyze, and plan is repeated. Existing action plans may be modified to change the approach if the desired effect is not achieved.

#### Report Risk Status

The Risk Owner is required to inform the GeoH Project Manager of the appropriate risk status as needed. The Project Team reviews the updates to verify they reflect the current risk state.

The GeoH Project Manager provides status reports of risk activities to the GeoH Project Director as needed.

#### Close Risks

Risks are closed when the risk event occurs, or it is no longer applicable. At this time, action plans are halted, and the status is changed to “closed.” The GeoH Project Manager closes the risk in the Risk Registry.

#### Risk Communications and Monitoring

The GeoH Team is responsible for monitoring and controlling all risks and will update the communication documents to reflect the current status and progress. Communications regarding risks are continuous throughout the project’s life cycle both through verbal and written communication.

### Periodic Meetings and Monthly Reporting

Risk management activities will be discussed weekly with DHHR and GeoH Project Manager and includes informal identification and status of individual risk activities and assignments. The monthly status report will highlight the risks most likely to affect the project. Status Reports will be provided monthly in a format mutually agreed to with DHHR.

### Escalate Risk

The GeoH Team is responsible for maintaining the risk reporting and escalation process. The GeoH Project Manager will discuss the status of each risk with the DHHR. The GeoH Implementation Manager, if appropriate, will escalate the risk and/or manage to completion.

### Quality Management

The purpose of the Quality Management function is to verify that the DHHR EVV Project objectives are met and the expected results are achieved via the quality driven processes. These objectives will be achieved by defining quality assurance (QA) standards, core processes, and work products that will be used to manage quality throughout the lifecycle of the project.

The Quality Assurance Management Plan is a guideline for incorporating QA and Quality Control (QC) processes into all aspects of the EVV Project. The QA Management Plan delineates the approach, processes and set of checkpoints necessary to monitor the Project. Quality activities are used to verify that the EVV Project will deliver on:

- **Business Goals** – Meeting DHHR expectations and ensuring client satisfaction by understanding how DHHR defines success.
- **Quality Goals** – Minimizing errors and re-work by verifying and validating the work at each stage.
- **Implementation Goals** – Improving speed, quality, and cost of delivery by assessing and improving the EVV Project processes and procedures.

### Roles and Responsibilities

This draft Quality Assurance Management Plan assumes coordination and reporting through the GeoH EVV Project Manager, Quality Management Lead, DHHR Project Manager, and team members. During project initiation, GeoH will work with DHHR to confirm the QA Management Plan designates and assign all appropriate QA and Administrative positions that are specific to the EVV Project.

### Quality Management Objectives

One of GeoH's primary objectives is to confirm that the project objectives and expectations are met and that results are produced via quality-driven processes and meet quality standards. The accomplishment of the project objectives is dependent on total team commitment to the quality process. The Quality Management Team will establish specific quality objectives for each deliverable or work product reviewed. The Team goals include the following:

- Establish standards, practices and knowledge that can be readily shared and applied to the EVV Project
- Make quality the responsibility of each member of the team
- Validate that quality practices are conducted and applied in a consistent manner across the project

- Verify that processes and work products comply with EVV Project standards and procedures
- Identify and remove defects in work products early and efficiently
- Verify that the EVV Project is progressing as planned within the expected timeframes and budget

Quality Assurance for DHHR’s GeoH project will be achieved by defining the relevant quality project management processes that will be applied.

Checkpoint	Defect Prevention Technique	Participants (owner is underlined>)	Quality Document Produced
Project Toll Gating	Review that all activities are completed at each Key Milestone and the completion of each phase.  Review to validate project standards and processes are being adhered to  Review Deliverables to verify standards, and quality expectations are met.	Project Manager <u>System Implementation Manager</u> Project Director	Review Form
Project Health Checks	Evaluate project at each phase to confirm PMs are adhering to the Project Methodology policy and SDLC	Project Manager <u>System Implementation Manager</u> Technical Lead Project Director	Health Check Review sheet
Quality Assurance Testing Check	Review of executed test plans, results, and metrics before turning over for Customer Acceptance Testing	Quality Assurance Lead Project Manager <u>System Implementation Manager</u> Technical Lead Project Director	Meeting Notes/Minutes Metrics
Pre-Implementation Project Review	Project Review 30-60 days prior to implementation	Project Manager Project Team Project Director VP Product	Meeting Notes/Minutes

Checkpoint	Defect Prevention Technique	Participants (owner is underlined)	Quality Document Produced
Implementation Review Board	Project review 7-15 days out from implementation to confirm readiness prior to implementation into Production	<u>Project Manager</u> System Implementation Manager Project Team Project Director Change Management Lead VP Product	Meeting Notes/Minutes as to whether or not the project should be released into the full-scale production environment

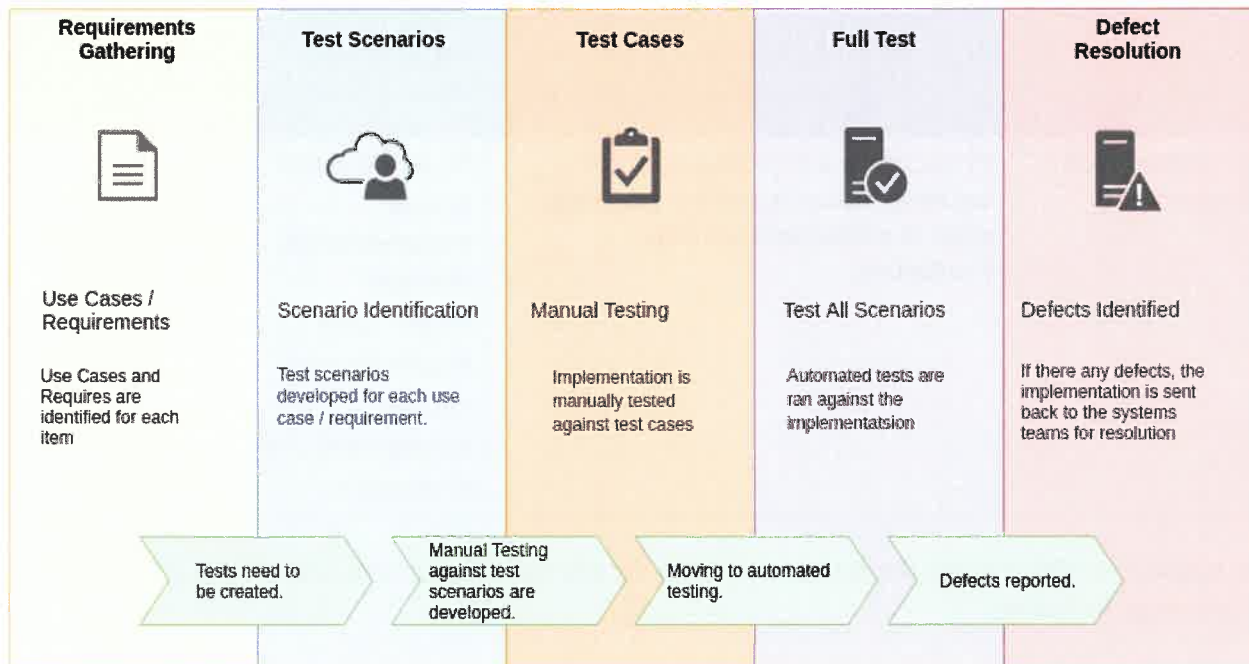
In addition, Quality is of the utmost importance to the success of the project, and will be controlled in many ways, including:

- Inclusion of a Testing Lead in the project team, beginning no later than the start of the testing phase.
- Detailed testing cycles, as defined by the Master Test Plan.
- Joint project reviews between the state and GeoH throughout the life of the project.

Adherence to high quality standards and compliance with all regulations is the focus of delivery for the testing team at GeoH. Our seasoned testing team (composed of both a formal IT QA department and multiple stakeholders representing the business user) follows a software development methodology that allows transparency of testing progress and detailed auditability/traceability of all activities performed. Our documented testing strategy for this project will include detailed roles and responsibilities for each stakeholder as well as requirements for test scripts, automated testing, reporting and release/code promotion. We have provided a summary of GeoH’s general Quality Assurance Strategy below including:

- Quality Assurance Testing Process
- Test Strategy
- Defect Management
- User Acceptance Testing (“UAT”); and
- Test Environment

The completion of GeoH’s internal Quality Assurance Department and DHHR UAT is key in determining the solution’s readiness for Operations. The example below summarizes the involvement of the testing team with the business owners for projects within GeoH:



As part of any delivered application, our team performs all of the identified test levels. We will provide sufficient resources to support automated regression testing and we will provide comparative analysis support of regression testing results, upon request. In addition to the variations of tests performed, we have goals that are established for every project.

One of GeoH’s unique quality functions is the utilization of User Acceptance Testing in the quality process. User Acceptance Testing is a critical component of our Software Development Life Cycle. Having the software tested by actual system users in a separate, test environment, we can assess if the system supports the day-to-day business and user scenarios, and therefore ensure the system is sufficient and correct based on the requirements before the system moves into production.

GeoH will facilitate UAT and provide standard test cases and scripts from previous test levels. Issues will be documented by DHHR and reported to GeoH and we will correct any configuration issues found during UAT. GeoH will review the issue, estimate time and effort for correction, determine if correction is necessary before go live, assist DHHR with applying and documenting the appropriate remediation, and notify DHHR of issue resolution. All configuration modifications will first be applied to the Staging environment; then, applied to the UAT environment and re-tested there for DHHR final sign-off. DHHR will retest the test cases causing the issue and either accept the resolution or provide additional test failure examples for GeoH remediation. Once the solution is free of critical defects, final modifications would then be migrated to the Production environment. GeoH will maintain a fully functioning, online UAT environment to support the various testers from both GeoH and DHHR in order to test, review and approve the EVV solution prior to launch. Integration testing will be coordinated with DHHR and other stakeholders (i.e., third-party EVV vendors), as needed.

GeoH will maintain multiple test environments for the following purposes:

- Development test environments for the developers to alter, test their solutions and perform unit tests;

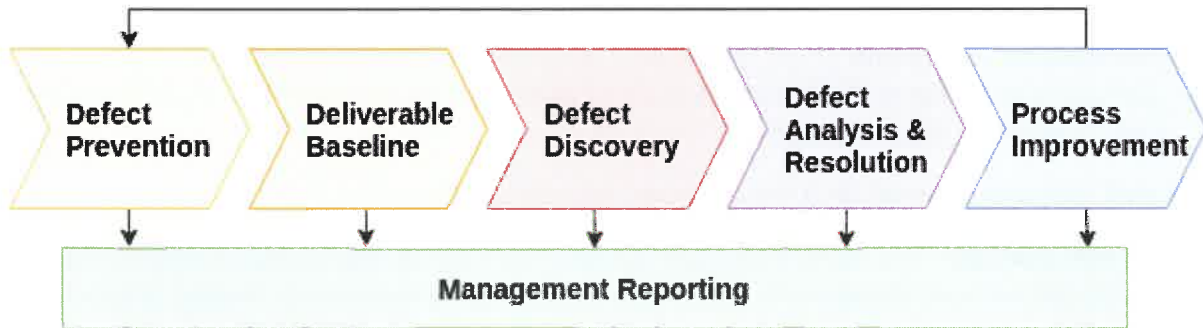
- QA Test Environment for testers to deploy target builds and perform Integration, Regression and Performance Testing; and
- UAT and Staging test environments are setup when needed for a hosted site and will be used for UAT, System and integration tests.

Internal staff roles and responsibilities are as follows as it refers to Quality:

- **Account Manager** - The Account Manager oversees the ongoing relationship between GeoH and DHHR. The Account Manager oversees the work of the Operations team to support contract compliance and works with DHHR on managing new or changed requirements for services. The Account Manager organizes training and on-site Provider meetings and support. The Account Manager will report on any contractual required information such as SLAs or other support related statistical information requested. The Account Manager works with the Project Manager and Implementation Manager to obtain feedback from end users that may benefit potential future GeoH product enhancements.
- **Project Manager** - Primary tasks include the maintenance of the project schedule to verify the project is adhering to the agreed upon timelines. The Project Manager will coordinate and facilitate meetings both internally and with DHHR staff. The Project Manager will be the primary day-to-day contact for DHHR during the EVV Project.
- **Design Lead** - Responsibilities include product and/or custom development and unit testing of the majority of the required configuration and/or development. The Design Lead reports to the Technical Manager. Additionally, the Design Lead provides status updates to the Implementation Manager and is an escalation point for other Developers. The Design Lead also provides product and/or custom development for functions such as Imports, Exports and 837P and 835. Developers typically have specialized knowledge and experience in these areas
- **Testing Lead** - Testing Lead documents the test plan, test script, and test data needs. The Quality Assurance Lead reports to the Quality Assurance Manager. Additionally, the Quality Assurance Lead provides status updates to the Implementation Manager and is an escalation point for other Quality Analysts.
- **Systems Implementation Manager** - The Implementation Manager leads the Implementation Planning and Migration of the project onto the GeoH production and Disaster Recovery platforms. The Implementation Manager provides oversight of the entire EVV Project

#### Solution Defects

GeoH has an established defect management process to improve the quality of our software and solutions. By detecting defects throughout each of the test levels, we can reduce the number of defects in our deployed solutions and that allows us to improve overall customer satisfaction. It is shown below:



As the quality process includes UAT and defect detection, CAP's under development or discovered through implementation will be able to seamlessly integrate with the workflow and change management plan for stakeholder agreement and acceptance.

### Change Management

The purpose of the Change Management Plan is to confirm that any changes occurring within the project are promptly identified, coordinated, agreed upon, and properly managed. GeoH understands that change is inevitable in any project of this size. In an effort to verify that changes will not have a negative impact on project success, in terms of scheduled completion, budgetary constraints, quality, or customer satisfaction, changes to plans should be expected and addressed in a systematic manner. The Change Management Plan encompasses modifications to any of the following key areas:

- **Scope:** agreed-upon features and functions of a product or service being produced by the project, and all related requirements and deliverables.
- **Project Work Plan/Schedule:** including the Project Work Plan and Schedule, planned task sequencing, task start and end dates, resource plan, baseline schedule and baseline costs.
- **Project Management Plans:** including the resource plan, communication, risk and issue management plan, quality management plan and change management plan.
- **Issues:** process developed to monitor and manage issues since issues have the potential to become changes.

In our experience, changes tend to be viewed from a negative perspective, especially those that extend the schedule or result in additional costs; however, GeoH focuses on an approach that identifies changes that could benefit the project. The GeoH Team will also work to identify neutral changes, including "trade-offs" or exchanging one item for another.

This draft Change Management Plan assumes coordination and reporting through the GeoH Project Manager and team members. During project initiation, GeoH will work with DHHR to confirm the Change Management Plan designates and assigns GeoH positions and other DHHR positions that are specific to the EVV Project as well as to this critical function.

### Roles and Responsibilities

Given the importance and visibility of the EVV Project, it is imperative that executive leadership, including the DHHR sponsors; take an active role in the change process. GeoH assumes that the DHHR sponsors will be the approval authority for formal changes to the EVV Project. Working in collaboration, GeoH and DHHR will determine which project participants should be involved for different types of changes.

GeoH assumes that when changes affect the project schedule, cause an increase in the project budget or require change orders/contract amendments, DHHR sponsors will want to be more engaged in the process. When changes do not affect the schedule, budget, scope or contracts, GeoH assumes the GeoH Team will assume primary responsibility for addressing and implementing such changes.

### Change Management Approach

The overall change management methodology includes the following major processes:

- Understanding the change source
- Capturing and monitor changes
- Verifying changes are reviewed, agreed to and approved
- Confirming control items are updated
- Making sure approved changes are communicated

The following subsections describe each of these change management processes.



### Understanding the Change Source

Changes in a project may occur for many reasons. Changes occur as a result of either external events outside of the project's control, or internal events that are within the project's control. Examples of change sources include but are not limited to:

- Change in an external event, such as new legislation
- Error or omission in defining the original scope of the products or services being developed by the project, such as failure to include a required feature for the system being developed
- Error or omission in identifying all activities required to complete the project
- Identification of a change that would add value to the project such as the ability to complete the project sooner than planned or under budget
- Identification of new risks or changes to identified risks that result in the need for modifications to the risk response or mitigation plans
- Inability or failure of team members to follow the plans

### Capture and Monitor Changes

Once changes have been identified, it is important to have a plan for tracking changes to confirm that they are appropriately handled through completion. The tracking process provides that:

- All potential changes are identified, documented, analyzed and prioritized
- Changes and their impacts are understood by all project team members and sponsors
- Changes are agreed upon and approved
- All plans and baselines affected by the changes are appropriately updated
- All proposed changes are addressed and, if approved, implemented according to the proposed schedule

The GeoH Team will use and promote two primary tools for documenting and tracking proposed changes:

- Change Request Form: Designed to capture all pertinent information related to a change that should be considered for approval, including impacts to scope, schedule, budget and resources.
- Change Log: A mechanism for organizing, understanding, maintaining and tracking the disposition of all proposed changes from inception through approval (similar in nature and structure to an issue or risk log).

### Review and Approve Changes

The DHHR GeoH Project Manager and Account Manager will facilitate the overall evaluation and approval processes associated with proposed changes. GeoH has extensive experience in designing assessment and approval processes and procedures and assisting in their implementation. GeoH typically recommends that a formal Change Control Board be established for this purpose. The Change Control Board would convene meetings on a regularly scheduled basis to officially review and approve proposed changes.

GeoH Account Manager will present a formalized Change Request detailing the scope of the change being requested, business requirements, assumptions, constraints, and detailing any cost impact associated with the change for approval by the DHHR Change Control team members for their review and approval. GeoH and DHHR will work together to identify the appropriate DHHR sponsors and managers who need to be involved in the review and approval processes for different types of changes.

### Updated Control Items

Once a change has been officially approved, and the Change Request has been fully executed, it is the responsibility of the GeoH Team to verify that the corresponding baseline documentation and control items affected by the change are updated in a timely manner. GeoH recommends a separate review and approval process to confirm that the control items have been appropriately updated and are consistent with and reflect the approved change.

### Communicate Approved Changes

The final step in the overall change process is to communicate the approved changes to all project sponsors, managers and team members impacted by the change

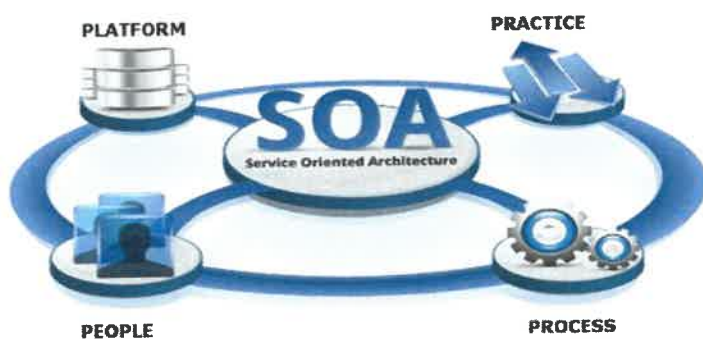
## Implementation Methodology

### Design Analysis

GeoH will facilitate a joint review of RFP requirements with DHHR and designated business and policy stakeholders resulting in an approved baseline EVV Solution Requirements Traceability Matrix (RTM). During the joint review of the RFP requirements, GeoH will demonstrate the EVV solution to show how it satisfies the requirements within the RFP, identify configurable features and functions, and identify any gaps in the EVV Solution. This is where the Preliminary System design will be presented.

During the Planning phase, the RTM is reviewed, updated, and finalized based upon the RFP requirements and DHHR's specific business needs. The baseline RTM will capture all requirements proposed by GeoH and associated clarification as agreed by DHHR. The RTM will be maintained

throughout the lifecycle of the project as the single traceability document. Should any gaps be identified, they will be documented in the RTM, addressed, and tracked.



Utilizing the RTM, Joint Application Development sessions (JADs) are held to detail the components of the current System Integration Plan (SIP) and business rules of the DHHR GeoH solution in order to meet the requirements of this RFP. The GeoH Team will update the DHHR GeoH System Documentation based upon the JADs and the required business rules.

Following the JADs, the RTM, SIP and GeoH System Documentation will be updated based upon DHHR specific requirement and provided to DHHR for review and acceptance. The RTM, SIP, and GeoH System Documentation must be approved by DHHR prior to the initiation of Configuration and Development task. The specific system configuration items identified and documented in the GeoH detailed system design are implemented and tested to verify they meet the needs and expectations of the DHHR. This will be the Detailed System Design.

The GeoH solution and web portal integration architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers' current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR's migration and the GeoH integration with West Virginia's MMIS.

The GeoH solution can be integrated into a larger SOA architecture using data interfaces and application programming interfaces (API) and accessed by any Medicaid enterprise application in need of our services. GeoH solution processes employ data interchange and web service standards including secure JSON API and restful (REST) web services. This API infrastructure has been proven in Production operations.

Our solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-

bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA.

We believe that this architecture allows us to meet State requirements as they are today, and as they change in the future.

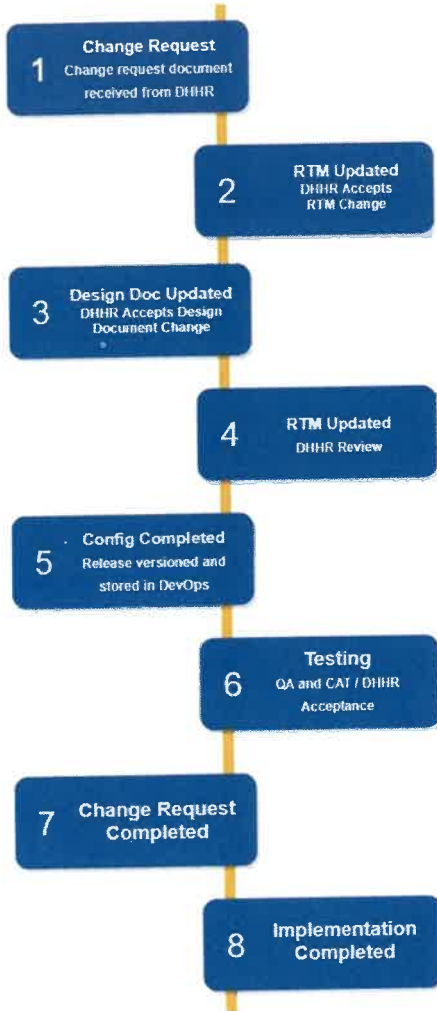
GeoH will use existing operational concepts of systems interaction to begin the process of developing the detailed West Virginia EVV operational concepts. GeoH will use the Joint Application Development (JAD) sessions to assist in developing the Detailed System Design documentation and to impart a general knowledge of the requirements validation process. In addition, the GeoH Project Manager will work with DHHR to identify appropriate JAD session participants. Due to the evolution of requirements for modernization efforts there is an emphasis on the ability to leverage and reuse functionality across health and human services programs. GeoH clearly understands this focus and during JAD sessions establishes common documenting functions across programs or agencies to help identify potential candidates for reuse.

GeoH is an entirely hosted solution, requiring no custom software installations on the State's or providers' systems. The GeoH solution runs on cloud-based Azure servers hosted in redundant data centers and distributed across an N-Tier architecture to provide a highly distributed processing environment. These frameworks provide a comprehensive toolset that gives GeoH the scalability and flexibility needed to meet the demands of these requirements, as well as integrating to external applications and data sources.

The GeoH Team will confirm that the project's strategic goals are met by verifying that project management disciplines are planned and performed according to best practices. These activities utilize the DHHR requirements identified in the RTM, the Detailed System Design documentation, the extensive knowledge base built into the Configuration process, and the process flows agreed to during JAD sessions. The GeoH agreed upon process flows will be based on the systems functional requirements. GeoH will work closely with DHHR to fulfill project expectations, drive on-time deliverables, control budget, and most importantly implement the solution in a quality, timely manner. This is the Final System Design step.

JAD meetings are outlined in the workplan as to frequency and topics broken down by milestone.

## Development Methodology



GeoH understands that change is inevitable in any project. In an effort to verify that changes will not have a negative impact on project success, in terms of scheduled completion, budgetary constraints, quality, or customer satisfaction, changes to plans should be expected, and addressed in a systematic manner. Shown below is an overview of processes and tasks that are a part of GeoH's SDLC that relate to solution development specifically, there are additional processes, tasks and checkpoints that make up our entire SDLC.

Upon DHHR approval of the RTM, updates will be made to the Design appendices that are impacted by the changes to be implemented. The modified design documentation is version controlled and stored in Azure DevOps.

- Modified Design Documentation is provided to DHHR for review and approval.
- RTM updated based upon final decisions made during design process. Requirements are traced back to the design document representing the change.

GeoH has successfully deployed our solution across fifteen state Medicaid programs. GeoH is not developing a custom solution for DHHR, rather we are configuring our solution to match your program and policy requirements. During the implementation, GeoH will use a cross functional team who will work closely with DHHR and DXC ( who announced they were the West Virginia MMIS) to review all program requirements, configure the system,

test the configuration, and provide training and outreach to end users.

GeoH utilizes Agile methodology is a type of project management process where demands and solutions evolve through the collaborative effort of self-organizing and cross-functional teams and their customers.

Stemming from the values and principles of the Agile Manifesto, it was created as a response to the inadequacies of traditional development methods such as the Waterfall method. The software industry is a highly competitive market due to the fact that software is something that can be continuously upgraded. This means that developers can constantly improve and innovate their products in contrast the Waterfall methodology which has a linear, sequential approach.

GeoH's integration capabilities are based entirely upon open-systems standards and accommodate communications to database management systems and back-end solutions through APIs and custom imports and exports. Additional features, such as Microsoft's BizTalk EDI 837 file creation, are built into the GeoH solution and leverage the open standard architecture. Configurable edits are provided by GeoH using a business rules engine that is optimized for real time use with the Mobile App. The GeoH

workflow business rules engine is configured using a web-based tool for managing the plug-in workflow modules. During Joint Application Development (JAD) sessions as a part of the implementation and boarding process, GeoH will review the claim workflow with DHHR and make any modifications or additions that are necessary to align with waiver and program business rules.

GeoH's EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH's SaaS solution includes redundant server and network capacity and is designed to allow most system updates and maintenance to be performed without any impact to users. Components can be taken offline temporarily, and processing traffic re-routed to other components still online. Normally any outages during transitions are brief.

GeoH is a hosted Software as a Service (SaaS) product where the users are able to access the web portal using a standard browser connection. Since GeoH is a ready to use, hosted SaaS solution, there is no special hardware or software to be installed our mobile app functions on both Android and iOS. Users will be notified 48 hours prior to any software maintenance or enhancement to system updates. As GeoH includes redundant server and network capacity, it is designed to allow most system updates and maintenance to be performed without user impact.

As described in 2.3.1.3, GeoH utilizes a document management solution housed within Azure DevOps for a repository of all necessary documents for the solution, data structure, and all other EVV related information.

GeoH will support DHHR and designated stakeholders through planning and execution of UAT and to promote efficiencies during UAT planning, we will provide updated EVV Solution documentation to DHHR in a timely manner.

DHHR will also play an integral part by performing UAT to validate that all requirements have been met. UAT will be tracked and provided to application development for remediation. UAT stakeholders will be notified when fixes have been successfully redeployed and available for re-testing. All configuration modifications as part of the implementation are applied to the Staging or User Acceptance Testing (UAT) environment and tested there. Our clients participate in the UAT process by documenting and reporting issues to GeoH. Issues will be documented by DHHR and reported to GeoH. GeoH will review the issue, estimate time and effort for correction, determine if correction is necessary before go-live, assist DHHR with applying and documenting the appropriate remediation, and notify DHHR of issue resolution. All configuration modifications are first be applied to the Staging environment; then, applied to the UAT environment and re-tested.

GeoH currently also employs- Unit Testing to verify the functional correctness of individual features that make up the solution. Unit tests are developed and executed by developers to confirm that any code changes meet design requirements and behave as intended. Business analysts and the product team will also be involved in the initial phases of unit testing to confirm configuration requirements.

#### Ensuring Data Integrity and Consistency

As GeoH is deployed in 15 states, some of which have a State EVV solution for the aggregator Data Conversion testing is utilized. Data conversion testing is used in states where GeoH clients exist and another solution is the aggregator. Through the use of a data bus, data from GeoH is converted to the

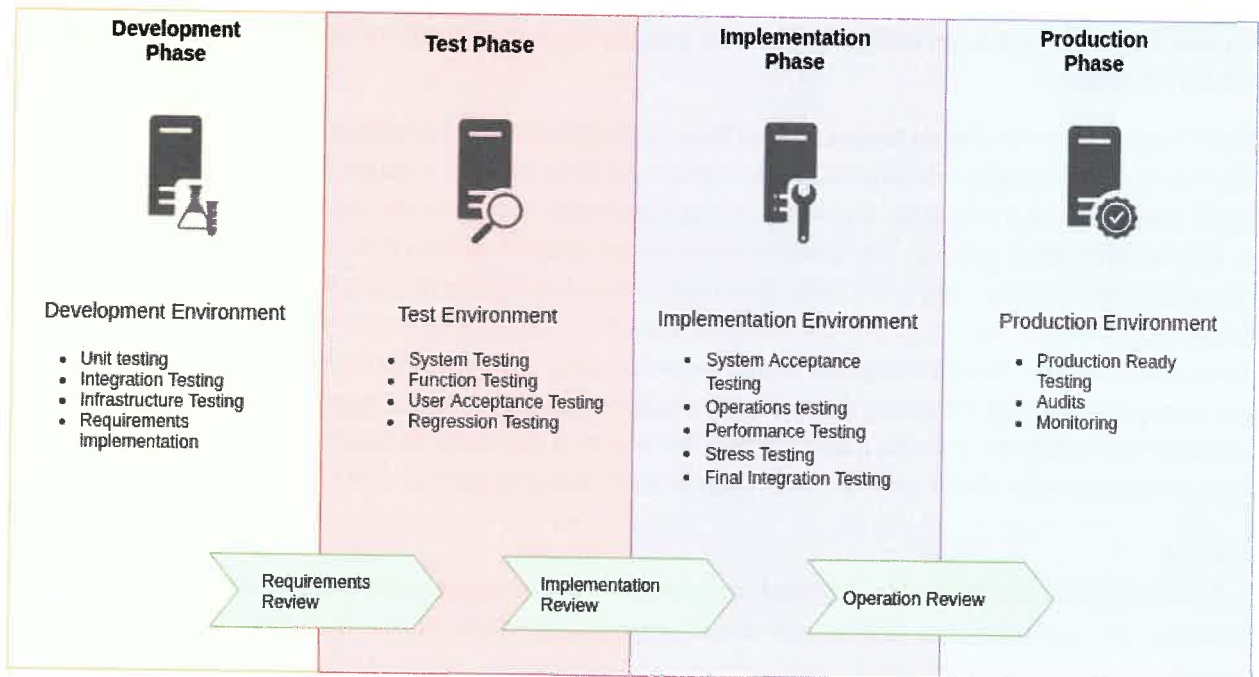
needed format for the aggregator. GeoH would employ the same principles as the State chosen system for data partners.

GeoH's architecture at the database level utilizes relational database synchronization. This establishes data consistency between databases, automatically copying the data changes back and forth. Continuous data harmonization including pulling data from the master database to slave destination is an example for data integrity. The GeoH solution would support various EVV technologies regardless of the technology used to collect the data. GeoH will supply a template for data transfer using industry standard JSON/REST format or an XLM API for transactions, along with Department approved exceptions limits and workflow. The EVV supplier would be tasked with data integrity for their data verifications and transmission using industry standard technology noted above. As the aggregator, GeoH will maintain the validation principles and qualities for the data elements included in the 21<sup>st</sup> Century Cures Act and supported by DHHR and validate Supplier transmissions against those.

### Testing

For each component of functionality, test cases will be used to validate the performance of the software. Use and edge case testing, and what the results should be will be foundational components. Additionally, negative test cases are written and executed to test unexpected behavior and boundary limits of the application. All application releases are subject to stress/load testing activities that simulate heavy production cycles, to confirm that code modifications are production ready. Additional ad hoc testing as defined by the Department will be incorporated into the workflow. GeoH affirms that the Department or its designee will have access to both test cases and results. The collaborative approach should speed the facilitation of the testing cycles. GeoH also will that it will collaborate with the Department on the level of testing based on the significance of any change within the system.

GeoH will provide testing and training environments within either an exterior sandbox for data partners, or within our testing environment that include all necessary data elements. There will be no additional charge to the department for these environments and training. GeoH will adhere to the CMS testing framework to include development testing, validation testing, implementation and operational testing as it pertains to creating or modifying test data. As an example:



A test case library, with search capability cross referenced to the code and feature/functionality it tests will be maintained for all testers. All cases will be labeled and categorized clearly.

GeoH acknowledges knowledge of the testing types listed within the RFP, and would use the following types and cases of each-

### Unit Testing

Verifies the functional correctness of individual features that make up the solution. Unit tests are developed and executed by developers to confirm that any code changes meet design requirements and behave as intended. Business analysts and the product team will also be involved in the initial phases of unit testing to confirm configuration requirements.

### Iterative functional testing

The solution is installed in a separate QA testing environment. A series of rigorous quality control tests are performed by the QA team with assistance from the project team. Anomalies are identified and recorded in a defect tracking system for research and resolution. This is an iterative process where additional QA cycles are repeated until the anomalies have been corrected or resolved.

### System integration testing (SIT)

As a validation tool against the system as a whole. The whole system, which is composed of many sub-systems, is tested against workflow and exception. This is to ensure that all software module dependencies are functioning properly, and the data integrity is preserved between distinct modules of the whole system. GeoH will utilize components of SIT to test the whole system which is composed of many sub-systems and is tested against workflow and exception. This is to ensure that all software module dependencies are functioning properly, and the data integrity is preserved between distinct modules of the whole system.

#### Interface Testing

Conducts interface testing with the other systems in which interaction occurs. This would be with the state MMIS and internal systems as well as any data partners. This validation, especially data integrity and data transfer, is integral in the interface functionality.

#### Regression testing

Major releases are tested to confirm that no unplanned changes were entered the system with the code changes. The testing of business functions including those not requested to be changed in the requirements is completed and documented. Any defects are documented and appropriately resolved or deferred. Minor releases are focus tested in the areas of change as defined in the requirements document. Feature launches, integrations, solution elements will all be validated that the software still performs after the change. GeoH has established parameters for regression testing. Major releases are tested to confirm that no unplanned changes were entered the system with the code changes. The testing of business functions including those not requested to be changed in the requirements is completed and documented. Any defects are documented and appropriately resolved or deferred. Minor releases are focus tested in the areas of change as defined in the requirements document. In case where the entire system has a material change, end to end testing will be used in regression to validate system functionality.

#### End to End Testing

The system and mobile app are validated as to whether the flow of an application right from start to finish is behaving as expected and identify system dependencies and to ensure that the data integrity is maintained between various system components and systems. In case where the entire system has a material change, end to end testing will be used in regression to validate system functionality.

#### Performance Testing

Responsiveness and stability under a workload. This is done through quantitative tests done in the production environment in limited scenarios. This is validated against peak usage metrics.

#### Browser testing

As stated previously, Internet Explorer is not supported with a rendering issue. Microsoft only supports the most recent and legacy version. All other browsers are supported.

Data conversion testing is used in states where GeoH clients exist and another solution is the aggregator. Through the use of a data bus, data from GeoH is converted to the needed format for the aggregator. GeoH would employ the same principles as the State chosen system for data partners.

#### ORT

Database backup, recovery, software configuration and installation, rollback, failover and sustainability are validated prior to production. Performance, reliability and regression are also retested during this phase.

#### UAT

GeoH utilizes user acceptance testing to validate that the requirements of specifications are met. User Acceptance Testing is a critical component of our Software Development Life Cycle. Having the software tested by actual system users in a separate, test environment, GeoH can assess if the system supports the day-to-day business and user scenarios, and therefore ensure the system is sufficient and correct

based on the requirements before the system moves into production. The GeoH Team will work with DHHR to develop detailed test scenarios to support all phases of the STM. These detailed test scenarios will allow DHHR to test all functional aspects of the system and confirm performance in accordance with the specifications. All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. The department would participate in the UAT process by documenting and reporting issues to GeoH. Upon correction, as needed, the system is retested using the test cases causing the issue and the Department either accept the resolution or provides additional test failure examples for GeoH remediation. The system is then migrated to the Production environment for client retesting and final sign-off. Blackbox usability/accessibility testing is completed for all users, both internal and external. The accessibility testing functions as the edge case for users with disabilities, and the user interface is written at no more than an 8th grade reading level to account for those users with limited computer experience. New user registration is specifically targeted for usability testing as that is when a user has the first interaction with the software and develops the belief system for adoption of the solution.

GeoH will provide weekly reporting on test results that include volume of tests executed; the results of the tests, and identified defects, the corrective action and any ad hoc deliverables requested and agreed upon by the Department. The metrics on the report will show any cancelled or deferred tests and be delivered in the EVV Solution Test Results as defined under deployment within the project deliverables. GeoH and DHHR have equally important roles in the confirmation and acceptance of the final system prior to production release. It is critical that testing scenarios receive the proper level of attention from all parties early in the product life cycle. GeoH's experienced team of implementation specialists will work with the DHHR team to develop a sample of test scenarios to support this project and gain Department approval. The testing(s) will mirror the stage of the SLDC at which the project resides and have final sign off from DHHR and all IV & V vendors.

### Testing Strategy

The approach employed in the test strategy will focus on the validation of the application and technical functions. Testing will include all items identified in the Requirements Traceability Matrix (RTM). Testing will be concentrated within the following areas:

- Mobile
- Web
- Web Services – if needed
- The GeoH solution proposed for DHHR will be tested in three separate and distinct test cycles prior to production implementation:
  - Unit Testing – Verifies the functional correctness of individual features that make up the solution.
  - QA and System Testing – End-to-end test of the business requirements proving that the system meets the specifications as per the approved Detailed System Design documentation.
  - Customer Acceptance Test – End users and DHHR users can test all aspects of the system functionality and approve it is working as per the approved Detailed System Design documentation.

To provide a comprehensive understanding of the Structured Testing Methodology (STM), all three phases of testing are described below.

### Unit Testing

Unit tests are developed and executed by developers to confirm that any code changes meet design requirements and behave as intended. Business analysts and the product team will also be involved in the initial phased of unit testing to confirm configuration requirements.

### Quality Assurance (QA) and System Testing

At this stage in the STM process, the solution is installed in a separate QA testing environment. A series of rigorous quality control tests are performed by the QA team with assistance from the project team. Anomalies are identified and recorded in a defect tracking system for research and resolution. This is an iterative process where additional QA cycles are repeated until the anomalies have been corrected or resolved.

Regression tests are also performed during this phase. Regression test scripts are designed, built, and executed so that application features are confirmed throughout configuration change management activities. For every software modification introduced, a regression test cycle is performed to protect the integrity of the system code set. Future software modifications result in additions to the regression test deck and become part of the comprehensive test package used to confirm release and change management activities.

Additionally, negative test cases are written and executed to test unexpected behavior and boundary limits of the application. All application releases are subject to stress/load testing activities that simulate heavy production cycles, to confirm that code modifications are production ready.

Quality Assurance and system testing verify that the application satisfies the documented requirements. During this stage, the QA testers identify any functions that do not meet the DHHR requirements. Remediation cycles are executed to address any issues reported in the test cycle and the exercised are repeated to confirm the corrections. Once the system testing is successfully completed (there are no remaining issues with the application or environment), the EVV Project Manager will notify DHHR to initiate the Customer Acceptance Test cycle.

### User Acceptance Testing (UAT)

Prior to releasing the application into production, DHHR will participate in a cycle of UAT. In this phase, a group representing a cross section of end users' tests and exercises the application. UAT is performed using real world scenarios that are relevant to end users in the Client Acceptance Test (CAT) environment.

The GeoH Team will work with DHHR to develop detailed test scenarios to support all phases of the STM. These detailed test scenarios will allow DHHR to test all functional aspects of the system and confirm performance in accordance with the specifications. Our project and technical teams will provide support throughout this process. This support includes answering questions, researching issues, executing corrections, and retesting software components.

Once DHHR is satisfied that the application is producing the expected results, GeoH will initiate the final production implementation tasks.

GeoH and DHHR have equally important roles in the confirmation and acceptance of the final system prior to production release. It is critical that testing scenarios receive the proper level of attention from

all parties early in the product life cycle. GeoH's experienced team of implementation specialists will work with the DHHR team to develop a sample of test scenarios to support this project phase.

GeoH employs a comprehensive Metrics Management approach throughout the project delivery and operations phases of our solutions to drive stakeholder compliance of the 21st Century Cares Act.

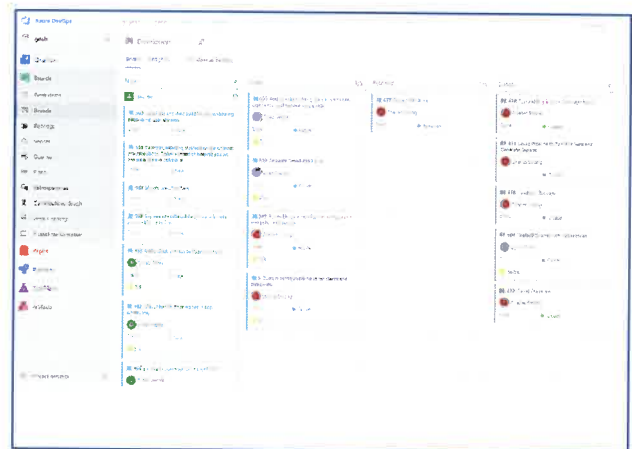
Metrics are constantly collected and reviewed to drive customer satisfaction and user acceptance and to promote successful partnerships and ongoing process and performance improvements. Areas of focus include Project Delivery, Quality Assurance, Training, Support, Operations, Application Functionality Key Performance Indicators, and Service Level Agreements.

There are numerous metrics that are derived from performing the various functions, processes and procedures utilized to satisfy State requirement outlined in this RFP.

### Project Delivery Performance Metrics Management

Performance of the project will be measured according to the project percent complete per the approved Project Work Plan (Schedule). During the EVV Project the GeoH Project Manager shall provide weekly status reports that include but are not limited to:

- Project activities accomplished and priorities for next period, by task
- Report on progress against the approved WBS
- New risks and issues identified during the reporting period
- Issues and risks closed during reporting period
- A list of all action items and associated status
- Decisions made during the reporting period and decision owner



Project reporting standards will also be reviewed, and status report templates will be confirmed, along with key reporting resources for all stakeholders. The GeoH Team will produce a Monthly Status Report, which includes a summary of work activities and major accomplishments achieved during the reporting period, in addition to any problems or issues that require management attention. The GeoH Team will work with DHHR to develop the format and distribution channels for the status report.

### Quality Assurance Metrics Management

GeoH has standard QA Methodology to manage the Processes and Metrics.

The methodology has defined milestones for the Testing Life Cycle, which integrates with the Planning; Design & Execution Phases of the Project SDLC

At the end of each milestone, there is a review of the deliverables, and an assessment of the plan to actuals.

Along with the above, QA Metrics are generated and reviewed on regular basis to assess the quality of the application under test.

Examples of metrics that GeoH commonly collects include:

- Requirement Coverage Percentage
- Test Case Design Percentage Completion
- Test Case Execution Percentage Completion
- Defect by Priority
- Defect Confirmation Percentage
- Defect Containment Percentage
- Defect Closure Percentage
- Defect Aging Report
- Defect Root Cause Analysis
- Deviations to the Planned QA Effort & Schedule
- Quality Management and Testing Approach

GeoH follows a disciplined Quality Assurance (QA) approach that contributes to our proven track record of delivering projects on time, within budget, and with high quality. The Structured Test Methodology (STM) verifies that all functional and system-wide requirements are complete and confirms the configuration requirements.

In support of the STM, GeoH has a dedicated team of testing subject matter experts that are equipped with the processes, technology, tools, infrastructure, and talent to support quality deliverables. The project team will work closely with the testers to provide the highest level of quality assurance throughout the entire lifecycle of the project.

### Quality Management Processes and Controls

The quality assurance management processes and controls used by our team are documented in the overall testing process. We take the opportunity to describe GeoH's quality management processes and controls in this section.

### Quality Management Goals

The overall goal of the quality management process is to adequately test the requirements for this effort, based on the agreed RTM (Required Traceability Matrix). GeoH will identify and remediated defects in all phases of the project. This includes, at minimum, the following:

1. Conduct design review sessions to identify any potential risks to the current production system.
2. Conduct code reviews.
3. Verify that the Business Requirements provided were thoroughly tested.
4. Perform all testing as required.
5. Regression test the application to identify unexpected defects caused as a result of the new requirements.
6. Engage and support the client to participate in Customer Acceptance testing.
7. Provide recommendations for a release decision based on the quantified results based upon quality metrics.
8. Complete Software Testing Activities within project schedule parameters.

To successfully meet the goals and objectives of quality management, GeoH's approach for effective project control based on the application of proven industry standards, techniques, and methodologies derived from the sources below.

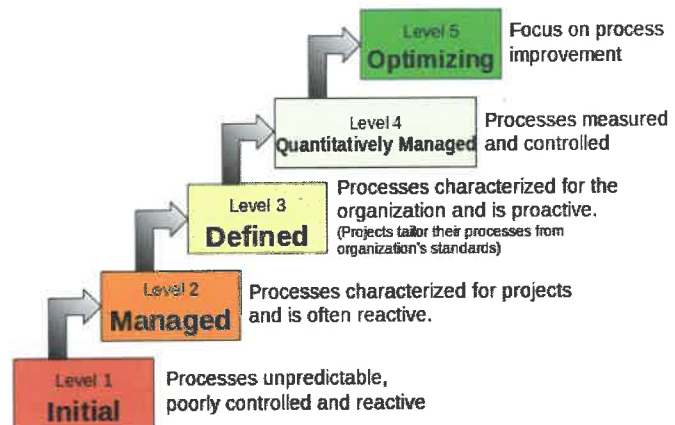
International Standard Organizations (ISO) – GeoH believe that meeting customer needs goes beyond creating and delivering innovative quality products. These solutions also need to be supported by staff that understands the technical, practical, and operational details relevant to each implementation. GeoH heavily emphasizes ISO's seven (7) quality management principles:

These form a basis for quality performance improvement and organizational excellence. GeoH also puts importance on product education and training so that all members of the team are aware of all products currently offered, as well as past and future supported offerings.



The Software Engineering Institute (SEI) – The Capability Maturity Model Integration (CMMI) provides a mechanism for assessing GeoH’s software development process against industry best practices and offers a framework to enable GeoH to improve its software development and management capabilities. The focus is on achieving well-defined repeatable processes. CMMI process improvement strategies are achieved by determining current process maturity, identifying the issues most critical to quality, implementing rigorous processes and metrics, all the while keeping the staff fully trained.

### Characteristics of the Maturity levels



Goal of Incorporate Testing and Quality Management as Integrated Processes in all Phases – The GeoH Team understands the nature and scope of this EVV project. We are aware of the challenges and complexities that are involved in a project of this magnitude, as we have performed this type of work within numerous other states. Based on this experience, GeoH has formulated a knowledge center of best practices, project management methods, tools and techniques, lessons learned, and sample deliverables from our previous projects. This knowledge center is a collection of methodologies and tools that GeoH utilizes to incorporate testing and quality management in all phases. We believe this knowledge base, coupled with our experienced staff, provides DHHR with an approach that can add immediate value as part of your EVV Project.

Goal of Identifying Defects/Issues – Identification of issues is not limited to development or quality assurance testing. All stakeholders are encouraged to identify defects and issues during all phases of the project. All projects inevitably encounter issues along the way so it is very important for all parties to raise issues early so they can be tracked and resolved in a timely manner. This reduces the chance of those issues becoming major project risks and obstacles.

The EVV project Manager will regularly elicit feedback from all stakeholders throughout the project and track that feedback in the project issues tracking system. The issues tracking system will include, at a minimum, the following elements:

- **Defect #** - a unique number related to the reported issue.
- **Defect Description** – a detailed description of the issue reported.
- **Defect Type** – define the type of issue that has been identified.
- **Identified By** – the name of the person/people who identified the issue.
- **Date Identified** – when the issue was identified.
- **Test environments** – Development, QA, Customer Acceptance Testing (CAT)
- **Application Type** – Web, Mobile
- **Severity** – Degree of impact a defect has on the application.

After the issues have been identified, the Project Manager will work with the various teams to determine who has ownership of the issues and track the status and resolution of the issue. Those elements include:

- **Assigned To** – the name of person the issue is assigned to.
- **Priority** – the priority so the issue can be prioritized based on score.
  - P1 – Resolve Immediately
  - P2 – Give High Attention
  - P3 – Normal Queue
  - P4 – Low Priority
- **Severity** – the impact of the issue to the system (1 – Critical / 2 – High / 3 – medium / 4 – Low).
- **Status** – the status of the issue as it's being tracked.
- **Target Resolution Date** – the expected date for remediation of the issue.
- **Retest Date** – the date the defect was retested.
- **Resolved Date** – the date the issue was resolved.
- **Closed Date** – the date the issue was closed.
- **Resolution Description** – a detailed description of the steps taken to resolve the issue.

Depending on the severity of the issue, those issues may also pose a risk to the project and should be tracked in the project risk register. For additional details on the risk register, refer to our Project Management Plan.

GeoH will leverage our subject matter experts during any issue resolution to assist in the identification and mitigation of risk and share the risk and share the risks and resolutions as needed in status meetings with DHHR.

### Continuous Improvement of Quality Management Principles

In order for continuous improvement of quality management principles, the GeoH product team hosts quarterly sessions where the roadmap and details about upcoming releases are shared with all stakeholders representing the trainers, operations team, account management, application development, quality assurance, project managers, and business analyst teams.

The product team conducts product demonstrations so that all teams are re-trained on existing as well as new, proposed functionality. They provide documentation that can be used to communicate changes to the users. This has created a forum where interactive discussions and dialogue have resulted in key product enhancements.

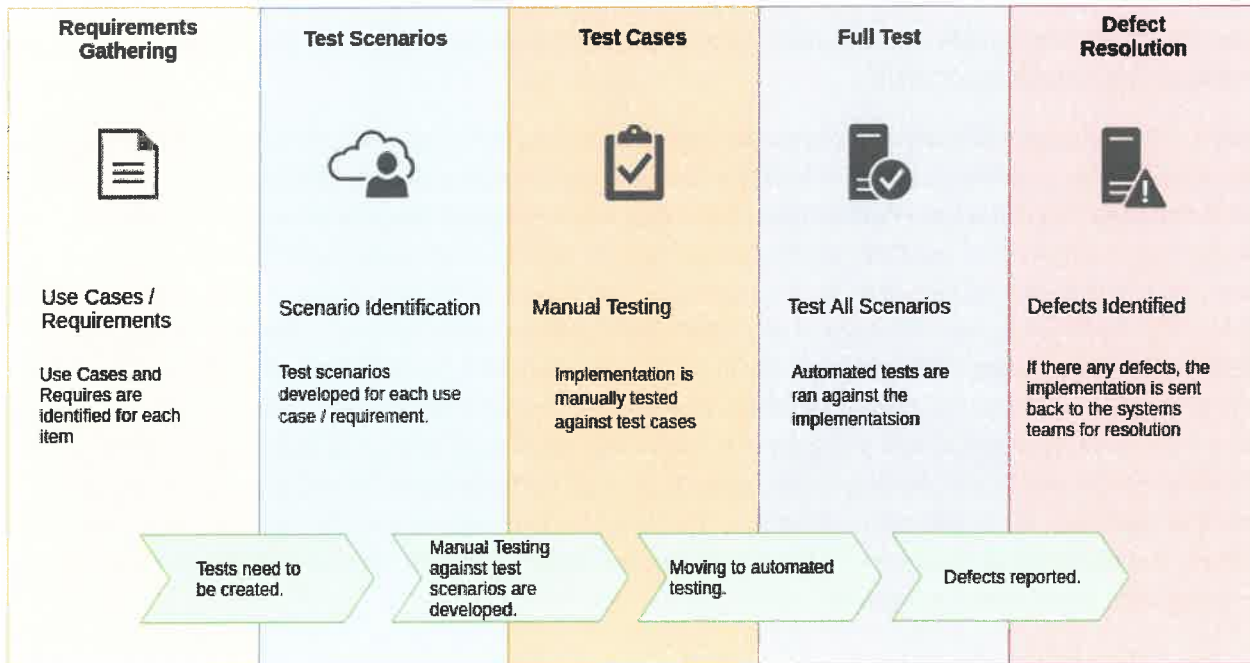
This also confirms that GeoH staff has the necessary knowledge and expertise so that they can train DHHR staff and satisfactorily answer questions that may arise.

### Quality Management Processes

The quality assurance management processes and testing used by our team are documented in the overall Testing Process. GeoH's quality management process includes the following key contributors:

- Implementation of key performance indicators (KPI's) to measure testing success
- Monitoring and control processes
- Continuous improvement processes

Below we will provide a process flow that captures the overall Testing Process which will be used in the testing effort throughout this implementation.



As a SaaS product, the source code of the system is independent of West Virginia and the DHHR. It is being configured to meet Department business rules. All related test cases and details will be housed in a secure GIT setting with approved representatives from the Department having access. For each component of functionality, test cases will be used to validate the performance of the software. Use and edge case testing, and what the results should be will be foundational components. Additionally, negative test cases are written and executed to test unexpected behavior and boundary limits of the application. All application releases are subject to stress/load testing activities that simulate heavy production cycles, to confirm that code modifications are production ready. Additional ad hoc testing as defined by the Department will be incorporated into the workflow.

Prior to releasing the application into production, DHHR will participate in a cycle of UAT. In this phase, a group representing a cross section of end users tests and exercises the application. UAT is performed using real world scenarios that are relevant to end users in the Client Acceptance Test (CAT) environment.

The GeoH Team will work with DHHR to develop detailed test scenarios to support all phases of the UAT. These detailed test scenarios will allow DHHR to test all functional aspects of the system and confirm performance in accordance with the specifications. Our project and technical teams will provide support throughout this process. This support includes answering questions, researching issues, executing corrections, and retesting software components.

Once DHHR is satisfied that the application is producing the expected results, GeoH will initiate the final production implementation tasks.

GeoH and DHHR have equally important roles in the confirmation and acceptance of the final system prior to production release. It is critical that testing scenarios receive the proper level of attention from

all parties early in the product life cycle. GeoH's experienced team of implementation specialists will work with the DHHR team to develop a sample of test scenarios to support this project phase. Once completed, and detailed findings are reported including defects and the accompany project plan to remedy, DHHR will provide a certification letter of satisfaction to GeoH signaling the system is ready for production and implementation.

GeoH will conduct an ORR prior to statewide implementation. This would include end to end testing and Database backup, recovery, software configuration and installation, rollback, failover and sustainability validated prior to production. Performance, reliability and regression are also reviewed during this phase. GeoH affirms that the ORR testing should have 30 days of production capacity volume. In addition to the Pilot Program, we also recommend a soft launch to stress test the system and check load balancing. Additionally, we will learn of any operational deficiencies in a manner that is manageable. All defects identified during ORR and beyond will be documented with proposed solution and timeline. This will be submitted to the designated Department representative for review and accountability. As a final step prior to deployment, GeoH will submit written verification that all operational functionalities are verified and the solution is ready to begin operations. GeoH affirms that they will provide an official letter of readiness for production operations. GeoH would recommend a soft launch between pilot testing and operational readiness. This is a natural progression between pilot and operation readiness to look for edge cases that may appear.

## Deployment Methodology

### Configuration

Deployment results in request for customer sign off that the application is ready for GeoH to migrate the overall solution into production. Training will be provided for DHHR staff, providers, and other users, beginning in the Deployment Phase according to the agreed upon Training and Outreach Plan as described in this response.

The configuration period includes configuring the business rules, any custom development, unit testing, and code reviews. These activities are followed by multiple data integration iterations that test data completeness and business rule scenarios. The completed configuration will be placed in our internal quality assurance testing environment in preparation for the system testing activities within the Deployment Task.

GeoH's EVV solution is a Software-as-a-Service ("SaaS") offering and is highly configurable. During the implementation, GeoH will conduct a detailed review of all of the program requirements with DHHR subject matter experts. This review is documented in our Business Rules Document. The Business Rules Document defines all of the DHHR specific configurations. Examples of configuration options include service codes for the program, or types of workers (Home Health Aide, Personal Care Attendant, etc.). Once requirements gathering has been completed, the Business Rules Document is presented for formal review and approval. Upon written approval, our configuration team uses the document as a guide to complete the configurations needed to support the program. Updates are also made to the EVV System Design Document and EVV Solution Requirements Traceability Matrix, as needed

All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. Our clients participate in the UAT process by documenting and reporting issues to GeoH. Upon correction, as needed, the system is retested using the test cases causing the

issue and clients either accept the resolution or provide additional test failure examples for GeoH remediation. The system is then migrated to the Production environment.

GeoH defines configuration as the ability to change or modify business rules, roles-based security, visit verification parameters, reporting, alerts, exceptions, rounding rules, and reason codes. Some of these parameters are configured by GeoH staff including West Virginia-defined business rules. Others are enabled and control is provided to the administrative users including creating additional roles and defining the recipients of alerts. Maintenance activities are outside the scope of custom development activities.

Should DHHR's business needs change and/or require customization, we use a proven, methodical, and formal approach for change requests. Currently, requests for changes or enhancements are submitted to GeoH through the EVV Project or Account Manager (depending on the phase of the project) who documents each request in project tracking software. The Product Management Committee meets regularly to review all requests. The contracting entity will participate throughout the entire process from request initiation to acceptance testing.

Change management and release management schedules will be coordinated and documented across all GeoH systems that may impact this contract. We will employ production deployment processes and procedures including rollback planning. We will coordinate Change requests for each release including the development of a business contingency/back-out plan. We have included our standard Change Management Plan in the Draft Project Management Plan.

Note: As a SaaS solution, GeoH reserves the right to evaluate all customization requests and to determine their impact and applicability to the overall product. GeoH also reserves the right to apply any and all updates or upgrades at our discretion based on capacity and priorities to support our client base.

### Objective

GeoH has robust deployment activities to prepare the solution for go live. The end result of this task is to have the final UAT approved software implemented in the production environment. At the end of this task, the deployment team will coordinate with the production support and release management teams to ensure the system monitoring and response plan is put in place.

### Activities

GeoH's process includes identification of a predefined set of conditions/requirements that must exist prior to (entry criteria) and after completion (exit criteria) of each task. For example, one entrance criteria for this task requires all technical interfaces associated with the EVV system have been defined and approved.

As in the other tasks, the DHHR EVV Solution-specific criteria will be developed in collaboration with DHHR, incorporated into the project management plan, and approved by DHHR prior to moving to the Deployment Task. Please refer to the Draft Project Management Plan for additional details.

The deployment of the configured, tested, trained, and production-ready EVV solution will ensure DHHR is 100 % compliant with the requirements of the 21st Century Cures Act Provisions as our proposed solution will be ready for caregiver use in order to verify the following information:

- The type of service performed
- The individual receiving the service
- The date of the service
- The location of service delivery
- The individual providing the service
- The time the service begins and ends

The major Deployment Task activities include:

**System Testing:** System testing begins with the creation of the Quality Assurance environment, followed by execution of the test plans. User Acceptance Testing is a critical component of Operational Readiness.

**Outreach and Training:** GeoH and DHHR will mutually develop a comprehensive training plan targeting all key stakeholders, including DHHR staff, provider agency and personnel to ensure all parties understand how to use and interact with the system in accordance with their roles. Training materials are prepared and sent to DHHR for review and approval.

**Operational Readiness Review:** The production environment is finalized to ensure compliance and security. Networking security and final system testing is performed and internal sign off is obtained from the GeoH EVV Project Manager.

Each of these is described in more detail in our responses to the requirements below.

As described in detail previously in our response to in the Draft Project Management Plan, GeoH employs a Quality Assurance Program for all EVV Solution deployments which includes:

- Quality Assurance Testing Process
- Test Strategy
- Defect Management
- User Acceptance Testing
- Test Environments

Our quality approach extends throughout the organization and into our software development processes. For example, GeoH's project management approach includes performing multiple levels of testing throughout the entire length of the project. Adherence to high quality standards and compliance with all regulations is the focus of delivery for the testing team at GeoH. Our seasoned testing team follows a software development methodology that allows transparency of testing progress and detailed auditability/traceability of all activities performed. The assigned Testing Lead will coordinate all testing activities.

Our documented testing strategy for this project will include detailed roles and responsibilities for each stakeholder as well as requirements for test scripts, automated testing, reporting and release/code promotion. We continue to stand up automated Continuous Integration (CI) Continuous Deployment (CD) capabilities using tools like Jenkins across the various components of our product set. Some products include automated regression testing.

GeoH defect management process is part of our overall Continuous Quality Improvement Program. Our established defect management processes help to improve the quality of our software and solutions. By detecting defects throughout each of the test levels, we can reduce the number of defects in our deployed solutions and that allows us to improve overall customer satisfaction.

As described in more detail in our PMP response, GeoH's work plan includes ample time to establish acceptance criteria as well as to conduct thorough User Acceptance Testing. We will maintain a fully functioning, online UAT environment to support the various testers from both GeoH and DHHR in order to test, review and approve the solution prior to launch.

GeoH will submit to DHHR for review and approval, our documented EVV System test results in a formal System Test Results Report. We will work with DHHR to develop a testing strategy which will include various testing stages with results reported to DHHR. Test results can be traced to the use case and design documentation.

GeoH also, as part of its development processes, has built in rollback and emergency back-out strategies that will conform to all Department requirements. GeoH will work with required partners or solutions for this process.

All documentation is housed within the GIT repository mentioned in Implementation methodology. This would include pre-implementation training documents and data conversion methodologies. All project management plan updates follow the Change Management procedure and documentation.

Pilot programs - A pilot test with providers chosen with the help of the Department, as well as current West Virginia provider clients, will be adhered to. This will then be followed by a soft launch, hard launch and go-live event. During the pilot test, a mixed group of providers will be selected to begin utilizing the system, either through direct software input (current West Virginia GeoH clients) or through an integration with an alternative EVV solution provider. The EVV solution provider will be given specific instructions on file format, data transfer, and business rules surrounding validation per the Department's guidelines.

### Lessons Learned

There are several lessons learned through multiple state integrations, but the major hurdles are as follows:

- System or solution that is not configurable or agile in architecture. Several states (Indiana, Ohio, Rhode Island, Florida) have implemented solutions that the State is expected to conform to. Further these solutions do not State business rules nor FSSA/CMS COP's or standards and are a minimum viable product for an EVV solution. This has resulted in elongated integrations and implementations. GeoH's solution through the architecture is configurable to mimic State and Department business rules and needs.
- Lack of consistent communication. In all 15 states that GeoH currently operates the resounding similarity is a lack of consistent, concise communication. Various agencies throughout the State will publish documents with information which does not match other Department communications. Some examples include: 1) Michigan, where their State Board of Health website, regarding EVV compliance, states that they are "going to do something that is not yet decided", yet the Michigan Association of Home Health Care publishes correspondence listing

EVV solutions as State approved (they are an open system). 2) Indiana- they have chosen a State aggregator which is inoperable, but the Indiana State Board of Health mandates the state is an open system for ALT EVV solutions. However, the state conference, Indiana Association of Home Health Care, publishes a State chosen solution in their correspondence.

- Provider fear of change- With the hundreds of agencies using the system, and the conferences we attend, the overwhelming sense is that providers do not want to change, and do not understand the implication of inaction. Larger agencies and those that are franchised typically have a better sense of what is to come, but the mid to small sized agencies that make up the majority of HHC across the country are reluctant to change or adopt without being forced to. We have learned a valuable lesson in that if agencies have not adopted some form of EVV solution and attended training for the exception report, a note on their billing confirmation informing them of a decrease in potential payments have been a great motivator.

Summarily, an agile solution that works for the State, consistent communication and a motivation for providers would make for a much easier roll out and greater adoption rate without hurting patient care.

## Training

### TN001 – TN006

**The Vendor should provide outreach to users to ensure and document their readiness to begin using the solution. The outreach should include all user groups including, but not limited to:**

- **Members or Legal Representative**
- **Direct Care Workers**
- **Provider Agencies**
- **The Department**
- **Other as defined by the Department**

GeoH will work with DHHR to build an effective outreach and awareness communication strategy that informs EVV solution stakeholders about GeoH. We know from experience that successful stakeholder outreach is key for EVV program success and will partner with and encourage DHHR to begin outreach early in the implementation process. Outreach to provider agencies may occur in a variety of ways including establishing an EVV website, direct emails, communication mechanisms such as newsletters, DHHR-sponsored town halls or advisory groups, and discussions with state home health associations.

GeoH will share outreach materials and templates that been used and successful in other state EVV programs. GeoH and DHHR will work together to create outreach materials and a calendar of outreach activities best tailored to DHHR's provider community to inform agencies of upcoming implementation activities. All provider or stakeholder training and outreach materials will be reviewed and approved by DHHR 7 – 10 business days before a scheduled training or outreach event. GeoH will support outreach activity as agreed on the outreach plan. DHHR will post all outreach materials on the EVV website which should be hyperlinked from the dddr.wv.gov website on the landing page.

The mentality must be there cannot be enough communication of the importance and mandate of the change in EVV policy and system implementation. All effected groups from members to the

Department should receive multiple and consistent information including training dates from DHHR.

#### TN007

**The Vendor should provide training at the time of registration.**

Training will be available at the time of registration. This could include either onsite instructor-led training, or webinar-based modules.

#### TN008

**The Vendor should collaborate with the Department and the stakeholder community to develop strategies to train members receiving services.**

GeoH will work with the Department to develop strategies to train members receiving services, as this will affect those receiving self-directed care the most as they need to provide verification of service on the direct care workers devices. There are no other interaction members have with the software intrinsically.

#### TN009

**The Vendor should provide both web-based and ten (10) state-wide in-person trainings to users prior to the initial implementation of the solution based on a schedule and locations as agreed upon by the Department.**

A large component of the implementation is outreach and training, not only for the providers, but for other stakeholders such as the State and Medicaid staff, and support coordinators. GeoH utilizes proven quality educational materials and strategies that we successfully use to train on existing GeoH functionalities, and enhancements over time. GeoH will work with DHHR to define class size and locations to better benefit stakeholders.

GeoH will provide 10 statewide onsite in-person trainings to users prior to implementation of the solution. GeoH will work with DHHR and its providers to identify the appropriate provider, support coordinator, and state agency participants for on-site instructor-led training on GeoH, as well as subsequent webinars for process reinforcement. GeoH uses experienced trainers, knowledgeable in GeoH for each session. We employ the Train-the-Trainer model, which encourages provider agencies and state administrators to identify a qualified person(s) to become the designated GeoH expert or trainer within their organization. This reduces the impact of having all staff out of pocket for training at the same time. The defined trainers receive materials needed to train other GeoH users in their respective organizations as needs require.

Trainers use documentation and hands-on application examples to explain the processing components of GeoH including Web and Mobile App in a training environment within the system. Using these tools and this training format, users will be educated with a solid understanding of the system, its enhancements, and how it can be used in their daily delivery of in-home services for their recipients.

The GeoH will be available to answer West Virginia user community questions, provide guidance and refresh training concepts via email, telephone, client support, scheduled webinars, and cadenced provider update forums.

Web based training will exist both in the form of webinars and an online FAQ.

- Webinars: Webinars reinforce provider confidence and offers convenience by utilizing a conference call and online format. The advantage for trainees is the ability to sit at one's own computer with the opportunity to ask questions in real time. GeoH uses quality training materials and experienced trainers, knowledgeable in the software for each session. Flexible times and dates as approved by the Department will be made available.
- FAQ: The link based Frequently Asked Questions are both on the web and in the mobile app. Users can choose the question they have, and a detailed explanation explains the needed steps to do the desired action.

#### TN010

**The Vendor should provide written training materials for both in-person and web-based training options.**

Written materials that follow the training cadence to include pictures, diagrams and visual cues to aid in learning. The written materials will also be available online within the portal for ongoing training and onboarding of new users. The in-person and web-based training will follow the same intuitive workflow while still being agile enough to answer any questions as they arise.

#### TN011

**The Vendor should submit all training materials to the Department for review and approval at least 45 calendar days prior to the date of the first training session.**

GeoH affirms that all training materials will be submitted to the Department for review and approval 45 days before the first training session.

#### TN012

**The Vendor should provide training materials offered in accessible formats consistent with requirements of the Americans with Disabilities Act (ADA) throughout the life of the solution. (Reference: [https://www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.pdf](https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf))**

GeoH commits to providing training materials that comply with ADA requirements including audio/visual accessibility tips, document accessibility, image accessibility, and website accessibility.

#### TN013

**The Vendor should provide training materials and training courses that are accessible for users who do not speak, read, or write the English language, upon request by the Department according to <https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>.**

GeoH will provide training in English. Training hand-outs can be provided in English and Spanish. Translations are provided by a third-party professional translation service. If additional language documentation is needed, GeoH will work with DHHR to identify the languages required for the EVV solution.

#### TN014

**The Vendor should obtain independent verification of the accuracy of all translations made pursuant to language and accessibility requirements.**

Translations will be provided by a third-party professional translation service. They will be responsible for providing the independent verification, and GeoH will validate the findings.

#### TN015

**The Vendor should provide web-based training available to users throughout the life of the solution.**

GeoH's flexible and comprehensive training approach provides ongoing training and education and reflects the voice of the client for the life of the contract. This approach has proven to be effective in promoting collaboration and cooperation within the provider community while driving program integrity and cost efficiencies for the State

#### TN016

**The Vendor should provide a detailed approach to user training with respect to solution modifications.**

When functionality updates are released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.

#### TN017

**The solution should maintain a record of all user training, including the name of the individual trained, the date of training, the specific training completed, and whether the training was in-person or web-based.**

In order to determine if a provider has completed training, GeoH offers the following levels of training participant confirmation upon training completion:

- For classroom sessions, attendance will be captured via a sign-in sheet and in the LMS. Upon completion, an email is sent to the learner indicating completion and they are logged in the data base as having completed training.
- For webinar sessions, at the time the participant logs into the webinar, they are considered to have attended training. They will be required to enter their name, agency and a log of whether they stayed logged in the entire time will be kept. Users who log off before completion will be considered not in compliance. Attendance will also be entered in the database. Upon completion, an email is sent to the learner indicating they have successfully completed training.

#### TN018

**The Vendor's training records should be included in the data available for reporting.**

The training record audit file detailing who has completed training will be made available to the Department in the report functions within the portal.

#### TN019

**The Vendor should provide a user manual to all users.**

An electronic user manual will be sent to all users when they register for training. During registration, their email address will be collected, and a copy digitally sent. We will also provide a

digital copy within the forms in the portal. These could become part of the scheduled correspondence for new providers.

#### TN020

**The user manual should be subject to Department approval.**

The training materials in the GeoH User Manual will be tailored to West Virginia's programs. This is a comprehensive user manual that documents and explains system functionality. The advantage is an organic document, regularly updated and accessible and searchable online, that reflects changes and enhancements to GeoH functionality. The GeoH West Virginia User Manual will also be updated to reflect enhancements and other system changes identified during JACs as well as future changes.

#### TN021

**The user manual should be available online and in hard copy upon request of the user.**

GeoH will make sure the user manual will be made available online within the application and will be distributed electronically.

#### TN022

**The user manual should be offered in accessible formats consistent with requirements of the Americans with Disabilities Act. (Reference: [https://www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.pdf](https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf))**

GeoH commits to providing training materials that comply with ADA requirements including audio/visual accessibility tips, document accessibility, image accessibility, and website accessibility. The user manual will also exist in this form.

#### TN023

**The user manual should be available in at least those languages the Department is required to accommodate, in addition to English, pursuant to 45 Code of Regulations (CFR) Section 80.3(b)(2). (Reference: <https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>)**

GeoH will provide training in English. Training hand-outs, including the user manual can be provided in English and Spanish. Translations are provided by a third-party professional translation service. If additional language documentation is needed, GeoH will work with DHHR to identify the languages required for the EVV solution.

#### TN024 – TN029

**The solution should support workforce security awareness through such methods including, but not limited to:**

- Security reminders (at login or screen access)
- Training reminders
- Online training capabilities
- Training tracking
- Others as defined by the Department.

As a company who managed PII information, workforce security awareness is imperative. Security reminders are built into the safeguards around who has access to personal information. Reminders would be prominent on login screens as a constant reminder of the needed caution.

Training reminders are managed through the online solution, TeachPrivacy (Teachprivacy.com). Their hosted system manages the online training, reminders, and training tracking for a single point of management and compliance.

GeoH will utilize an online provider of security awareness training. We will use a digital format to train all employees on the following:

- Phishing
- Social Engineering
- Malware
- Passwords
- Use of Portable Devices
- Physical Access
- Data Destruction
- Encryption
- Data Breach

These facets of security training will allow GeoH to maintain employee vigilance to recognize and respond to schemes to commit fraud or identity theft, such as guarding against pretext calling; Provide staff members responsible for building or maintaining computer systems and local and wide-area networks with adequate training, including instruction about computer security; and train staff to properly dispose of customer information.

The same tools that allow online training also manage the training tracking. Employees are logged when they complete a module and the elements including module, time and date are recorded for tracking and compliance.

GeoH confirms that they will collaborate with the Department for other modules or needed elements or workforce security.

### GeoH EVV System Training Metrics Management

Training content and delivery is reviewed and adjusted to drive knowledge retention and stakeholder value. An experienced and designated training analyst is determined to provide training to State and provider staff relative to change implementation of the project. Examples of metrics that GeoH commonly collects include:

- **User Forum Feedback** – Forums are in person or online and led by the Account Manager and/or designated Subject Matter Expert. Forums allow training of enhancements and offer the community of providers an opportunity to brainstorm among themselves any suggestions they might have to coordinate GeoH with their business needs. These meetings are scheduled regularly to meet provider needs over the time the EVV solution is in place.
- **Provider Evaluation** – After each in-person scheduled training day, training evaluations are collected and reviewed by GeoH and the State for provider input. All input distributed and

collected is welcomed and utilized for current and future in-person training. Once implementation is complete, GeoH takes into account monthly provider support calls via conference call or webinar that provides ongoing opportunities for questions, continuing education and identification of areas where clarification may be needed.

Job Title:	_____	Company / Agency	_____								
Date:	_____	Branch Office:	_____								
How would you rate the overall effectiveness of the training class?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
How comprehensive was the content of the course material?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
How did you find the organization of the course material to assist you in performing your job functions?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
How did you find the pace at which the instructor taught the course? Was the length of the time allotted to the topics adequate for your needs?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
How would you rate the level of material presented?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
How would you rate the overall effectiveness of the training and documentation materials?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
How would you describe the documentation in terms of?											
1. Its organization around the job functions that you perform?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
2. It's clear and concise appearance?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
3. Its meaningfulness and usefulness?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A
4. Its thoroughness?											
<input type="checkbox"/>	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/>	Average	<input type="checkbox"/>	Below Average	<input type="checkbox"/>	Poor	<input type="checkbox"/>	N/A

In addition, GeoH will work with DHHR to collaborate and incorporate DHHR’s feedback for Training Development that includes tailoring training materials to DHHR EVV users.

### Customer Support Metrics Management

Customer Care and Support metrics are received monthly to identify potential improvements. Items like process improvement, call center training, and feedback to the product team, for possible GeoH Solution enhancements are examples of improvement areas.

### Ongoing Review of Customer Service Delivery

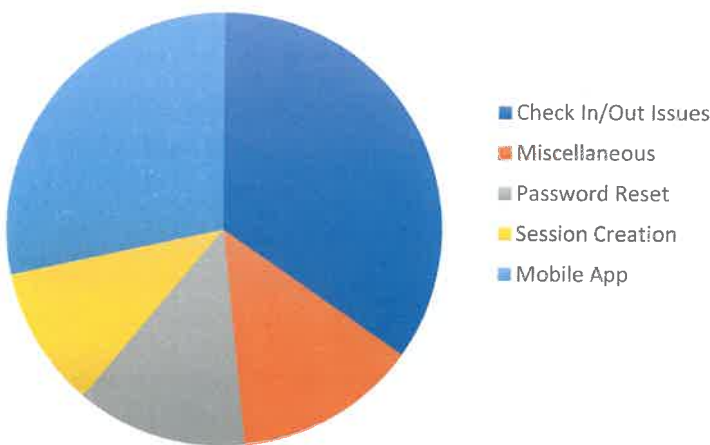
Ongoing review of customer service delivery statistics verify that processes and staffing levels are adjusted appropriately to confirm DHHR satisfaction with GeoH Client Services Help Desk. GeoH utilizes industry standard quality and metrics systems to support ongoing enhancements to policies, processes and training programs and maintain outstanding customer service delivery.

All calls received will be reflected in the service level for the month, reaching 90% of all calls being answered within a maximum of 60 seconds. Additionally, call volume is counted and measured for effective staffing delivery.

### Client Interaction Report

A Client Interaction Report is generated each month presenting the volume of calls handled through the GeoH Client Services Help Desk. With the help of a call tracking tool, the Help Desk will document the purpose of the interaction with the end user and if the interaction was either by phone or by email. Identifying areas of training or educational needs is the sole purpose of collecting the reason for end user interaction.

### Top 5 Inquiry Types



The GeoH Client Services Help Desk leadership utilizes statistical data to determine staffing needs. Representatives start times are staggered to accommodate peak call times. Representatives strive for first call resolution. In addition, calls are monitored so that quality assurance staff can provide feedback to representatives, so they can increase their knowledge and hone their customer service skills. These proven strategies are combined to meet GeoH customer service quality goals and to increase customer satisfaction. GeoH also conducts client surveys on an ad-hoc basis to gather and improve our service offerings.

### Metrics Data Collections

GeoH will use a combination of monitoring tools and ad hoc data elements that are collected from the GeoH database along with information that is tracked from various internal data sources. The utilization of an established methodology of collecting compiling data using industry standards to meet Service Level Agreements (SLAs) and other requirements will be agreed upon by GeoH and DHHR to feed into the monthly scorecard. This results in a customized data set for DHHR monitoring and reporting. GeoH will tailor an accurate monthly report view of key performance indicators (KPI's). Examples of items included are:

- Claims created by Mobile and Web
- Exported claims
- Active entities
- System uptime
- System downtime
- Help Desk tickets
- Help Desk call volumes
- SLA performance metrics

### Scorecard Metrics Management

The scorecard is the client's view into the details and performance of the EVV solution that will be provided to DHHR. The metrics are captured according to their source and aggregated into the scorecard on a monthly basis.



GeoH's account manager will share the monthly scorecard with DHHR at an established time at the beginning of the month for the previous month's data collection. The scorecard will include items that are being tracked as part of West Virginia's business key performance metrics. SLA's will be tracked and calculated per each specific requirement and placed into the monthly scorecard. GeoH will modify the scorecard to meet DHHR needs and scope of work.

GeoH will work with DHHR staff in development of the scorecard content and continues to accept suggestions and modifications to provide our clients with information to understand patterns of EVV usage in West Virginia.

GeoH will work with DHHR to build an effective outreach and awareness communication strategy that informs EVV solution stakeholders about GeoH. We know from experience that successful stakeholder outreach is key for EVV program success and will partner with and encourage DHHR to begin outreach early in the implementation process. Outreach to provider agencies may occur in a variety of ways including establishing an EVV website, direct emails, communication mechanisms such as newsletters, DHHR-sponsored town halls or advisory groups, and discussions with state home health associations.

GeoH will share outreach materials and templates that been used and successful in other state EVV programs. GeoH and DHHR will work together to create outreach materials and a calendar of outreach

activities best tailored to DHHR's provider community to inform agencies of upcoming implementation activities. All provider or stakeholder training and outreach materials will be reviewed and approved by DHHR 7 – 10 business days before a scheduled training or outreach event. GeoH will support outreach activity as agreed on the outreach plan. DHHR will post all outreach materials on the EVV website which should be hyperlinked from the [dddr.wv.gov](http://dddr.wv.gov) website on the landing page.

The mentality must be there cannot be enough communication of the importance and mandate of the change in EVV policy and system implementation. All effected groups from members to the Department should receive multiple and consistent information including training dates from DHHR. Training will be available at the time of registration. This could include either onsite instructor-led training, or webinar-based modules.

GeoH will work with the Department to develop strategies to train members receiving serves, as this will affect those receiving self-directed care the most as they need to provide verification of service on the direct care workers devices. There are no other interaction members have with the software intrinsically.

A large component of the implementation is outreach and training, not only for the providers, but for other stakeholders such as the State and Medicaid staff, and support coordinators. GeoH utilizes proven quality educational materials and strategies that we successfully use to train on existing GeoH functionalities, and enhancements over time. GeoH will work with DHHR to define class size and locations to better benefit stakeholders.

GeoH will provide 10 statewide onsite in-person trainings to users prior to implementation of the solution. GeoH will work with DHHR and its providers to identify the appropriate provider, support coordinator, and state agency participants for on-site instructor-led training on GeoH, as well as subsequent webinars for process reinforcement. GeoH uses experienced trainers, knowledgeable in GeoH for each session. We employ the Train-the-Trainer model, which encourages provider agencies and state administrators to identify a qualified person(s) to become the designated GeoH expert or trainer within their organization. This reduces the impact of having all staff out of pocket for training at the same time. The defined trainers receive materials needed to train other GeoH users in their respective organizations as needs require.

Trainers use documentation and hands-on application examples to explain the processing components of GeoH including Web and Mobile App in a training environment within the system. Using these tools and this training format, users will be educated with a solid understanding of the system, its enhancements, and how it can be used in their daily delivery of in-home services for their recipients.

The GeoH will be available to answer West Virginia user community questions, provide guidance and refresh training concepts via email, telephone, client support, scheduled webinars, and cadenced provider update forums.

Web based training will exist both in the form of webinars and an online FAQ.

- Webinars: Webinars reinforce provider confidence and offers convenience by utilizing a conference call and online format. The advantage for trainees is the ability to sit at one's own computer with the opportunity to ask questions in real time. GeoH uses quality training

materials and experienced trainers, knowledgeable in the software for each session. Flexible times and dates as approved by the Department will be made available.

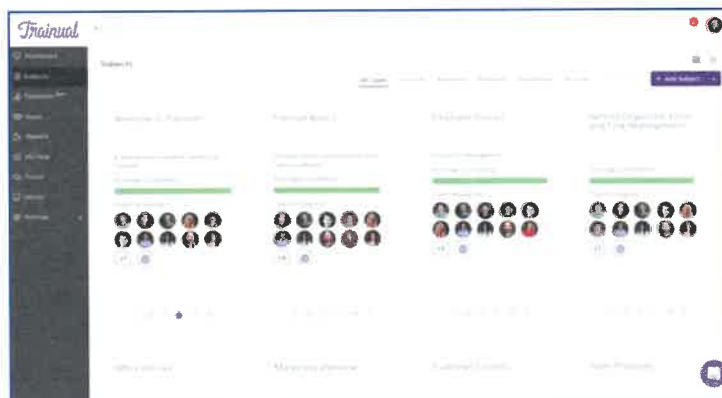
- FAQ: The link based Frequently Asked Questions are both on the web and in the mobile app. Users can choose the question they have, and a detailed explanation explains the needed steps to do the desired action.

Written materials that follow the training cadence to include pictures, diagrams and visual cues to aid in learning. The written materials will also be available online within the portal for ongoing training and onboarding of new users. The in-person and web-based training will follow the same intuitive workflow while still being agile enough to answer any questions as they arise. All training materials will be submitted to the Department for review and approval 45 days before the first training session.

GeoH commits to providing training materials that comply with ADA requirements including audio/visual accessibility tips, document accessibility, image accessibility, and website accessibility.

GeoH will provide training in English. Training hand-outs can be provided in English and Spanish. Translations are provided by a third-party professional translation service. If additional language documentation is needed, GeoH will work with DHHR to identify the languages required for the EVV solution. Translations will be provided by a third-party professional translation service. They will be responsible for providing the independent verification, and GeoH will validate the findings.

GeoH's flexible and comprehensive training approach provides ongoing training and education and reflects the voice of the client for the life of the contract. This approach has proven to be effective in promoting collaboration and cooperation within the provider community while driving program integrity and cost efficiencies for the State



When functionality updates are released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.

In order to determine if a provider has completed training, GeoH offers the following levels of training participant confirmation upon training completion:

- For classroom sessions, attendance will be captured via a sign-in sheet and in the LMS. Upon completion, an email is sent to the learner indicating completion and they are logged in the data base as having completed training.
- For webinar sessions, at the time the participant logs into the webinar, they are considered to have attended training. They will be required to enter their name, agency and a log of whether they stayed logged in the entire time will be kept. Users who log off before completion will be considered not in compliance. Attendance will also be entered in the database. Upon completion, an email is sent to the learner indicating they have successfully completed training.

The training record audit file detailing who has completed training will be made available to the Department in the report functions within the portal.

An electronic user manual will be sent to all users when they register for training. During registration, their email address will be collected, and a copy digitally sent. We will also provide a digital copy within the forms in the portal. These could become part of the scheduled correspondence for new providers.

The training materials in the GeoH User Manual will be tailored to West Virginia's programs. This is a comprehensive user manual that documents and explains system functionality. The advantage is an organic document, regularly updated and accessible and searchable online, that reflects changes and enhancements to GeoH functionality. The GeoH West Virginia User Manual will also be updated to reflect enhancements and other system changes identified during JADs as well as future changes.

GeoH will make sure the user manual will be made available online within the application and will be distributed electronically.

GeoH commits to providing training materials that comply with ADA requirements including audio/visual accessibility tips, document accessibility, image accessibility, and website accessibility. The user manual will also exist in this form.

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Training reminders are managed through the online solution, TeachPrivacy ([teachprivacy.com](https://teachprivacy.com)). Their hosted system manages the online training, reminders, and training tracking for a single point of management and compliance.

GeoH will utilize an online provider of security awareness training. We will use a digital format to train all employees on the following:

- Phishing
- Social Engineering
- Malware
- Passwords
- Use of Portable Devices
- Physical Access
- Data Destruction
- Encryption
- Data Breach

These facets of security training will allow GeoH to maintain employee vigilance to recognize and respond to schemes to commit fraud or identity theft, such as guarding against pretext calling; Provide

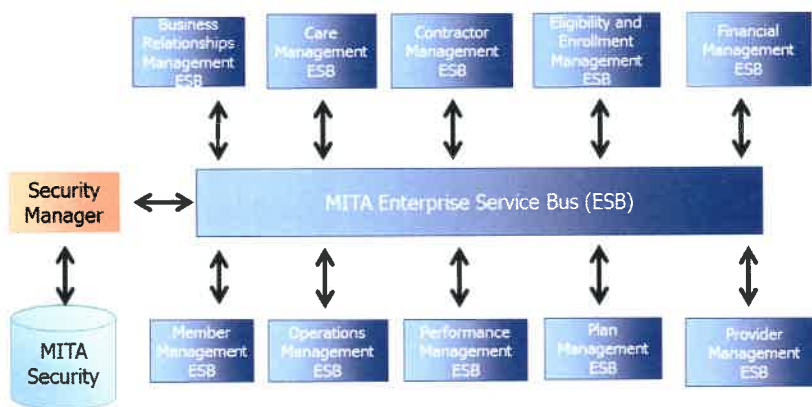
staff members responsible for building or maintaining computer systems and local and wide-area networks with adequate training, including instruction about computer security; and train staff to properly dispose of customer information.

The same tools that allow online training also manage the training tracking. Employees are logged when they complete a module and the elements including module, time and date are recorded for tracking and compliance.

GeoH confirms that they will collaborate with the Department for other modules or needed elements or workforce security.

### CMS Certification

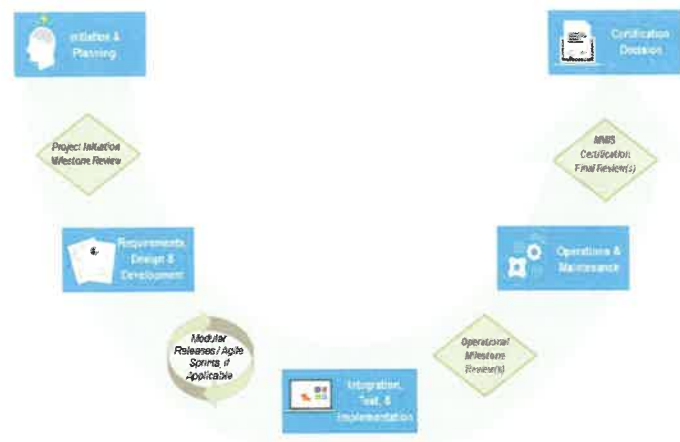
#### MITA Compliance



With GeoH, DHHR gains the capabilities of our consulting practice along with our healthcare industry leadership. GeoH knows the certification process and has developed our practices based upon industry and government standards – continually monitoring and researching updates to stay current with the dynamic changes in technology within

the CMS guidelines, requirements, and toolkits. GeoH will support DHHR by providing evidence showing conformance with CMS certification criteria and by contributing to artifacts to be submitted to support the certification process as required.

GeoH has incorporated our applied project delivery experience to develop accelerators and complementary processes that are tightly coupled with federal guidelines and templates from CMS. With knowledge of the release of the Medicaid Enterprise Certification Lifecycle (MECL) in March 2016, GeoH has made sure we maintain alignment with the new CMS requirements, processes, and certification toolkit (MECT 2.1). DHHR benefits from GeoH’s industry leadership, expertise, and efficiencies with the use of our evidence tracking tools in support of MECT.



These capabilities provide DHHR with the confidence that your EVV project is adhering to sound project management and development standards within the Health and Human Services industry, and that the

EVV Solution and Services Project is meeting federal requirements for certification and enhanced federal funding. As an integral partner with agencies across the country, as well as their regional CMS representatives, GeoH provides a unique perspective on what is necessary to satisfy CMS mandates and state imperatives. The combination of our Healthcare Solution along with GeoH's proven industry and MITA experience is unparalleled in the current marketplace.

#### Benefits of Implementing GeoH's Electronic Visit Verification Solution

- GeoH is fully compliant with Section 12006 of the 21st Century Cures Act, enabling DHHR to receive federal matching funds without interruption.
- Reduced Medicaid costs due to reduced potential for fraud, waste, and abuse by users of the EVV system allows funding to be directed where needed most. Additionally, DHHR will benefit from operational efficiencies gained by implementing GeoH.

GeoH will prepare and submit all evidence and supporting information for the applicable MECT certification criteria during milestone reviews defined by the MECL. We will also incorporate OBC into the MECT process to achieve CMS certification for the EVV solution. Because our solution is a SaaS-based approach, without the need for stand-alone components or devices to access either the app or web-based technology, we expect to see both economic and time savings as a result, all while avoiding potential procurement and logistical problems with stand-alone components. Additionally, if required by the DHHR, a SOC designation will be achieved and the certification provided by request.

GeoH's experience with IV & V stems from the multi state integrations, and the findings of those entities. As GeoH has integrated into multiple solutions, our solution has been validated against the requirements, and used to address the original solution lacking.

## Attachment 10: Maintenance and Operations Specifications Approach

### Operations

#### OP001 - OP008

**The Vendor should track, and provide the Department access to, process metrics and other detail as defined in the approved Change Management Plan, including, but not limited to:**

- **The estimated and actual hours allocated to each change request**
- **Specific personnel assigned to each change request**
- **Scheduled completion date for each change request**
- **Total cost if the maximum allowed hours are exceeded on any approved change request**
- **Any change to current operational costs**
- **A separate total for equipment requirements (if applicable) related to the modification**
- **Others as defined by the Department**

GeoH will track all hours associated with any change request, both estimated and used, the specific personnel assigned to the project for the change request, and the scheduled completion date for each request. These would be both in the change management plan, but also they be owned by the project manager.

On every change request, a project plan including cost will be provided. Through the course of the change, the hours are monitored, and the Department notified as the request nears completion. The total amount of the change will be provided to the Department.

Any change to operational costs would immediately be disclosed to the Department and a solution mutually agreed upon. In most cases, the execute contract is the final word.

As GeoH is a SaaS based solution, the only equipment cost might be a computer refresh as the software not supported by Internet Explorer and need a newer operating system.

GeoH is affable to discussing with the Department any other costs as they arise. Our assessment is we would attempt to stay as close to the contract value as possible.

#### OP009

**The Vendor should assure all production software updates, releases, and patches are evaluated and approved by the Department prior to implementation as defined in the Change Management Plan.**

The Department would have two points of approval within the system. The first being at change request, or GeoH's desire to roll out an update. The Department would also have approval prior to update moving to production.

#### OP010

**The Vendor should send notification to the Department when releases are available to be evaluated as defined in the Change Management Plan.**

GeoH will maintain constant communication during release and send notifications to the Department for evaluation per the change management plan.

#### OP011

**The Vendor should provide the Department with detailed documentation that provides all fixes and functionality for each release.**

When functionality updates are released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.

#### OP012

**The Vendor should maintain version control and provide the Department with current system and user documentation.**

GeoH's Project Manager will work with DHHR to develop a naming convention format for all documentation. Office 365's version control tracking will be utilized for documents under change control, minimizing the need for multiple versions of a document to be stored. The current version and user documentation will be shared with the Department.

#### OP013

**The Vendor should perform all maintenance and product upgrades for all operational and test environments and hardware at no additional cost so that the system is operating on currently supported version of each product and maintain software and security patches, based on a schedule approved by the Department.**

GeoH affirms that the cost of upgrades, releases, and general maintenance is built into the RFP as is. Standard maintenance will not incur additional costs. The system will automatically update to the latest version organically. GeoH will make sure the schedule is approved prior to initiation.

#### OP014

**The solution should provide the ability for the provider agency to review billing prior to submitting for payment.**

Within the reporting function at the provider access level, the provider will have an ability to view the claims as they happen. Our solution happens real time and if there are no exceptions in a visit, the system will automatically push the visit data to the aggregator for billing.

#### OP015

**The solution should provide the ability for the provider agency to review and correct billing errors prior to submission.**

The system utilizes an exception report to allow a provider to correct incorrect visits, and then requires a reason code as to why the visit was changed. All these edits are traceable to each element of EVV and data element manipulation.

#### OP016 – OP021

**The solution should provide the Department and provider agencies with reports of unbilled encounters through front-end edits including, but not limited to:**

- **No authorization**

- **Expired authorization**
- **Reasons that prevented claims from filing**
- **Edits made to claims**
- **Others as defined by the Department**

The exception report within GeoH is robust. If a provider did a visit with a member that they either did not have an authorization or the authorization had expired, it would not allow the claim to go through and notify both Department and the provider of the issue. If edits or incomplete data caused the claim to fail, the Department and the provider would be notified. The provider would have visibility into why the claim failed, however, the department could drill down to see how often the edits and failures occur. This is a way to flag abuse and fraud.

#### **OP022 - OP027**

**The Vendor should provide a report of all daily transactions, including interactions via the call center, available to the Department in a variety of formats, including, but not limited to:**

- **Browser-based**
- **Portable Document Format (PDF)**
- **Excel**
- **Comma-Separated Value (CSV)**
- **Others as defined by the Department**

GeoH confirms that all reporting, standard or configured especially for West Virginia and the Department, will be available in standard downloadable formats, including HTML, Excel, CSV, and PDF or other as requested.

#### **OP028**

**The solution should track metrics for each type of correspondence generated in the solution.**

GeoH's system tracks and records every interaction with the system. Through a JAC's discussion, any additional metric report could be produced and generated for the Department.

#### **OP029**

**The solution should track the status of notices that are moving through the generation process.**

GeoH will be aware of notices while in the system or integrated with a data partner. GeoH will ensure that the moment a notice is active the provider is informed and care for the member can begin.

#### **OP030**

**The solution should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department.**

The solution will notify the Department after an undelivered correspondence is returned, and then flag that contact information as incorrect. An exception report will be generated for the Department to be made aware of lingering accounts or errors in data input.

#### OP031

**The solution should have the ability to track when any correspondence or form has been reissued or revised as agreed upon by the Department.**

All correspondence is tracked both in resent or changed. The date, time, change and who authored it will be logged along with both versions of the correspondence.

#### OP032

**The Vendor should pay and arrange for an annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit, using the most current version of the audit, which should cover work performed by the Vendor at the Vendor's facility and data center sites. (Reference: [https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008\\_Audit\\_Mar2019.pdf](https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf))**

GeoH commits that upon contract award that a SOC audit utilizing the Safeguard Security Report will be completed.

#### OP033

**The Vendor should submit the annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit report, using the most current version of the audit, to the Department for approval with an action plan to remediate findings within a timeframe agreed upon by the Vendor and the Department.**

Annually upon contract execution, GeoH will submit the SOC 1, Type 11 audit for Department approval to include an action plan for all deficiencies.

#### OP034

**The solution should archive and store user profiles for a period of time agreed upon by the Department.**

The system currently stores the information indefinitely. The user is deactivated, and access is removed, but their profile remains in the data base. There is an option to reactivate them at any time in the future reducing work if an employee returns.

#### OP035

**The Vendor should provide its incident reporting procedures to the Department for review and approval within a timeframe agreed upon by the Department.**

The business process is responsible for the monitoring of incidents of utilization anomalies. Activities include referring (e.g., escalation) incident to another incident manager or agency, modifications to incident information, journaling activities, and disposition of incident.

#### OP036

**The Vendor should detail the performance metrics and targets used to monitor the effectiveness of technical support by phone.**

Customer Care and Support metrics are reviewed monthly to identify potential improvements. Items like process improvement, call center training, and feedback to the product team for possible

GeoH Solution enhancements are examples of improvement areas. A Client Interaction Report is generated each month presenting the volume of calls handled through the GeoH Client Services Help Desk. With the help of a call tracking tool, the Help Desk can document the purpose of the interaction with the end user and if the interaction was either by phone or by email. Identifying areas of training or educational needs is the sole purpose of collecting the reason for end user interaction. This report contains graphs to list the top five reasons for users asking for assistance.

#### OP037

**The solution should have the ability to provide an immediate response acknowledging all email inquiries and establishing a timeframe for the response.**

The customer report will have an immediate acknowledgement and greeting to all email that it receives. Additionally, standardized return times will be communicated to the user submitting the email of what the wait time should be expected as.

#### OP038

**The solution should have the ability to resolve all email inquiries to the Vendor's technical support within one 24-hour business day from initial receipt.**

GeoH agrees that most email inquiries can be solved within 24 hours. That is included in part of our technical call center KPI's.

#### OP039

**The Vendor should document inquiries and provide the Department with routine reports regarding reasons for technical support requests.**

GeoH will use a combination of monitoring tools and ad hoc data elements that are collected from the GeoH database along with information that is tracked from various internal data sources. The utilization of an established methodology of collecting and compiling data using industry standards to meet Service Level Agreements (SLAs) and other requirements that will be agreed upon by GeoH and DHHC feeds the monthly scorecard. This results in a customized data set for DHHR monitoring and reporting.

#### OP040

**The Vendor should document any procedural action that occurred as a result of a complaint to the helpdesk and submit this documentation to the Department on an agreed upon schedule.**

A tracking ticket for escalated issues using Jira will be implemented and the workflow adhered to. The summary, and detail if requested, report of all incidents will be submitted to the Department on a predetermined schedule.

#### OP041 – OP045

**The Vendor's Technical Call Center should provide a toll-free voice messaging system that is compliant with the Americans with Disabilities Act (ADA) and supports limited English proficiency as defined by the Department of Health and Human Services (HHS). (References:**

[https://www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.pdf](https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf)

**The Technical Call Center should function 24 hours per day, 365 days per year, and provides callers information including, but not limited to:**

- **Hours of operation**
- **Options for leaving messages after hours**
- **Options for leaving messages based on queue hold times and designated intervals as defined by the Department**
- **Recording of informational messages as defined by the Department**

GeoH suggests that the call center function within normal business hours of 8:00 am to 5:00 pm., Monday through Friday. There would be an after-hours line to leave a message on.

Callers will be able to choose various options for leaving messages, skip the queue and go straight to leaving a message, and hear informative messages while waiting. The call center will function as most with a robust phone system and KPI's.

#### **OP046 - OP050**

**The solution should have the ability to record and report on the performance and utilization of resources within the overall system, including, but not limited to:**

- **Average speed of answer**
- **Interface processing time**
- **Request time for report generation**
- **Others as defined by the Department**

GeoH utilizes full request tracing which included point of query origination (user device) to the database and back to the user. Each query is measured for performance and speed, as well as quality of response.

#### **OP051 - OP054**

**The Vendor should document and maintain technical specifications associated with the solution including, but not limited to:**

- **Complete listing of all software, hardware, and configurations that are required to establish fully functional installations in each of the required environments.**
- **Complete specifications for all software, environments, and hardware used to support the solution.**
- **Others as defined by the Department**

GeoH internally has documented all software and configurations required to establish fully functional installations. Our platform is built in React Native, NodeJS, and cloud hosted in Azure.

Most modern iOS and android mobile devices support GeoH. Android V5, and iOS V10 or better. In a browser, only internet explorer is not supported.

#### **OP055 - OP059**

**The Vendor should provide the Department with a capacity analysis report for the solution and the hosted environment including, but not limited to:**

- **Hardware**
- **Environment**

- **Network specifications**
- **Others as defined by the Department**

GeoH is a SaaS based product. Android V5 and iOS V10 or better are all supporter by the product. There are no other hardware needs for the solution to function.

GeoH is cloud hosted in Azure. As such, there is an unlimited scale that can be had based on cloud architecture principles.

GeoH exists behind a traffic manager that finds the closest path to the server. We function in the field on wi-fi, cellular data, but also have an offline mode with allows for constant uptime.

*There is also a load balancing on the network to make sure no one server is overburdened and returning slow data.*

#### **OP060**

**The solution should provide real-time solution performance data.**

The software tracks performance metrics including query duration, load on the data base, the name of the query, query parameters, and the full life cycle of the request based on industry standard KPI's.

#### **OP061**

**The solution should report on total processing times based on user-defined queries.**

The system will produce a query log defining what was asked, who asked it and the time, date and data response.

#### **OP062**

**The solution should write all errors to an error log in a standard format and make it available for Department review upon request.**

Geo utilizes a standardized error log format and it will be available, based on role permissions with the portal for the Department, and in the dashboard for a provider.

#### **OP063**

**The solution should allow the Department's administrator to view, filter, sort, and search the error log(s).**

The robust reporting within GeoH's portal will allow an administrator to search the error log based on multiple parameters. The administrator could view the log; sort by patient, date, error, direct care worker; or edit the claim and resubmit.

#### **OP064**

**The Vendor should notify the Department regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the Vendor software.**

GeoH will notify the department of third-party software that causes problems with the solution. Today, Internet Explorer is the only software that has a render issue as it is not supported.

#### OP065

**The solution should schedule and support file transfers as requested and agreed upon by the Department.**

GeoH can either pull the data real time as it occurs for processing and claim scrub, or adhere to a schedule agreed to by the Department.

#### OP066 - OP067

**The solution's data aggregation component should send each provider agency a verified visit report, at least once a calendar day.**

- **The solution's data aggregation component should send each provider agency a visit not verified report showing visits that were not verified by the provider agency, at least once each calendar day.**

GeoH's aggregator has a robust reporting function. Based upon Department needs, providers will receive reporting on missed and non-billed visits, a verified visit report, and an exception report that details the edits made to claims per agency.

We understand the business drivers and risk factors in delivering the services with high quality and in a timely manner. GeoH has a proactive approach for meeting performance standards and conducts regular internal and customer meetings to make sure all areas of service delivery are constantly reviewed for best practices and process improvements. Our focus is to maintain a high level of service throughout the length of the contract.

GeoH's EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers' current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR's migration and the GeoH integration with West Virginia MMIS

Once acceptance is received from DHHR, we initiate production readiness tasks that will involve migration of the system and importing of data into the production environment. GeoH's recommended approach is to conduct a soft go-live where providers will have the opportunity to validate client, provider, and worker demographic data as well as authorizations.

At this stage the newly configured GeoH solution for West Virginia DHHR is ready for full production cutover. The GeoH Team confirms that DHHR providers and other users have the necessary support for a smooth and successful launch of the solution.

During the agreed to cutover period, the GeoH implementation team will transition the system to the GeoH client Support group for ongoing customer service.

A post-implementation review is performed to verify all requirements have been met and results from the "Lessons Learned" session are formally documented. Upon successful completion of the Operations Phase, the Implementation Manager will begin the closeout activities of the implementation project and receive final acceptance from DHHR.

GeoH will provide operations support, maintenance, and ongoing configuration of the EVV solution for DHHR throughout the life of the contract. This includes:

- Making configuration updates
- Correcting deficiencies within the solution
- Performing mass adjustments/changes to accommodate the EVV mandate, as requested or required
- Routine maintenance such as performance optimization, database management, software/hardware upgrades, etc.
- Using appropriate testing, configuration, and change control features
- Updating system/user documentation and online help
- Maintaining approved, pre-launch customizations.

### DHHR-specific Maintenance

In Post-deployment, periodic maintenance releases for the system will be deployed to make sure that the system continues to meet the requirements of all customers, including DHHR. Our EVV solution will remain flexible and configurable and will support multiple programs and services for future expansion of additional programs and services as part of our system maintenance and change order process. GeoH will maintain the configuration of the existing system, including requests to change the table values, parameters, codes and hardcoded business logic as well as add additional recipients/providers assuming the expansion is for the same services, same scope, etc. Expansions and/or customizations requiring new services, scope, or capabilities will be implemented via the change order process.

### General Systems Maintenance

GeoH's system maintenance follows a rigorous procedure. All system update patches are monitored and deployed by our patch management system. Patches are analyzed and scrutinized for validity. Once approved for deployment, they are scheduled and announced via our release notification process. Changes/Patches are deployed first to our development environment, then our QA environment, and then finally applied to Production.

### EVV Solution Releases

As a SaaS product, GeoH routinely releases functionality to benefit all its customers. We consider these to be 'point releases'. GeoH's proposed solution includes two major components. The first component is our EVV-mandate-covered GeoH Mobile application as the primary method. The application is available for download in both the Google Play Store and the Apple Store. Users will download the application to their mobile device. As new releases become available, they are published to the respective stores and users are automatically prompted to download the latest version of the application.

GeoH's EVV Portals (for providers, state users, etc.) are all Software as a Service, and all hosting, maintenance and enhancements are managed by GeoH. GeoH schedules periodic maintenance releases for the system to make sure that the system continues to meet the requirements of our clients as well as periodic updates to make sure the system meets the latest standards and regulations. Because our solution is offered as a SaaS system, GeoH personnel are responsible for all release deployments and all users are updated at the same time. Any high impact break fix issues are fixed and deployed ASAP.

## Notifications

GeoH will notify DHHR and its providers in advance for all scheduled maintenance windows. Modifications and upgrades will be deployed during these scheduled windows. The only exceptions to this approach include high priority changes that cannot wait until the next scheduled release date, regulatory and legislative changes with specific implementation dates, and critical security fixes as appropriate. Notifications for scheduled maintenance and unscheduled outages will occur via email and we recommend that DHHR also post on the State's EVV Program portal. Notifications for scheduled maintenance and unscheduled outages will be documented in the EVV System Design Document, and the EVV Solution Customer Care Plan.

Please note that our mobile solutions allow the worker to check in and check out while the EVV system may be unavailable due to system maintenance.

## Database Maintenance

We incorporate best practices into all aspects of database development, administration and change control to ensure smooth operations. All systems are monitored across environments by dedicated DBAs and their roles are clearly defined. Rights to databases are provided only after being thoroughly vetted and are restricted to only enough rights needed to perform the requested actions. Rights are reviewed routinely and removed if no longer needed. Database changes are proposed, documented and made only after a review by the Change Control team, are generally scheduled after hours, and only after a backup copy of the affected system has been made.

## Operations Metrics Management

GeoH recognizes it is also critical to verify that they function optimally and efficiently. The Chicago, Illinois and San Antonio, Texas data centers are state of the art and designed for redundancy. The infrastructure is equipped with automated real time alerts that let the data center staff know if any of the system resources are being over utilized so that they can take prompt action to investigate and resolve the issue. In addition, the planning team periodically consults with the business teams to plan for adequate system capacity for planned future growth. GeoH will also continue the use of our knowledge of business drivers in support of the 21st Century Cures Act.

## Operations Metrics – Automated System Monitoring

GeoH monitoring checks the application every 15 minutes every day of the week. The test validates the proper operation of GeoH. If the test encounters an anomaly, an error message is transmitted to the GeoH Help Desk Technician for analysis.

GeoH monitors the application's daily operating statistics. A checklist of expected processing will continue to be used to review processes are executed properly. Infrastructure monitors on the servers and database continually monitor memory, CPU, and disk usage, along with any system or database server errors. These monitors aid GeoH staff in being proactive about developing issues, so that they can be resolved without impacting system users.

## Service Level Agreement Metrics Management

In the Operation Phase of this contract and effective through the Contract period, GeoH will provide a monthly SLA scorecard reporting the previous month's performance. This will be shared with DHHR by every month.

As a successful EVV solution offeror, we understand the business drivers and risk factors in delivering the services with high quality and in a timely manner. GeoH has a proactive approach for meeting performance standards and conducts regular internal and customer meetings to make sure all areas of service delivery are constantly reviewed for best practices and process improvements. Our focus is to maintain a high level of service throughout the length of the contract.

GeoH's Help Desk Tier 2 Technicians monitor the GeoH application's daily operating statistics. A checklist of expected processing will be used for the GeoH West Virginia application to verify that all processes executed properly. Infrastructure monitors on the servers and database continually monitor memory, CPU, and disk usage, along with any system or database server errors. These monitors aid GeoH staff in being proactive about potential developing issues, so that they can be resolved without impacting system users.

These tools allow GeoH to positively monitor for stable and reliable accessibility to the GeoH EVV system without limitation, and to quickly identify business and activity changes in real time to manage capacity and respond to processing issues and bottlenecks.

GeoH meets with a Capacity Manager in the Global Infrastructure Operations to review server performance metrics to plan for capacity expansion as changes in anticipated or unanticipated volume occurs.

### Monthly Meetings and Status Reports

GeoH demonstrates our commitment to open communications and operations status updates through GeoH led conference calls and status reports. We look forward to a monthly call with DHHR and other parties as needed during this new engagement. These calls provide visibility and venue into previous month's activities and opportunities allowing both DHHR and GeoH to effectively address and discuss partnership topics as needed. Items include but not limited to, procedural matters, policy clarifications, reported issues, and the previous month's SLA performance. The agenda is produced prior to each call and meeting minutes are produced, distributed and archived by GeoH.

### Objective

Approximately 60 days post go-live, the implementation team completes the transition from active implementation to ongoing program management. During the implementation, the Account Manager is incorporated into the process as early as possible allowing for continuity and reduces the learning curve for transition. A post-project review is performed with DHHR by the EVV Project Manager to ensure all requirements have been met and any remaining issues are closed out. The implementation phase will end upon completion and DHHR's acceptance of all required Implementation Phase deliverables.

GeoH provides operations and maintenance support throughout the life of the contract. This includes:

- System Maintenance
- System Enhancement
- Account management services including contract management support
- Post-launch training activities
- Online and technical support help desk

## Activities

GeoH's process includes identification of a predefined set of conditions/requirements that must exist prior to (entry criteria) and after completion (exit criteria) of each task. For the Operations and Maintenance task, these include criteria such as project has gone live and is in operations for at least 60 days (entry) and complete execution of the contract and all subsequent extensions (exit).

As in the other tasks, the DHHR EVV Solution-specific criteria will be developed in collaboration with DHHR, incorporated into the project management plan, and approved by DHHR prior to moving to the Deployment Task. Please refer to the Draft Project Management Plan at the end of the Section, Planning and Administration for additional details.

GeoH has established processes and procedures to assist us in managing the execution, performance, and modification of contracts with DHHR. Your EVV Account Manager is the primary point of contact for all contract related issues and is responsible for contract and program oversight. The Account Manager is responsible for identifying and resolving the issues associated with the operations phase of the contract.

The Contract Administration Plan will identify other staff members that support the management of the contract. This includes, but is not limited to:

- GeoH Executive Team who also be aware top of the contractual performance standards throughout the life of the project
- Accounting staff who support the invoicing our customers
- Payer Sales team who provide additional support for contract modifications and change orders.

GeoH will conduct an EVV Solution Operations Review six months after system go-live and document the results in the EVV Solution Operations Review Report. This evaluation will include:

- Review of contractual requirements
- Review of lessons learned
- Review of system utilization post-go live

## Operations Phase

We understand the business drivers and risk factors in delivering the services with high quality and in a timely manner. GeoH has a proactive approach for meeting performance standards and conducts regular internal and customer meetings to make sure all areas of service delivery are constantly reviewed for best practices and process improvements. Our focus is to maintain a high level of service throughout the length of the contract.

GeoH's EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers' current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR's migration and the GeoH integration with West Virginia MMIS

Once acceptance is received from DHHR, we initiate production readiness tasks that will involve migration of the system and importing of data into the production environment. GeoH's recommended

approach is to conduct a soft go-live where providers will have the opportunity to validate client, provider, and worker demographic data as well as authorizations.

At this stage the newly configured GeoH solution for West Virginia DHHR is ready for full production cutover. The GeoH Team confirms that DHHR providers and other users have the necessary support for a smooth and successful launch of the solution.

During the agreed to cutover period, the GeoH implementation team will transition the system to the GeoH client Support group for ongoing customer service.

A post-implementation review is performed to verify all requirements have been met and results from the "Lessons Learned" session are formally documented. Upon successful completion of the Operations Phase, the Implementation Manager will begin the closeout activities of the implementation project and receive final acceptance from DHHR.

### Service Level Agreement Metrics Management

In the Operation Phase of this contract and effective through the Contract period, GeoH will provide by the 10<sup>th</sup> of the current month a monthly SLA scorecard reporting the previous month's performance. This will be shared with DHHR by every month. This report will include the following KPI's:

### KPI's for Solution Availability

1. The previous month's availability for to include:
  - a. Daily accounting of downtime minutes during the scheduled availability period
  - b. A total accounting of downtime minutes per month during the scheduled availability period
  - c. Percentage of downtime as measured against the KPI metric
  - d. Production normal business downtime
  - e. Production other downtime
  - f. Failover downtime
  - g. Test environment downtime
  - h. Vendor network connectivity downtime
2. CAP if the KPI metric is not achieved

The GeoH SaaS platform resides within Microsoft's cloud hosted secure, redundant, and highly available hosted environment (Azure). In order to ensure continuous availability, GeoH operates parallel data centers in geographically diverse locations. Each site contains redundant servers, redundant power, redundant network connections and enough capacity to accept full system load. Data is replicated between the two data centers daily so that each site is synchronized and ready for processing. In the event of a disruption of service to the primary site, the secondary site assumes processing of the additional workload, allowing users to continue execution of service without outages or delays. The system maintains 30 days of identical replication.

For scheduled maintenance, DHHR and EVV Solution users will be notified of outages via email at least forty-eight (48) hours prior to scheduled maintenance that may cause downtime. Scheduled maintenance normally occurs in the time window of 9 PM ET to 5 AM ET when traffic is typically lower. GeoH will work with DHHR to compile and maintain a distribution list for where these notifications should be sent. For unscheduled downtime, or in instances where service or maintenance needs to

occur outside of the normal hours, GeoH will work with DHHR on an agreed upon time and notification process. The maintenance procedures and notification processes will be documented in the EVV System Design and Customer Care Plan delivered to DHHR. (DR001, IN016)

#### KPI's for Solution Performance

1. The previous month's performance, to include:
  - a. System usage
  - b. Solution responsiveness as measured against the KPI metric
  - c. ETL processing time (daily, weekly, monthly)
2. CAP if the KPI metric is not achieved

GeoH exists behind a traffic manager that finds the closest path to the server. We function in the field on wi-fi, cellular data, but also have an offline mode with allows for constant uptime. There is also a load balancing on the network to make sure no one server is overburdened and returning slow data. GeoH utilizes full request tracing which included point of query origination (user device) to the database and back to the user. Each query is measured for performance and speed, as well as quality of response. The software tracks performance metrics including query duration, load on the data base, the name of the query, query parameters, and the full life cycle of the request based on industry standard KPI's. (CP051, 058, 061)

The system will produce a query log defining what was asked, who asked it and the time, date and data response. GeoH utilizes a standardized error log format and it will be available, based on role permissions with the portal for the Department, and in the dashboard for a provider. The robust reporting within GeoH's portal will allow an administrator to search the error log based on multiple parameters. The administrator could view the log; sort by patient, date, error, direct care worker; or edit the claim and resubmit. GeoH will notify the department of third-party software that causes problems with the solution. Today, Internet Explorer is the only software that has a render issue as it is not supported. (CP061-064)

#### KPI's for Operations Issue Management

1. The previous month's performance, to include:
  - a. Problem resolution as measured against the KPI metric
  - b. Notification response as measured against the KPI metric
2. CAP on the Key Performance against the KPI metric
  - a. Requires immediate DHHR notification and a resolution within twenty-four hours

GeoH's call center solution utilizes Jira, Atlassian. Some of the benefits of Jira include you can use default or customized workflows to meet the needs and the schedule of your project or team, even with frequent releases. Jira's mobile-capable programs can scale to match the size of your team and your project, with customizable fields and boards. It also Builds in the appropriate SLA metrics for each customer so that critical issues are prioritized and highlighted automatically to fulfill SLA requirements. And Jira allows for Create custom queues for your team so that important tickets are easily pushed to the fore. Ready-made automation and workflows expedite frequent tasks, but you can also customize rules and workflows. Jira Query Language (JQL) allows sophisticated issue searches to help IT and support teams stay up to date with critical issues.

A tracking ticket for escalated issues using Jira will be implemented and the workflow adhered to. The summary, and detail if requested, report of all incidents will be submitted to the Department on a predetermined schedule.

#### KPI's for Business Continuity

1. The previous month's performance, to include
2. Report of any system outages, DHHR notification time, and resolution time
3. Report of any system failures, DHHR notification time, and resolution time
4. Report of any disaster events, DHHR notification time, and resolution time
5. CAP on the Key Performance against the KPI metric
6. Requires immediate DHHR notification and a resolution within twenty-four hours
7. Requires immediate DHHR notification and a resolution within seventy-two hours

The solution currently backs up nightly with the backup data being transferred to the other location. At any given point there are two exact copies of the database residing two separate physical locations. Data backups collected from the GeoH system are securely stored in accordance with the new Geoh database backup standard, database backups are being configured to use a central backup utility. Local backups are being eliminated and all new backups are targeted to be housed in a non-local data domain.

The backups are networked across a distributed storage infrastructure so that the data never leaves a secure facility and captive network but maintains redundancy across facilities, so data is protected from loss at any one facility. This eliminates the need for offsite storage using magnetic media that requires secure handling and storage and has to be sanitized according to NIST SP 800-88. The Ethernet switches and network components that provide connectivity across all the systems in GeoH Technologies' computing environment are equipped with redundant processors and power supplies. In addition, redundant routers, load balancers, and firewalls are employed to provide connectivity at and between data centers

The redundant database at two physical locations allow for continued use of the system during back-up. The database backup occurs after midnight when usage is typically at a lower level. The synchronous redundancy allows for the remedy that if an event occurred at one data location, the entire system would point to the other database with no interruption of service or functionality. The physical location has typical fire prevention, detection, suppression and fire codes that are constantly monitored. Additionally, there is active security presence for an additional protection. For additional controls, our specific office has fire suppression devices throughout the space. Both the fire detection and alarm system are hardwired to power within our space and tied to the backup generator for additional security.

GeoH does support data freezing. Upon import into our system, we do not allow changes until the data has effectively been handed off. In an export, we pick a point in time and effectively make that the moment we validate against once the transfer is complete. We support the three main types of data freezing:

- A (complete) specification freeze, in which the parties involved decide not to add any new requirement, specification, or feature to the feature list of a software project, so as to begin coding work.

- A (complete) feature freeze, in which all work on adding new features is suspended, shifting the effort towards fixing bugs and improving the user experience. The addition of new features may have a disruptive effect on other parts of the program, due both to the introduction of new, untested source code or resources and to interactions with other features; thus, a feature freeze helps improve the program's stability.  
**For example:** "user interface feature freeze" means no more features will be permitted to the user interface portion of the code; bugs can still be fixed.
- A (complete) code freeze, in which no changes whatsoever are permitted to a portion or the entirety of the program's source code. Particularly in large software systems, any change to the source code may have unintended consequences, potentially introducing new bugs; thus, a code freeze helps ensure that a portion of the program that is known to work correctly will continue to do so. Code freezes are often employed in the final stages of development, when a particular release or iteration is being tested, but may also be used to prevent changes to one portion of a program while another is undergoing development.  
**For example:** "physics freeze" means no changes whatsoever will be permitted to the physics portion of the code. (DR001-010)

#### KPI's for Database solution updates

1. Error resolution turnaround time report
2. Backup time report
  - a. Daily
  - b. Weekly
  - c. Monthly
3. Interface Report
  - a. Imports
  - b. Exports
4. Data Refresh Report
5. Corrective action if the KPI metric is not achieved

The Department would have two points of approval within the system. The first being at change request, or GeoH's desire to roll out an update. The Department would also have approval prior to update moving to production. When functionality updates are released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes. (CP009,011)

#### KPI's for Data Quality

1. A comparison of the monthly control totals used to complete the EVV Data Report as executed to the EVV control totals and produced from the daily, weekly, and monthly files produced through the MMIS EVV dataset.
2. Identified discrepancies, the time period for resolving those discrepancies, and an accounting of any discrepancies not resolved within ten (10) calendar days of the transfer of the automated EVV data.
3. The time period for notifying DHHR of identified data quality defects, and an accounting of any instances when notification did not occur within twenty-four (24) hours.

4. An accounting of the corrections applied, the time period for applying those corrections, and an explanation of any instances when those corrections were not applied within twenty-four hours of receipt of instruction from DHHR.
5. CAP if the KPI metrics are not achieved.

All defects identified during ORR and beyond will be documented with proposed solution and timeline. This will be submitted to the designated Department representative for review and accountability. In regard to the ORR, any report errors identified should be amended and resubmitted with an agreed upon timeline for correction of the report. This should work in tandem with the Change Management Plan. The identified errors will be corrected and verified. The report will be distributed to stakeholders, in addition to any other actions as defined by the department. (PM098)

GeoH's solution generates an exception report that functions as follows:

- Verifies and documents arrival and departure of healthcare workers.
- Verifies tasks performed and the times they are completed.
- Provides documentation for review to confirm services were delivered as authorized.
- Provides a real-time, online data repository for home and community-based services.
- Applies critical exceptions to visit records to prevent billing for unauthorized or ineligible services
- Applies informational exceptions to visit records to flag for explanation or audit review
- Provides extensive reporting on exceptions, visit overlaps, or unapproved locations
- Requires Provider confirmation and attestation on claims as accurate and complete before billing to provide non-repudiation of billed Medicaid claims (DQ030)

Error reports generated by GeoH within the exception report will list the summary errors initial to include quantity or error records and allow for a detailed reporting once the summary type of error report is selected. At a role-based Department level, the reporting will allow for a drill down functionality that includes payer, program, provider and service type. Provider level exception reports will remain as containing only data elements associated with the provider. (DQ034)

#### KPI's for Technical Support

1. Provide a user contact report
2. CAP if the KPI metric is not achieved

GeoH's Help Desk Tier 2 Technicians monitor the GeoH application's daily operating statistics. A checklist of expected processing will be used for the GeoH West Virginia application to verify that all processes executed properly. Infrastructure monitors on the servers and database continually monitor memory, CPU, and disk usage, along with any system or database server errors. These monitors aid GeoH staff in being proactive about potential developing issues, so that they can be resolved without impacting system users. These tools allow GeoH to positively monitor for stable and reliable accessibility to the GeoH EVV system without limitation, and to quickly identify business and activity changes in real time to manage capacity and respond to processing issues and bottlenecks.

GeoH reviews server performance metrics to plan for capacity expansion as changes in anticipated or unanticipated volume occurs. Customer Care and Support metrics are reviewed monthly to identify potential improvements. Items like process improvement, call center training, and feedback to the

product team for possible GeoH Solution enhancements are examples of improvement areas. A Client Interaction Report is generated each month presenting the volume of calls handled through the GeoH Client Services Help Desk. With the help of a call tracking tool, the Help Desk is able to document the purpose of the interaction with the end user and if the interaction was either by phone or by email. Identifying areas of training or educational needs is the sole purpose of collecting the reason for end user interaction. This report contains graphs to list the top five reasons for users asking for assistance. (CP036)

will use a combination of monitoring tools and ad hoc data elements that are collected from the GeoH database along with information that is tracked from various internal data sources. The utilization of an established methodology of collecting and compiling data using industry standards to meet Service Level Agreements (SLAs) and other requirements that will be agreed upon by GeoH and DHHC feeds the monthly scorecard. This results in a customized data set for DHHR monitoring and reporting. (CP040)

### KPI's for Reporting

1. Number of reports generated:
  - a. By users
  - b. By Vendor users
2. Number of reports exported
3. Number of standard reports generated daily:
  - a. Generated weekly
  - b. Generated monthly
  - c. Generated quarterly
  - d. Generated annually
4. Number of federal and State Reports
5. Corrective Action Report if the KPI metric is not achieved

GeoH will work with DHHR to establish role-based access and levels of responsibility for each user class. As an example, a common standard provider role is the 'Administrator' or 'Admin Assistant' which has access to all reports. Other standard roles such as 'Human Resources' would be limited to worker information. A 'Scheduler Coordinator' role would be limited to information related to scheduling such as the Calendar and Late and Missed Visits information. The GeoH solution is configurable for any number of roles and rights combinations however in our experience most of the standard default provider roles and their accompanying rights are sufficient for most implementations. (PM007) GeoH's reports within the system are easily configurable due to the architecture and synchronous relationship database. As defined within the Change Management Plan, requests for modifications of data elements, format, and recipients will be altered as needed. (PM013)

GeoH confirms that it will retain and maintain access to reports to meet the six-year Federal fiscal retention requirement. If the Department requires a longer retention, GeoH will agree to meet that requirement as well. (SM047) GeoH has a matrix table database with configurable reporting using data mining tools that allow for either pre-set reports required by the Department to be selected or specific values for reporting chosen. (PM013)

GeoH maintains through the audit log and activity center a record of all reports and actions that occur. Any information accessed or manually entered is noted within the audit log and activity center to

include what data was accessed and by what user. And correspondence or distributions are noted as to date of occurrence and distribution list. GeoH will provide a report detailing all NIST and CMS standards. The report will contain information on auditor, auditor methodologies, audit findings, and remedies against any and all infractions that might occur. All information will be maintained by GeoH through the life of the contract and turned over to the Department for ownership if the retention guidelines outlives the contract. This is further explained in Attachment 8. (SM057-058)

#### KPI's for Staffing

1. Total number of project team/staff
2. Number of key staff
3. Number of full-time designated staff
4. Total number of hours worked on project
5. Corrective Action Report if the KPI metric is not achieved

GeoH will track all hours associated with any change request, both estimated and used, the specific personnel assigned to the project for the change request, and the scheduled completion date for each request. These would be both in the change management plan, but also they be owned by the project manager. Total cost if the maximum allowed hours are exceeded on any approved change request (CP004)

On every change request, a project plan including cost will be provided. Through the course of the change, the hours are monitored, and the Department notified as the request nears completion. The total amount of the change will be provided to the Department.

Any change to operational costs would immediately be disclosed to the Department and a solution mutually agreed upon. In most cases, the execute contract is the final word.

#### KPI's for Incident notification

1. Immediately report any suspicious activity or other suspected incident to DHHR.
2. Information security officer, privacy officer, or designee confirms, quantifies, and categorizes incident within three (3) business days.
3. Contain incident as soon as possible.
4. Detailed incident report is submitted to DHHR within one (1) business day of confirming incident.

The business process is responsible for the monitoring of incidents of utilization anomalies. Activities include referring (e.g., escalation) incident to another incident manager or agency, modifications to incident information, journaling activities, and disposition of incident. (CP035)

All security incidents will be reported to the Department immediately upon discovery, and a constant communication maintained until the issue is resolved. (SM064)

GeoH allows solution administrators at either the Department or provider level to deactivate a user. Once deactivation is selected and saved, the user is immediately locked out of any access to the system. Immediately upon termination, any staff member who is terminated, reassigned or departs will have their access to the system revoked from a permission perspective by deactivating their user ID. Security

protocols currently in place would prohibit access to the physical location upon the staff member being terminated or departing on their own. (SM129)

#### KPI's for Privacy Incident Notification:

1. Provide incident report.
  - a. Corrective Action Report if the KPI metric is not achieved
  - b. Utilizing NIST SP 800-122 preventive controls for PII would include two aspects:
  - c. Policy and Procedure Creation
  - d. Access rules for PII within the system
  - e. PII retention schedules and procedures
  - f. PII Incident response and data breach notification
  - g. Privacy in the system development SDLC
  - h. Limitation of collection, disclosure, use and sharing of PII
  - i. Consequences for failure to follow privacy rules of behavior
2. Awareness, Training and Education
  - a. Definition of PII
  - b. Applicable privacy laws
  - c. Restrictions on data collection, storage and use of PII
  - d. Roles and responsibilities for using and protecting PII
  - e. Appropriate disposal of PII
  - f. Sanctions for misuse of PII
  - g. Recognitions of security or privacy incident involving PII
  - h. PII retention schedules
  - i. Roles and Responsibilities in responding to PI-related incidents and reporting

#### Solution Backup, Disaster Recovery and Failover

##### DR001

**The solution should provide sufficient transaction logging and database back-up to allow it to be restored. If multiple databases are used for work item routing and program data, restoring the solution should ensure that databases are synchronized to prevent data corruption.**

The GeoH SaaS platform resides within Microsoft's cloud hosted secure, redundant, and highly available hosted environment (Azure). In order to ensure continuous availability, GeoH operates parallel data centers in geographically diverse locations. Each site contains redundant servers, redundant power, redundant network connections and enough capacity to accept full system load. Data is replicated between the two data centers daily so that each site is synchronized and ready for processing. In the event of a disruption of service to the primary site, the secondary site assumes processing of the additional workload, allowing users to continue execution of service without outages or delays. The system maintains 30 days of identical replication.

##### DR002

**The solution should have the ability to perform online backups without interruption to production operations, according to a schedule agreed upon by the Department.**

The solution currently backs up nightly with the backup data being transferred to the other location. At any given point there are two exact copies of the database residing two separate

physical locations. Data backups collected from the GeoH system are securely stored in accordance with the new GeoH database backup standard.

The backups are networked across a distributed storage infrastructure so that the data never leaves a secure facility and captive network but maintains redundancy across facilities

#### DR003

**The solution should allow continued use of the system during back-up and perform back-ups during non-peak processing hours, to minimize the impact to operational activities.**

The redundant database at two physical locations allow for continued use of the system during back-up. The database backup occurs after midnight when usage is typically at a lower level. The synchronous redundancy allows for the remedy that if an event occurred at one data location, the entire system would point to the other database with no interruption of service or functionality.

#### DR004

**The solution should support data freezing.**

GeoH does support data freezing. Upon import into our system.

A (complete) specification freeze

A (complete) feature freeze

For example: "user interface feature freeze" means no more features will be permitted to the user interface portion of the code; bugs can still be fixed.

A (complete) code freeze

For example: "physics freeze" means no changes whatsoever will be permitted to the physics portion of the code.

#### DR005

**The Vendor should maintain an operational back-up power supply capable of supporting vital functions.**

The Ethernet switches and network components that provide connectivity across all the systems in GeoH Technologies' computing environment are equipped with redundant processors and power supplies. In addition, redundant routers, load balancers, and firewalls are employed to provide connectivity at and between data centers.

#### DR006

**The Vendor should equip facilities with proper safeguards for fire prevention, fire detection, and fire suppression that are consistent with local fire codes.**

The physical location has typical fire prevention, detection, suppression and fire codes that are constantly monitored. Additionally, there is active security presence for an additional protection. For additional controls, our specific office has fire suppression devices throughout the space.

#### DR007

**The Vendor should equip fire detection and alarm systems with uninterruptable power supply.**

Both the fire detection and alarm system are hardwired to power within our space and tied to the backup generator for additional security.

#### DR008

**The Vendor should have a remote backup facility at least one hundred (100) miles away from the primary data center.**

Both of our data centers are more than 100 miles away, with one in San Antonio, Texas and Chicago, IL.

#### DR009

**The Vendor should conduct an annual disaster recovery exercise at a mutually agreed upon time and provide the results to the designated Department staff. Department staff should be invited to be included in these exercises.**

GeoH confirms that an annual disaster recovery exercise would be completed. The Department is welcome to join us for the exercise. We will be looking at the following aspect

Use your Disaster Recovery or Business Continuity Plan

Take notes throughout the event on what works well and what doesn't

If you have the capacity

Conduct a postmortem on the event and ask lots of questions like "What could we have done better?" or "What would have happened if...?"

Formally write-up a review of the event.

#### DR010

**The Vendor should store all backup copies in a Department-approved backup storage location for a period of time specified by the Department.**

All back up data is redundant at two physically separate locations. Backup data is held for 30 days on a continuous process. Upon depart request GeoH will provide physical location elements for security and data recovery.

This section contains GeoH's draft overview of our EVV solution's Solution Backup and Disaster Recovery Procedure Plan in support of the 21<sup>st</sup> Century Cures Act for the Division of Health Care Financing and Policy (DHHR) and. These Plan overviews are designed to provide a pre-determined, effective response to an emergency that may threaten the company's normal business cycle. These are intended as a guide to recovery and are flexible in structure so they can handle any type or scale of disaster.

The detailed Plans are not available for distribution outside of GeoH. The whole classified executive overview of the plan can be made available to the DHHR at any time. DHHR is welcome to review the Disaster Recovery and Business Continuity Plan in its entirety, on-site during regular business hours with reasonable advance notice.

## Objective

The objectives of the Disaster Recovery and are to provide program and essential logistical information to achieve the following ends in the event of a disaster to the facilities of GeoH:

- Provide for the safety and well-being of staff and visitors.
- Provide for the protection of corporate assets, critical records and client information.
- Establish priorities and estimate time scales for the resumption of critical operating functions.
- Identify critical resources required to resume normal operations.
- Achieve the resumption of normal business operations while minimizing impact on the corporation's financial status, its clients' normal operations and its clients' customer product utilization.

## Assumptions

During the development of Solution Backup and Disaster Recovery plans, the following assumptions are made:

- Vital records have been identified and stored off site.
- Each business unit plan is structured around a worst-case scenario to provide for a broad scope of potential emergencies.
- A sufficient number of personnel capable of implementing the Business Recovery Plan will survive the emergency event.
- The designated alternate operating sites will be available if needed.
- Providers of alternate materials, equipment and other resources will respond as planned
- Immediate response to an emergency at any location (i.e., alarms, evacuation, etc.) will occur as directed by GeoH's existing 'Emergency Procedures Plan'

## Disaster Recovery and Business Continuity Program

GeoH has established state of the art data center, comprehensive disaster recovery plans, flexible data capture utilities, dynamic contingency capture of visit data and best practices that few in the industry can match. Our industry leading Disaster Recovery (DR) and Business Recovery Continuity Plan (BCP) highlights are presented.

Disaster Recovery focuses on restoring the firm's critical systems and applications used by our internal businesses and external clients. Application recovery is prioritized based on the Recovery Time Objective identified in the Business Impact Analysis. GeoH maintains Disaster Recovery Procedures for key systems and applications, which provides detailed plans to recover the system or application. These procedures span key personnel, components and applications that are necessary to minimize the impact to vital business processes following a data center outage.

The Disaster Recovery team manages and coordinates recovery activities and rigorous exercises to demonstrate the firm's ability to recover. Key systems and applications are tested on a regular basis. Follow Up reports are generated and reviewed with all exercise participants and all issues identified are recorded in the firm's risk management tool and tracked through resolution.

Monthly metrics are used to track all Disaster Recovery requirements, including the maintenance of our plans and testing of our systems and applications. The metrics are socialized to GeoH's senior management, which provide a snapshot on the health of the Disaster Recovery Program.

### Purpose and Scope of the Disaster Recovery and Business Continuity Plan

The Enterprise Business Continuity Program prepares GeoH for the loss of personnel, facilities and technology by following pre-defined management approved policies, and standards. The Enterprise Business Continuity Program partners with the Company's Technology Incident Management and Crisis Management Programs to respond to disruptive events and to help restore both technology and business process capabilities within predetermined timeframes. The recovery strategies focus on detailed plans and operating procedures for those processes required for the financial and operational health of GeoH and its clients.

### Disaster Recovery and Business Continuity Plan Approach

The Enterprise Business Continuity Program is comprised of firm-wide Business Resiliency and Disaster Recovery programs, which provides for the company's need to recover its business processes and the supporting technology in a timely manner during disruption. This is accomplished by following pre-defined management approved policies, strategies, and procedures. The program allows for the restoration of both technology and business process capabilities within predetermined timeframes. Integral to effective Business Resiliency and Disaster Recovery is GeoH's comprehensive Incident Management program. The Incident/Crisis Management program defines the framework for the identification and management of events that have the potential to adversely affect GeoH's assets and ability to operate or serve its clients. This framework is designed to address a range of events ranging from localized low-level service disruptions to enterprise-wide emergencies.

### Incident and Crisis Management

Incident/Crisis Management primarily supports GeoH personnel, business units and facilities as well as any other assets such as contingent workers, clients, affiliates and subsidiaries associated with GeoH. Incident/Crisis Management is integrated with GeoH on all aspects when needed.

IM/CM involves all the actions taken prior (including plan development and testing), during, and after an incident occurs. Actions taken are designed to mitigate the impact of an event on GeoH in consideration of the following objectives:

- Provide an effective early detection program and reporting structure
- Consult senior leadership and provide timely, accurate information to facilitate well informed decisions regarding best courses of action
- Aiding in maintaining or restoring the continuity of enterprise services

### Business Resiliency

The objectives of Business Resiliency include the development of recovery strategies in order to minimize loss to GeoH and its clients, continue to serve our customers, ensure the safety of employees, and minimize negative impacts of events. Each GeoH business unit is responsible to complete a Business Impact Analysis (BIA) to determine the Recovery Time Objective of the business on an annual basis. The Recovery Time Objective allows GeoH to prioritize key businesses for recovery during and after any type of incident.

Each business unit is also responsible to develop and maintain Resiliency Plans on an annual basis. Plans can be used independently or together if the incident affects multiple business units. Each plan includes key elements such as life safety, required resources, equipment, applications, recovery strategies including recovery site information and recovery tasks. All plans address high absenteeism including pandemic and events which may cause disruption to the site, or personnel's ability to reach the site.

Business Resiliency Plans are required to be tested on a regular basis to ensure an effective program. The firm has a varied testing program including the testing of recovery solutions such as working from another location (move and resume), work from home, and workload transfer. Our test types include tabletop exercises, simulation exercises and full disaster recovery tests.

### Disaster Recovery

Disaster Recovery focuses on restoring the firm's critical systems and applications used by our internal businesses and external clients. Application recovery is prioritized based on the Recovery Time Objective identified in the Business Impact Analysis or SLA indicated by the client. GeoH maintains Disaster Recovery Procedures for key systems and applications, which provides detailed plans to recover the system or application. These procedures span key personnel, components and applications that are necessary to minimize the impact to vital business processes following a data center outage.

The Disaster Recovery team manages and coordinates recovery activities and rigorous exercises to demonstrate the firm's ability to recover. Key systems and applications are tested on a regular basis. Follow Up reports are generated and reviewed with all exercise participants and all issues identified are recorded in the firm's risk management tool and tracked through resolution.

The Enterprise Business Continuity Program facilitates testing of Disaster Recovery Plans and Active/Active Readiness Procedures on an annual basis. These exercises are intended to validate the recovery solution is sufficient to meet internal business or external client needs; validate the Disaster Recovery Plan or Active/Active Readiness Procedure is sufficiently documented; validate recovery time capability meets Recovery Time Objective; and confirm GeoH is prepared for any unplanned disruption to its products/services.

Disaster Recovery tests are facilitated by the Enterprise Business Continuity Disaster Recovery Team and Technology Disaster Recovery Leads and Coordinators, using the Enterprise Business Continuity-defined tools and templates. Validation must be provided by either internal GeoH personnel or external clients to ensure applications and/or infrastructure is working as required. Any deficiencies identified during testing will be documented and addressed as is appropriate to the situation. The Enterprise Business Continuity Disaster Recovery Team may require a retest of an application's recoverability if required. In the event an application cannot comply with the testing requirement, a formal process is followed for requesting a delay. GeoH EVV is tested annually and has demonstrated successful recovery in all recent exercises. Clients are invited to participate in all data center testing and results are distributed to clients approximately 30 days after completion of a data center exercise.

### Redundant Data Center Approach

The DHHR will use the GeoH platform within its secure, redundant, and highly available hosted environment. GeoH hosts a "Captive Cloud" solution that provides the scalability benefits of a cloud solution. So that our solution is always available, GeoH operates parallel data centers in geographically

diverse locations, with the primary site located in Chicago, Illinois and the secondary site located in San Antonio, Texas.

In the event of a disruption of service to the primary site, the secondary site assumes processing of the additional workload, allowing users to continue execution of service without outages or delays.

With data center redundancy and real time transaction replication of data between data centers, most operating contingencies that arise can be mitigated by re-routing data traffic until the issue is resolved.

Data backups collected from the GeoH system are securely stored at geographically dispersed networked data backup locations spread across GeoH facilities as an extra safety measure. The backups are encrypted and networked across a distributed storage infrastructure so that the data never leaves a secure GeoH facility and captive network but maintains redundancy across facilities, so data is protected from loss at any one facility. This eliminates the need for offsite storage using magnetic media that requires secure handling and storage and has to be sanitized according to NIST SP 800-88.

The GeoH platform is built upon a distributed architecture where many servers perform individual functions within the solution. Each server may have its own distinct recovery process based on the function it performs.

- **Web Servers** – The GeoH web servers currently reside behind load balancers and content switches. This enables GeoH the ability to balance internet traffic across all web servers. Should an individual web server experience an outage, this server can be removed from the list of active servers, allowing web traffic to be processed by the remaining web servers. In the unlikely event that web traffic is unavailable at the Chicago, Illinois data center, GeoH will update the routing and DNS (domain name servers) records to point to the web servers located in the San Antonio, Texas data center for the processing of web traffic.
- **Database Servers** – GeoH database servers operate in a virtualized environment. If an outage should occur to the database server, the latest virtualization technologies allow GeoH to quickly and automatically move the database functionality to a new instance on different hardware. Additionally, the databases are replicated between the Chicago and San Antonio data centers. In the improbable instance where the Chicago data center is rendered unavailable, all transactions and functionality will be moved to the San Antonio data center and will access the up-to-date, replicated database.

By hosting the solution with GeoH, DHHR will have the confidence that every check in and check out will be accurately recorded and stored in a highly secure environment that meets the requirements of DHHR in the event of a disaster.

GeoH is committed to providing Enterprise-wide Business Continuity solutions to maintain GeoH organizations, technology platforms and the support of our customers. This program is made possible through the commitment of the executive management team, which provides the resources, expertise and time required to support and maintain viable, exercisable, and verifiable programs.

GeoH provides the ability to respond to a disaster by following pre-defined management endorsed policies, strategies, and procedures. The program allows for the restoration of both technology and business process capabilities within reasonable time frames. The recovery strategies focus on plans and

procedures for those functions deemed critical to the financial and operational health of the Company and its clients.

The objectives of Business Continuity plan include the development of recovery strategies in order to minimize loss to GeoH and its clients, continue to serve our customers, ensure the safety of employees, and minimize negative impacts of events. These Plans provide predetermined responses to an emergency situation at the business unit or operating level of the company. These plans include:

- Assurance of staff safety and well being
- Protection of corporate assets, records and critical client information
- Locations of and access methods to a complete and current copy of the unit's Business Continuity Plan
- Contact details of key resources assigned to the business unit's response team
- Escalation practices
- Key contacts
- Critical information, equipment or materials required to resume operation on an interim or permanent basis
- Identification of an alternate location for critical functions to continue processing if recovery is not possible at its existing site
- Defined steps in priority sequence to be completed by assigned teams in the event of an emergency
- Reduced staff resource plan (pandemic planning)
- Return to home strategy

## Appendix 1: Detailed Specifications

### Business Specifications Approach

#### Visit Verification

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
VV001	4180	1	The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits.	Visit Verification
GeoH supports multiple programs and services with different policies, procedures, and business rules in every state where we operate, so configurability is built into the system architecture.				
VV002	4087	1	The solution should have the ability to make a complete set of visit-related data elements submitted for verification available for monthly reporting and as requested by the Department, including, but not limited to:	Visit Verification
<p>GeoH’s solution, services and its visit data collected by the system complies fully with the requirements of the Section 12006 provisions under the 21st Century Cures Act, while providing additional data collection for monitoring plan of care compliance. As required by 21st Century Cures Act, the data collected and verified includes the following:</p> <ul style="list-style-type: none"> <li>• The type of service performed with procedure code</li> <li>• Units of service delivered</li> <li>• The individual receiving the service</li> <li>• The date of the service</li> <li>• The location of the service delivery</li> <li>• The individual providing the service</li> <li>• The beginning and end times of the service.</li> </ul>				
VV003	5075	2	Individual receiving services	Visit Verification
<p>GeoH uses location-based GPS to verify address, as well as capturing the signature of the individual receiving services. The worker identifies the individual receiving service during the check-in process. Usually an authorized individual name is presented to the worker to confirm based on the registered location (Mobile/GPS). Our GeoH solution will only present a recipient to the worker if the worker or the provider agency they work for has been authorized to serve that recipient. The elements of location address, GPS verification and signature can be submitted for verification.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
VV004	5076	2	Direct care worker	Visit Verification
<p>Each direct care worker has a unique login and password for access to the system. Additionally, the device used is also logged and associated with the direct care worker. Software access by the direct care worker as well as specific clock-in and out occurrences to include location of each can be reported.</p>				
VV005	5077	2	Billing provider agency	Visit Verification
<p>Each agency is notated through their NPI or similar unique identifier while the individuals receiving care are sub-categorized under their agency of record. Agencies will only have access data and file claims for members they have received permission to provide services for and remain in their respective EVV solution.</p>				
VV006	5079	2	Location of visit	Visit Verification
<p>The location of visit is captured at check-in by the direct care worker using GPS technology. This can be assigned as a fixed point for home-based care or configured for community-based care. The check in and out occurrences per member by direct care worker are recorded and verified for claims and reporting.</p>				
VV007	5080	2	Date of visit	Visit Verification
<p>The date of visit is captured and logged when the direct care worker checks-in. It is validated against the scheduled visit with business rules mitigating early clock-ins and notifications sent for late clock outs. The direct care worker's mobile device is used to collect network time with use of manual time setting prohibiting usage. The date is logged at both the beginning and completion of the visit.</p>				
VV008	5081	2	Visit start time	Visit Verification
<p>The visit start time is logged at check-in and validated against the scheduled start time. Direct care workers are prohibited from checking-in more than 5 minutes prior to visit scheduled beginning time. The direct care workers device is used to collect the network time and logged against the scheduled start time.</p>				
VV009	5082	2	Visit finish time	Visit Verification
<p>The visit finish time is logged at clock out once all the tasks are acknowledged, and a signature collected from the person receiving the services. The direct care worker's mobile device is used to collect the network time and validated against scheduled end time of the visit. Additionally, the location of the direct care worker is collected when they check-out from a visit for validation and any exceptions are recorded.</p>				
VV010	5083	2	Missed visits	Visit Verification

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Missed visits are collected when a direct care worker doesn't check-in to a scheduled visit. This data is collected within the audit log and exception report as well as if the visit is deleted in an attempt to hide the missed visit.</p>				
VV011	5084	2	Late visits	Visit Verification
<p>Visits that are checked-in late versus scheduled start time are logged, and notifications sent to direct care worker and provider agency. These are reported within the audit log and exception report.</p>				
VV012	5085	2	Services delivered, including billing code and modifiers	Visit Verification
<p>Services are configurable to multiple waiver types and programs to include billing code, modifiers, EDI information, unit rounding, and payment amounts. The architecture used to develop and design GeoH is configurable to incorporate local names and common types of services and programs/payer to increase adoption of the system and cause fewer issues to providers due to a learning curve.</p>				
VV013	5086	2	Independent verification by individual receiving services	Visit Verification
<p>GeoH requires the signature of person receiving the service within the software utilizing the direct care worker's mobile device prior to allowing a check-out. For Self-Directed Services where this is typically utilized but not required, it would be added to meet the DHHR requirements.</p>				
VV014	5087	2	Payer	Visit Verification
<p>The payer source/waiver type is correlated to the visit as a data point. The payer defines the business rules of rounding, services and billing amounts.</p>				
VV015	5088	2	Manual or electronic verification	Visit Verification
<p>Currently only electronic verification is supported on the mobile app as a data element. The manual verification will exist within the audit log and exception report with analytics supporting how often they occur, to which agency, what physical location within the state, and which direct care worker.</p>				
VV016	5089	2	Data collection system, including the Department solution and other approved third-party electronic visit verification (EVV) systems	Visit Verification
<p>GeoH provides and hosts standard XML file API's as well as near real time JSON/REST web services for integrations. GeoH's solution currently has file integrations with multiple software companies (including Sandata and Tellus) across the country. GeoH would bring that successful integration experience to the project in West Virginia.</p>				
VV017	4220	1	The solution should have the ability to integrate the scheduling, authorization monitoring, visit verification, and billing.	Visit Verification

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>As a complete software solution, GeoH offers a scheduling component that allows for multiple service and payer types; monitoring of allowed hours including used, allowed, and yet scheduled for time period in question; all components of the EVV verification process as dictated by the 21st century Cures Act; and will integrate with West Virginia's MMIS using HIPAA 837 EDI claim forms.</p>				
VV018	4183	1	The solution should verify visit components are within program requirements when a visit verification service is initiated and ignore, warn, or stop the user from entering data into the solution as determined by Department.	Visit Verification
<p>GeoH currently utilizes an enhanced user interface that prompts users along a workflow. It can be customized to remove any components not included within program requirements to eliminate the input of data not determined needed by the Department. For specific data that the Department has determined it does not want recorded, data fields would prevent the collection of that information from occurring.</p>				
VV019	4182	1	The solution should securely capture an independent verification of the service delivery from the member receiving services.	Visit Verification
<p>Where appropriate, especially for Self-Directed services, the Mobile App can capture the recipient's approval of the services at checkout through a signature collection functionality. For services recorded on the Mobile App, the recipient can sign on the device screen. Though this feature is not a requirement of the 21<sup>st</sup> Century Cures Act, it is built into the core of verification for a redundancy.</p>				
VV020	4190	1	The solution should have the ability to allow a direct care worker and/or provider agency to record visits to multiple members within a 24-hour period.	Visit Verification
<p>It is very common for a personal care worker, nurse, or case manager to visit multiple recipients in a day. GeoH records each visit as an individual occurrence, while not allowing an individual care provider to check-in with multiple members, or a member to have multiple care workers checked-in simultaneously from the same provider.</p>				
VV021	4191	1	The solution should account for living arrangements in which multiple members receiving services reside at a single address.	Visit Verification

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH will configure the solution based on payer requirements and West Virginia regulations. Currently it would require the caregiver to check-in and out of a member before recording the next visit and member's services. GeoH will work with West Virginia to determine whether this is acceptable, or a location-based visit with multiple members is allowable.</p>				
VV022	4189	1	The solution should have the ability to allow multiple direct care workers and/or provider agencies to record visits to a member within a 24-hour period.	Visit Verification
<p>GeoH currently supports multiple programs and agencies. The Department would need to dictate if servicing provider companies can overlap if the offering services do not compete. As the aggregator, the data collection would occur post-visit during batch collection. The visits could be triaged based on need or allowed to simultaneously occur if the services did not compete with one another.</p>				
VV023	4193	1	The solution should have the ability to account for situations in which services are provided to a group of members during a single visit.	Visit Verification
<p>GeoH will have the ability to record location services and account for multiple members receiving services simultaneously. GeoH will collaborate with the Department on how they would like to report those services. Currently the Mobile App presents the name of authorized recipients in the worker's location for the worker to select. When the worker wants to serve another recipient, the worker can check-out and then select the other recipient to check-in.</p>				
VV024	4194	1	The solution should have the ability to account for situations in which the member and the direct care worker reside at the same address.	Visit Verification
<p>There are many times where family members take care of relatives under various programs. Our location-based solution relies on the member's location and the direct care person verifying they are there. The address or residence of the support person has no impact. This scenario happens frequently in Self-Directed care. In most cases the worker can simply check-in and out at the beginning and end of their shift and indicate on a checklist what tasks were done.</p>				
VV025	4196	1	The solution should account for situations in which a visit starts and/or ends away from the member's place of residence.	Visit Verification
<p>The solution mandates that a location is verified prior to check-in. Multiple locations can be added and associated with a member to allow for check-in by the direct care worker. As we realize that situations like visits to a medical professional, errands and potentially transferring the member to another location during the visit, the check-out feature allows the worker to clock out where they are. This is reported in the "out of bounds" check-out report.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
VV026	4197	1	The solution should be configurable to either allow or prevent multiple direct care workers and/or provider agencies from providing services to a member at the same time.	Visit Verification
<p>This frequently happens when a Case Manager checks in while personal care or companion services are being rendered. Some Case Managers use the real time information in GeoH to do this deliberately to witness care being provided. The two visits remain completely independent in GeoH so each person performs check-in and check-out normally.</p> <p>GeoH will provide an Overlapped Claim by Client Report that allows Providers, Payers, and State employees to distinguish between overlaps that are normal and overlaps that may indicate an issue. Currently the solution is built with safeguards to notify an individual agency when scheduling multiple direct care workers at a member at the same time. It also could be configured to allow multiple care workers if agreed to by the Department. In an open/alt EVV solution which West Virginia is prescribing to, there is no way to prevent the overlapping scheduling as the visit would be sent post verification from another software. After the verified data is transferred to GeoH an error report could be generated, as determined by the Department, to determine which claim is correct and should be paid.</p>				
VV027	4185	1	The solution should verify that the agency providing the service has a valid pre-authorization for each member served on file.	Visit Verification
<p>As part of the workflow, authorizations would be verified against both the provider agency and unique member identifier from payers or programs. These pre-authorizations would have the ability to be retroactive in nature to accommodate providers who start member services based on severity of need before the prior authorization has been processed.</p>				
VV028	4186	1	The solution should verify that the time of the visit is within the parameters outlined on the prior authorization and recorded in a format that can be sorted. The format should be YYYY-MM-DDTHH:MM:SS or equivalent.	Visit Verification

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
			Both the time and date are recorded at check-in and check-out by the direct care worker. The format for reporting will be as dictated or similar.	
VV029	4202	1	The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary.	Visit Verification
The business rules of when a visit verification is not necessary would dictate as to how the solution performed. There is a difference in services that need recorded effective 2021, and 2023 respectfully. The Department would need to provide clarity and context of these exceptions so the changes could be made within the solution.				
VV030	4203	1	The solution should send real-time alerts when a visit documented in the prior authorization system is not initiated at the scheduled time.	Visit Verification
Currently, both the direct care worker and the provider agency designees receive notifications of missed and late clock ins. For critical care services (or any service selected by DHHR), GeoH will maintain the ability to issue an automated alert when those services are late or missed, so a qualified back-up worker may be dispatched. Automated alerts may be sent via email to its designated recipients as determined by DHHR. Support coordinators, provider agencies, emergency back-up workers or State staff may be notified that a critical service has not been delivered.				
VV031	4195	1	The solution should have the ability to account for circumstances in which a visit crosses calendar days.	Visit Verification

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The solution tracks a visit real time, regardless of calendar days. On a weekly and monthly perspective, the reporting stops based on the calendar and carries the remaining portion of the visit to the next sequential week or month. The Mobile App captures the date and time of both the check-in and check-out, so service can continue over midnight. The date of service for the service on the billed claim is normally the date on which the service starts. Another option would be to break claims that span calendar days into two separate claims with two different dates of service.</p>				
VV032	4205	1	The solution should accommodate different definitions of pending, late, and missed visits by the status types as defined by the applicable program and/or waiver service.	Visit Verification
<p>The business rules associated of scheduled, late and missed visits can be configured by program. The additional accommodation is included in the function of the billing code, rounding unit and other differentiating factors of the program which are recorded. Alerts would be sent according to the configured business rules set up during implementation.</p>				
VV033	4213	1	The solution should allow a direct care worker and/or provider agency to receive messages indicating a possible problem with a visit verification.	Visit Verification
<p>Error codes with explanations currently exist with the solution. Wrong location, incomplete data, and failure to gain required member signature are examples of error messages sent to the direct care worker or provider agency.</p>				

### Program Management

Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
PG001	3994	1	The solution rules/procedures should allow and enforce multiple service limits for different service ranges including, but not limited to:	Program Management
PG002	5140	2	Day	Program Management
PG003	5141	2	Week	Program Management
PG004	5142	2	Month	Program Management
PG005	5143	2	Year	Program Management

Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
<p>GeoH supports multiple programs and services with different policies, procedures, and business rules in every state where we operate, so configurability is built into the system architecture. GeoH's software is configured to allow and enforce multiple service limits per day based on the allowed units for the approved visit and on the assigned schedule for the individual. GeoH's software tracks the allowable service limits per individual in a cumulation report and display that real time shows amounts used, allowed and yet to be completed but scheduled for the time frame chosen. Configurable as a SaaS product, these limits are verified between approved and utilized for the week. GeoH's software tracks the allowable service limits per individual in a cumulation report and display that real time shows amounts used, allowed and yet scheduled for the time frame chosen. Configurable as a SaaS product, these limits are verified between approved and utilized for the month. GeoH's software enforces multiple service limits including a yearly perspective. The cumulative method of reporting indicates real time used and allowed service limits to maintain compliance with any DHHR initiative or limit.</p>				
PG006	3995	1	The solution rules/procedures should accommodate retroactive prior authorizations and changes to prior authorizations based on revisions to recipients' plans of care/service plans.	Program Management
<p>The configurable solution used in GeoH allows for retroactive prior authorizations to accommodate the changing individual needs as allowed by the State. As care plans change in either reduced service limits or increased service limits, the software displays and integrates those changes associated with the patient.</p>				
PG007	4001	1	The solution should have the ability to round service delivery time.	Program Management
<p>For most time-based services, service units for billing are calculated based on business rules specified for each service. Units vary in the amount of time each unit corresponds to with the most common values being 15 minutes, 6 minutes (a tenth of an hour), and a full hour. Time will be rounded to the nearest unit, based on DHHR regulations.</p>				
PG008	4767	1	The solution should provide a master client index of client information, including a single unique identifier (that is not the Social Security Number), for all clients.	Program Management
<p>A master client index is provider for each provider with the members they serve they are identified by Department rules. In some States, the Medicaid number is utilized and truncated so no PCI or PII information is transferred. The department would have reporting tools to delineate members and their unique identifying information by payer, program and provider.</p>				

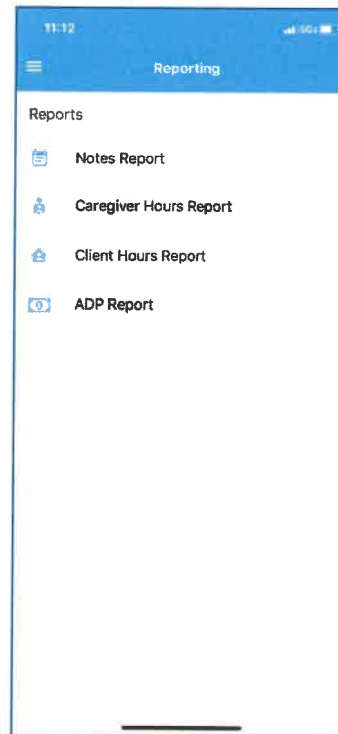
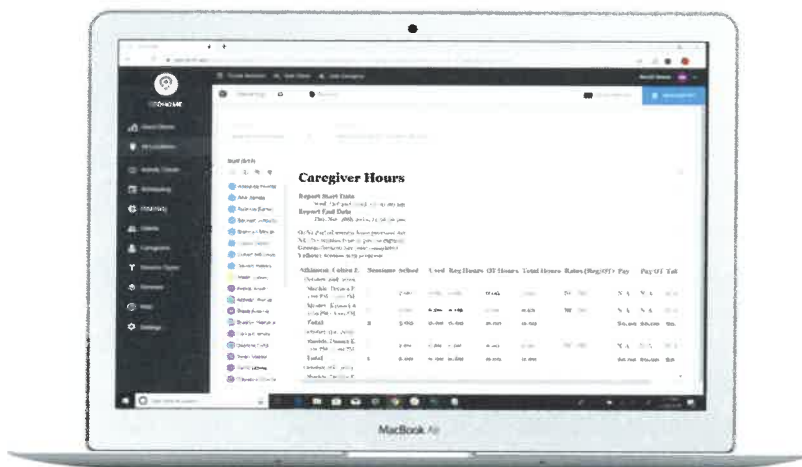
Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
PG009	4768	1	The solution should maintain an integrated repository of provider agency information, including a single unique identifier, for all providers.	Program Management
GeoH cloud-based database maintains the agency information with a unique identifier that is associated with each agency. All patients and workers are also associated with that same identifier to associate performed work with a patient to a specific agency.				
PG010	3957	1	The solution should be able to capture, verify, and support billing for in-home and community-based setting service visits.	Program Management
GeoH uses location-based GPS to verify work performed associated with the residence or location of the patient. Once GPS is verified and the worker checks-in, the service hours are accounted for in order to maintain compliance in billing and prevent fraud and waste.				
PG011	3959	1	The solution should have the ability to create Health Insurance Portability and Accountability Act (HIPAA)-compliant electronic 837 claim file submission to the State MMIS for claims processing in compliance with all Medicaid filing requirements.	Program Management
GeoH's interface will allow for a HIPAA compliant 837 EDI claim submission for submission to the State MMIS. These claims will also be validated through the EVV component of the software. The format would be in HIPAA Standard 837 EDI claim forms or configured the meet the State MMIS needs.				
PG012	4519	1	The solution should automatically generate all required correspondence to individuals.	Program Management
Alerts can be set up to meet the requirements of individual services or programs as DHHR chooses, and alerts can go to multiple recipients as the Department defines.				
PG013	4523	1	The Vendor should provide correspondence metric reports upon request by the Department.	Program Management
These alerts can be tracked by caregiver, by provider or by recipient and Department in various reports and dashboards to identify trends that need to be addressed.				
PG014	4552	1	The solution should assist users in identifying which sections of forms should be filled in manually.	Program Management

Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
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Intuitive workflow prompts the users which specific values need to be completed and displays an error if data input is missed or there is a conflict in data.

PG015	4582	1	The solution should provide the ability to deliver reports as mutually agreed-upon with the Department.	Program Management
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GeoH has a matrix table database with configurable reporting using data mining tools that allow for either pre-set reports required by the Department to be selected or specific values for reporting chosen.



PG016	4381	1	The solution should provide flexible web-based reporting, including ad hoc reporting of all data stored within the solution.	Program Management
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GeoH provides an advanced, web-based reporting engine where providers, MCO's and State staff can run their own reports on demand, and securely stream them to their web browser for pick up. The reporting database is updated in real time so users can select and view even visit activity that is in progress when the report runs. GeoH provides an extensive library of report formats where users can select the exact scope and data content of the report that they want, based on their access authority in addition to ad hoc reporting.

Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
PG017	4887	1	The solution should have the ability to make a complete set of data related to visits submitted for verifications available for reporting, including, but not limited to the following elements:	Program Management
PG018	4888	2	Member receiving services	Program Management
PG019	4889	2	Direct care worker	Program Management
PG020	4890	2	Provider	Program Management
<p>Using location-based GPS, a unique identifier for patient, a unique sign on and device verification for the worker, specific service identifiers specified by waiver type, and a required signature from the individual receiving services, GeoH has the ability to produce all needed data required.</p> <p>The worker identifies the individual receiving service during the check-in process. Usually an authorized individual name is presented to the worker to confirm based on the registered location (Mobile/GPS). Our GeoH solution will only present a recipient to the worker if the worker or the provider agency they work for has been authorized to serve that specific recipient.</p> <p>When using the GeoH mobile application, the user enters their login credentials, which consists of their unique and protected worker ID (username) and secure and strong password. The login credentials are transmitted to the GeoH system for authentication and matched to the credentials on file to verify that the proper individual registered.</p> <p>The worker's mobile device can also be registered for a two-factor authentication. GeoH associates the individual receiving services to the provider with the active care plan. The provider is identified uniquely through their NPI or company code.</p>				
PG021	4891	2	Location of visit	Program Management
PG022	4892	2	Date of visit	Program Management



Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
<p>To validate service delivery location, the GeoH Mobile app uses GPS location services in iOS or Google Play services for Android. If the worker turns the mock coordinates feature of Android on, the GeoH app does not allow mock coordinates and will not allow a user to check-in or out. The ANI collected via the GPS coordinates captured via the mobile app are then compared to the registered numbers or valid address/coordinate locations for the service recipient. A match confirms that service is being provided in the recipient’s home or in a different authorized location in the community. Any mismatches are flagged with an exception in the GeoH solution noting an Unauthorized Location check-in/out.</p> <p>All GeoH EVV claims specify a date of service. For mobile claims it is the date the claim is recorded, since the visit is recorded in real-time. For web claims, which would be entered manually and not verified and logged in the exception report, the date of service is an enterable field by the provider to allow retroactive claim entry and corrections. Web entry and corrections are fully audited as to what was entered and by whom.</p>				
PG023	4893	2	Start time of visit	Program Management
PG024	4894	2	Missed visits	Program Management
PG025	4895	2	Late visits	Program Management
PG026	4896	2	End time of visit	Program Management
PG027	4897	2	Visit late time	Program Management
<p>The start time of the visit is logged down to the second that check in occurred, as well as documenting when the visit was scheduled to be checking in at and any discrepancy therein. The GeoH Mobile app captures network time on devices and will not a user to check in if manual time settings are detected.</p> <p>GeoH maintains a record of any visit that was not checked in to, which would include missed visits. These would be included in the exception report and require providers to list a reason code for explanation. GeoH records real time check in while validating against the original visit scheduled time. Both worker and Provider are notified of visits not checked in within a 5-minute window of scheduled time. GeoH records exactly when the worker checks out (or ends) a visit, including the location they were at when it occurred for validation of time and place. The GeoH Mobile app captures network time from the device and will not allow a user to check out if manual time settings are detected. Visit data is captured real time and late check outs are recorded, and the worker and agency are notified, and the occurrence is logged in the audit report.</p>				
PG028	4898	2	Services provided	Program Management

Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
<p>All scheduled services, defined by the person receiving the services, are listed for the worker to complete or acknowledge that the patient declined that specific service. These can be configured by service type or patient within the services and service type menus within the system. The names of the services and terminology can be made to match what West Virginia workers and providers are accustomed to. The correct service procedure code to go with the name is automatically saved when the service is selected.</p>				
PG029	4900	2	Manual or electronic verification	Program Management
<p>Per the direction of the State and their needs, a manual verification would be added in the web access for providers and require explanation in the exception report with a reason code. With our industry experience, we would encourage a term limit on allowed manual verifications as by nature they are not compliant with the 21st Century Cures Act. It is acknowledged that certain instances would require a manual edit, however the reduction of waste and fraud can only be accomplished through electronic verification. Today, GeoH only allows for electronic verification using location-based GPS, or the offline mode which still tracks location and reports once either cellular or Wi-Fi connection is re-established. We would advise any manual verifications to exist in an exception report that is closely monitored.</p>				
PG030	4604	1	The solution should have the ability to use identifiers, mathematical functions, formatting, and manipulate data within reports.	Program Management
<p>GeoH incorporates data mining tools to allow for the manipulation of data regarding those receiving services, those providing services, types of services, and visit specific information, as well as setting criteria for the quantity of hours, for any set of time needed.</p>				
PG031	3992	1	The solution rules/procedures should have the ability to ensure the direct care services do not overlap with other direct care services.	Program Management



Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
<p>GeoH incorporates business rules and logic which are configurable to State specifications. These rules would incorporate those that are receiving services from multiple providers, and what overlap is allowable per State regulations. A member could have multiple providers with various services that occur simultaneously. GeoH would work with the Department to determine edge cases that would be allowable. As an example, if a member was receiving nursing services from one agency, would the Department allow for home making services simultaneously? Those business rules, and workflow as they are collected at data transfer to priority of service, would be integrated with the solution</p>				
PG032	4209	1	The solution should compile information from all EVV data sources and calculate total daily and weekly hours worked by direct care workers and agencies.	Program Management
<p>The GeoH SaaS solution provides both online and scheduled reporting to State staff, payers, and providers that meets this requirement. Claim data from provider and MCO EVV systems collected through the claim aggregator component is stored in the solution as regular GeoH claims with a different source designation. This means all the standard web and reporting functions in GeoH include data from all sources. For example, a claim report for a service recipient as viewed by the MCO payer will include all services authorized by the payer, regardless of whether EVV was performed using the GeoH Mobile App or using a provider EVV system approved by DHHR.</p>				
PG033	4211	1	The solution should have the ability for the Department to allow and/or not allow retroactive care plan changes for specific services and/or programs through a configurable interface.	Program Management
<p>GeoH is configurable and built to allow for care plan changes, retroactive and on a go forward basis. This would include individual care plan changes for those receiving services as well as holistic changes to waiver allowances.</p>				
PG034	4210	1	The solution should allow the Department to define and limit the circumstances in which a manual verification can be made.	Program Management
<p>GeoH will work with the Department to define what the limits on manual verification are, as well as any other business rules for editing visits. These will all be recorded within the exception log.</p>				

Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
PG035	4184	1	The solution should use eligibility data transferred from the Medicaid Management Information System (MMIS) to determine if any waiver requirements apply. If no waiver requirements apply, the solution should assume that state plan requirements specific to the service being provided apply.	Program Management
GeoH will work with the Department to identify the workflow of waiver requirements and all business rules associated with the logic for applying service requirements.				
PG036	4198	1	The Vendor should review the Department waivers and other state plan program requirements to develop and propose system edits that will meet the need of the Department. The Vendor should propose system settings for the Department to consider during the initial solution configuration and during operations. The review and proposal process should happen at an interval defined by the Department.	Program Management
GeoH will work with the Department to develop and maintain an edit process for the system which matches the needs of the Department. These will be waiver specific and GeoH will draw on its industry-experience best practices for suggestions. GeoH will meet proposal deadlines, and review will happen as directed by the Department. As GeoH is working within multiple states with their respective payer/waiver programs, the architecture of the system is already designed to be easily configurable.				
PG037	4834	1	The Vendor should provide web portal functionality that addresses the needs of:	Program Management
PG038	5013	2	Provider agencies and their direct care workers	Program Management
GeoH has a web interface which is accessed through secure internet connections using individual usernames and passwords. This is provided to agencies along with our Mobile app allowing them a duality of access. Our App which works on all iOS and Android devices, used for direct care workers as their access is based on location.				
PG039	5224	2	Members	Program Management



Req ID #	RTM ID	Hierarchy	Specification Text	Subject Matter Area
Currently there is no web access for members. Prior to final implementation and if warranted, GeoH would work with the Department to determine access ability, design and functionality of members.				
PG040	5225	2	Waiver program and/or legal representatives	Program Management
PG041	5014	2	State program staff	Program Management
GeoH will assign roles and accessibility for Waiver programs and/or legal representatives as directed by the Department. The GeoH solution will provide West Virginia DHHR staff access via a secure web-based portal for the purposes of monitoring, reviewing and reporting on service delivery and provider metrics.				

Program Integrity

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PI001	4002	1	The solution should allow the Department the ability to view the same information as a service provider.	Program Integrity
PI002	4214	1	The Vendor should provide a summary of direct care workers and/or provider agencies who demonstrate a high level of missed and late visits, potentially fraudulent services, or potentially fraudulent billing patterns monthly and as requested by the Department.	Program Integrity
GeoH will execute BAA agreements with the Department and Provider agencies to allow data to be viewed by both parties. GeoH will provide reporting of all exception report notifications and rationale, as well as a ranking of missed/late visits. The exception report by nature flags all potentially fraudulent services and allows for Department-level validation.				
PI003	4217	1	The solution should track the time, location, and task performance of direct care workers during service delivery in order to safeguard against fraud, as well as to improve service delivery and program oversight.	Program Integrity
Through location-based GPS, GeoH records the location, time, and services of each visit validating those against the care plan and allowed service times. Direct care workers are required to check-in at set and verified locations for members. As tasks are performed and acknowledged as completed, a time stamp is recorded. The location of the direct care worker is recorded on check-out for verification.				
PI004	3991	1	The solution rules/procedures should have the ability to ensure the same direct care worker is not providing services to multiple recipients at the same time at different locations.	Program Integrity
With location-based GPS, a single direct care worker must be at the person receiving service's location to check-in. Business rules dictate that they cannot check-in with another patient while still checked-in with another. GeoH would work with the Department to address the business rules of DSP programs that allow a support professional to take care of multiple people at the same residence.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PI005	4084	1	The solution should have the ability to provide role-based reporting to review, analyze, and report all data across categories on a monthly basis and as requested by the Department, including, but not limited to:	Program Integrity
<p>GeoH meets this requirement by utilizing a multi-level, role-based control to verify each user has access only to the information authorized for that individual. In GeoH the privacy and security of Protected Health Information (PHI) is maintained according to the standards of HIPAA and HITECH. GeoH will assist DHHR in defining user roles by building and maintaining data access rights and restrictions, as well as configuring user security policies.</p>				
PI006	5208	2	Payers	Program Integrity
PI007	5209	2	Programs	Program Integrity
PI008	5210	2	Provider Agency	Program Integrity
PI009	5211	2	Direct care workers	Program Integrity
PI010	5212	2	Members	Program Integrity
<p>GeoH will report on payers and programs, including claims not fully funded, incorrect modifiers, and any other needed documentation as it pertains to payer/Program sources. Payers/Programs would have access only to the data pertaining those they are authorized to serve to allow ad hoc reporting and analyzation to occur.</p> <p>GeoH will report on provider agencies individually and cumulatively, as well as any specific reporting style the Department requires. Provider agencies will have a role-based access to view, monitor and edit those members they have been authorized to serve, regardless of payer or program.</p> <p>GeoH will report on Direct care workers per provider agency, cumulatively and any other format required by the Department. Direct care workers only have access via mobile to the members they are scheduled to work with.</p> <p>Reporting for members would include services, visits, hours used and missed, and services, as well as any member related data element the Department required.</p>				
PI011	4218	1	The solution should track and report modifications to the solution data input elements after the direct care worker has documented their time or services, including the name of the user making the changes and the reason for the changes.	Program Integrity

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
			GeoH, in the exception report and activity audit log, tracks all edits to data input during a visit. This would include manually editing the time of service, both check-in and check-out; services performed edits, and any other modifications to the visit verified data. Manually verified visits would also be listed on this report. The report would list the type of edit, reason code, who performed the edit, and the time and date the edit occurred.	

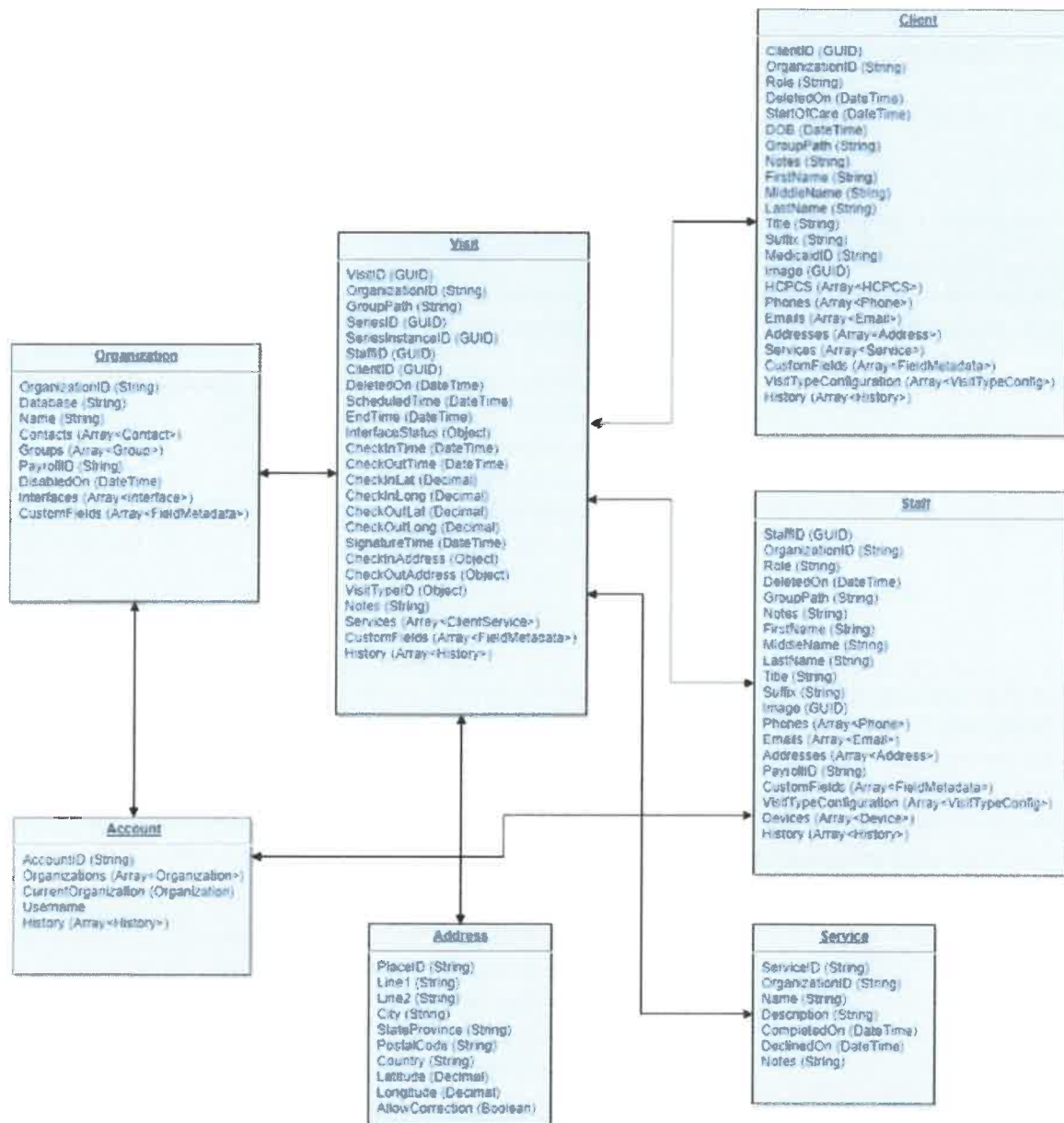
## Technical Specifications Approach

### Data Sources, Delivery and Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD001	5115	1	The Vendor should develop and provide to the Department a Logical Data Model (LDM) that includes, but is not limited to:	Data Sources, Delivery, & Display
DD002	5116	2	Data classes	Data Sources, Delivery, & Display
DD003	5117	2	Attributes	Data Sources, Delivery, & Display
DD004	5118	2	Relationships	Data Sources, Delivery, & Display
DD005	5119	2	Standards	Data Sources, Delivery, & Display
DD006	5121	2	Other data elements identified by the Department	Data Sources, Delivery, & Display

**Req ID #    RTM ID    Hierarchy    Specifications Text    Subject Matter Area**

The SOA architecture of GeoH has a preconceived LDM built within. With our direct industry experience, an innate understand of the relationships and attributes that interconnect payers, programs, members providers, workers, services, date and time were the benchmark of the development and design of the system. It was created to understand the recognize the interdependence of the elements and standards that affect them.



Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD007	4088	1	The Vendor should provide a complete list of data elements along with corresponding definitions for reporting purposes, upon request.	Data Sources, Delivery, & Display
As the chosen vendor, GeoH will provide an ongoing report of data elements and their definition to correspond with any changes necessitated within the data model based on business rules and ongoing changes that may occur.				
DD008	4219	1	The solution should provide real-time access to data entered within the system for insight to the services being provided and management of user activity.	Data Sources, Delivery, & Display
GeoH's real-time solution provides a view of services being delivered as they occur. As the data for check-in, service delivery and visit workflow is collected, it is visible across the system for oversight.				
DD009	4497	1	The solution should employ online real-time or batch updates of data between the solution and other systems including, but are not limited to, the Medicaid Management Information System (MMIS) and other third-party Electronic Visit Verification (EVV) systems.	Data Sources, Delivery, & Display
For batch processing, GeoH will receive data from an external source (i.e., MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) daily and processes during a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH's databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. GeoH has integrated with multiple EVV solutions and best practices of that experience will be utilized including provider training.				
DD010	4513	1	The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform.	Data Sources, Delivery, & Display
GeoH's solution though their standard API will have the ability to integrate client data for manipulation in the MDM platform with role access determining access and at what level. The client data will be accessible from a payer/program, provider and holistic view.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD011	4585	1	The solution should allow users to extract data, manipulate the extracted data, and specify the desired format of the output.	Data Sources, Delivery, & Display
Users, based on role access, will have the ability to work within the allowed data and export to standard and supported formats including CSV, PDF and XML. Export functions will incorporate standard data collection functionality, and the data can be manipulated sent to desired file format.				
DD012	4769	1	The solution should provide required Federal and Department data sharing including high-speed data transfer functionality to send and receive information.	Data Sources, Delivery, & Display
GeoH provides DHHR data to assist in making and monitoring policy decisions and meeting federal and state reporting requirements for accurately and efficiently creating financial reports. File API's for specific integrations with the MCOs. XML Layout sections define the tags, collections (e.g. multiple addresses or phone numbers) and data content and validations. Since XML is supported as a standard reporting output format by most database products (e.g. Microsoft SQL Server or Oracle) it is usually an easy way for systems to provide data needed by EVV.				
DD013	3997	1	The solutions rules/procedures should allow for electronic communication between the Department, fiscal/employer agents, and providers.	Data Sources, Delivery, & Display
The system will establish an electronic communication portal for those within self-directed service programs. Independent verification and exception reporting, to include issues that would need flagged for review, would be examples of communication types supported.				
DD014	5138	1	The solution should have the ability to store member communications.	Data Sources, Delivery, & Display
Communications between members would be tracked, logged and retained in a Jira format to correlate communication to topic and date. A workflow for follow up if needed would also be implemented and associated with the communications.				
DD015	4188	1	The solution should exchange information through interfaces including, but not limited to the Medicaid Management Information System (MMIS), other Electronic Visit Verification (EVV) systems, and others as agreed upon by the Department.	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH employs a flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces (APIs) to separate business rules from core programming. This also makes business rules available in both human and machine-readable formats. Most business rules in GeoH are captured in metadata tables in the database so that they are easily changed and updated as business rules change. The core programs in GeoH use business rules that are dynamically data-driven by values in meta-tables. This separates the core functions from a specific client's setup and business rules. This meets the modularity standards requirement to separate APIs, business rules, and core code into modules</p>				
DD016	4398	1	The solution should have the ability to interface with West Virginia's Enterprise Service Bus (ESB).	Data Sources, Delivery, & Display
<p>GeoH has already integrated with and built out interfaces for the ESBs in Indiana and Florida due to long-standing clients residing in those respective states. GeoH is currently exploring State level ESB integration in Missouri, North Carolina, and Georgia due to client growth in those areas.</p>				
DD017	3966	1	The Vendor should complete, subject to approval by the Department, the interface with the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display
<p>Once selected and approved by the Department, the MMIS interface will be completed using standard architecture practices as has occurred in Indiana, Florida, and underway in Missouri and Georgia.</p>				
DD018	3967	1	The solution should be able to receive information in batch and in individual transactions on a schedule agreed upon by the Department.	Data Sources, Delivery, & Display
<p>GeoH receives batch data from an external source (i.e., MMIS, provider agencies, care management systems, fiscal agents, or other external stakeholders) daily and processes during a defined timeframe. These imports are received by GeoH in a standard XML API format and then imported into GeoH's databases. Once a file is imported, an import results file is created that shows the success or failure of the overall process and lists any error records with associated reason for the error. For individual transactions, web service interactions utilizing standard web service API's when connected to a secure portal hosted by GeoH applies an industry standard JSON/REST process and allows the same data elements to be transferred as batch processing. Both operations would be configured to an agreed upon schedule.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD019	3964	1	The solution should have the ability to receive provider, member, and prior authorization data from the Medicaid Management Information System (MMIS) at a frequency and format determined by the Department.	Data Sources, Delivery, & Display
<p>Once GeoH is selected and approved by the Department, the interface from DD017 to the State MMIS would allow for reception of data at an agreed upon frequency and format. The current architecture would benefit from an XLM file with current API but is configurable to meet any Department requirement.</p>				
DD020	3951	1	The solution's data aggregation component should be able to receive a response transaction in a format that is used by the Medicaid Management Information System (MMIS) for the purpose of verifying edits to claims.	Data Sources, Delivery, & Display
<p>GeoH's system's interface from DD017 will allow the receipt of a response transaction. The format will have been integrated into the current architecture, and cross-walked to the corresponding data elements. The architecture of the system is configurable outside of core programming to allow for varying file formats to be received.</p>				
DD021	4068	1	The solution should have the ability to apply pre-edit information and serve as a data source for purposes of applying edits during claims processing. The disposition of the edit including, but not limited to deny or suspend, should be determined by the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The original data elements of EVV for services to members is stored within the GeoH system and would serve as the data source. Manually entered edits, corrections, and overrides are normally managed with an exceptions process where specific users can make corrections, and, for some types of edits, specific users are empowered to approve or deny them before billing can take place. GeoH supports requiring a reason code for reporting and claim note for added or edited claims for services. If DHHR is willing to commit resources to review and approve edit requests for some services, GeoH can support a review process to approve or deny edits. The exact requirements and scope for this process will be defined in the JAD sessions with DHHR staff and documented in the System Integration Plan.</p>				
DD022	3952	1	The solution should accept individual and/or batch visit verification inquiries from the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display
DD023	4912	2	Member name	Data Sources, Delivery, & Display
DD024	4913	2	Billing provider	Data Sources, Delivery, & Display
DD025	4914	2	Name	Data Sources, Delivery, & Display
DD026	4915	2	Date	Data Sources, Delivery, & Display
DD027	4916	2	Time of service delivery	Data Sources, Delivery, & Display
<p>The GeoH solution includes a robust web and reporting solution. The extensive library of standard reports includes the following:</p>				
DD028	3954	1	The solution should have the ability to provide visit information to the Medicaid Management Information System (MMIS) by individual and/or in batch format at the discretion of the Department.	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The GeoH Mobile app is the basis and integrated into the GeoH solution to include the web portal, web service, file management, EDI (e.g. 837 claim submission), and reporting subsystems to provide full lifecycle management of recipient care from authorization, to scheduling, to visit verification and monitoring, and to billing. All visit data is evaluated against the prior authorization during the claims edit process to ensure only authorized claims are submitted for payment. The system starts with good, clean inputs provided including recipient information, authorizations, provider data, caregiver data, and plans of care. The GeoH solution utilizes the input data to let providers easily schedule visits and captures the visit information in real time through the mobile application. The visit information is then available for reporting and after claim confirmation, for billing. This supports clear planning and oversight for service delivery, and quick billing and payment for providers. Both batch and individual reporting is available as described in DD022.</p>				
DD029	5150	1	<p>The solution should support obtaining member eligibility information through the current Medicaid Management Information System (MMIS) solution using industry standard data interfaces and exchanges as defined by X12N 270/271 transactions. (Reference: <a href="http://www.wpc-edi.com/">http://www.wpc-edi.com/</a>)</p>	Data Sources, Delivery, & Display
<p>Coordination of Benefits (COB) System Interface Specifications and file schema. The 270 Transaction Set will be utilized to make an inquiry about the eligibility of a member, and the 271 Transaction set as the appropriate response mechanism. GeoH understands that we have a critical role in maintaining DHHR's overall compliance with security and privacy laws, regulations, and CMS standards. We have experience with Electronic Visit Verification (EVV), Medicaid Management Information System (MMIS), and Medicaid eligibility systems, as well as with agencies transitioning their legacy systems to modern, modular systems.</p>				
DD030	5153	1	<p>The solution should conform to ASC X12 Technical Reports Type 3 (TR3), Version 005010. (Reference: <a href="http://www.wpc-edi.com/">http://www.wpc-edi.com/</a>)</p>	Data Sources, Delivery, & Display
<p>Both form 276 Health Care Claim Status Request and 277 Health Care Claim Status Response will be conformed when GeoH is selected by the Department. The conditional Loop ID's, data elements of EVV validation and their corresponding codes will be integrated in the MMIS interface.</p>				
DD031	4475	1	<p>The solution should generate all forms and notices as necessary.</p>	Data Sources, Delivery, & Display
<p>GeoH will maintain and generate forms and notices as required by the MMIS, Department and any CMS based document for claims verification, or an element within that data set.</p>				
DD032	4206	1	<p>The solution should have the ability to schedule alerts and user notifications.</p>	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Providers can access the GeoH scheduling feature to schedule worker visits to recipients' homes. During the scheduling of a visit, the visit is tied to an authorization to seamlessly track the number of units available for use in each authorization. If a scheduled event exceeds the number of units available, GeoH will notify the user that the number of units has been exceeded. GeoH compares the scheduled events to the actual check-in and check-out times of the worker and alerts the provider via email if a worker is late or if an event is missed.</p> <p>Alerts can be set up to meet the requirements of individual services or programs as DHHR chooses, and alerts can go to multiple recipients as defined in the template. These alerts can be tracked by caregiver, by provider or by recipient in various reports and dashboards to identify trends that need to be addressed.</p>				
DD033	4470	1	The solution should allow printing of blank and completed documents including, but not limited to:	Data Sources, Delivery, & Display
DD034	4935	2	All forms	Data Sources, Delivery, & Display
DD035	4936	2	All system-generated correspondence	Data Sources, Delivery, & Display
DD036	5104	2	Reports	Data Sources, Delivery, & Display
<p>All communication within the portal are printable in multiple manners, including PDF, HTML, word, and excel.</p>				
DD037	4481	1	The solution should generate and supply forms in the following methods, including, but not limited to:	Data Sources, Delivery, & Display
DD038	4482	2	Email	Data Sources, Delivery, & Display
DD039	4483	2	Download from Portal	Data Sources, Delivery, & Display
DD040	4484	2	Postal Mail, upon request by the Department	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
			<p>Using role-based accessibility, the solution allows for printing of blank and completed forms including reports, correspondence and mandated forms required by the Department. Depending on role business rules and allowance of accessibility Department staff, would have access to any form and information within the system as a whole or individually while providers would be limited to information pertaining their agency, members, and direct care workers. These documents could be emailed or downloaded in various file formats.</p> <p>With the lack of security protocols and controls inherent in Postal Mail, GeoH would require an indemnification for all documents submitted through Postal mail as directed by the Department.</p>	

DD041	4480	1	The solution should allow the ability to modify field attributes on a form as identified by the Department via the Change Management Plan.	Data Sources, Delivery, & Display
DD042	4478	1	The solution should allow updates to form templates as directed by the Change Management Plan.	Data Sources, Delivery, & Display

GeoH would follow the protocol of the Change Management Plan for all field modifications of forms. Global changes would require the GeoH receive the change in writing from the Department with stakeholder agreement prior to a change implemented. Form modification will be the decision of the Department but accomplished by the vendor. Form updates will also follow the same workflow in GeoH receiving notification in writing of the update and the template being updated as required.

DD043	4479	1	The solution should group related correspondence to ensure materials are delivered in a single mailing or posted to a portal account.	Data Sources, Delivery, & Display
DD044	4476	1	The solution should generate the data file containing forms and notices for delivery to the printing vendor for monthly distribution and as requested by the Department.	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD045	4487	1	The solution should automatically populate information on notices or forms being issued.	Data Sources, Delivery, & Display
DD046	4490	1	The solution should generate batch forms.	Data Sources, Delivery, & Display
DD047	4493	1	The solution should save delivered forms to the user's account.	Data Sources, Delivery, & Display
DD048	4521	1	The solution should deliver data files containing all correspondence to the designated printing entity within 24 hours of the correspondence becoming final according to the Department's business rules.	Data Sources, Delivery, & Display
DD049	4527	1	The solution should post finalized correspondence to the web portal, according to the Department's business rules.	Data Sources, Delivery, & Display
DD050	4535	1	The solution should have the ability to produce all correspondence in a printer-friendly 8.5" x 11" format in landscape or portrait orientation.	Data Sources, Delivery, & Display
DD051	4537	1	The solution should have the ability to automatically save a Portable Document Format (PDF) copy of each final correspondence.	Data Sources, Delivery, & Display
DD052	4540	1	The solution should allow users to choose their preferred method of correspondence including, but not limited to, email, post mail, text, or phone.	Data Sources, Delivery, & Display
DD053	4544	1	The solution should generate correspondences using pre-defined templates.	Data Sources, Delivery, & Display
DD054	4546	1	The solution should include automatic system-generated correspondence with output capabilities including, but not limited to:	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD055	4960	2	Email	Data Sources, Delivery, & Display
DD056	4962	2	Post to user portal account	Data Sources, Delivery, & Display
DD057	4963	2	Queue for printing	Data Sources, Delivery, & Display
DD058	4547	1	The solution should be able to schedule distribution of correspondence.	Data Sources, Delivery, & Display

Topical Communication with Providers: The process receives requests for information, appointments, and assistance from contractors (e.g., managed care, at-risk mental health) such as inquiries related to modifications in Medicaid Program policies and procedures, introduction of new programs, modifications to existing programs, public health alerts, and contract amendments, etc. This business process includes the log, research, development, approval, and delivery of routine or ad hoc messages. The State Medicaid Agency (SMA) communications include a variety of methods such as email, mail, publication, mobile device, facsimile, telephone, web or Electronic Data Interchange (EDI).

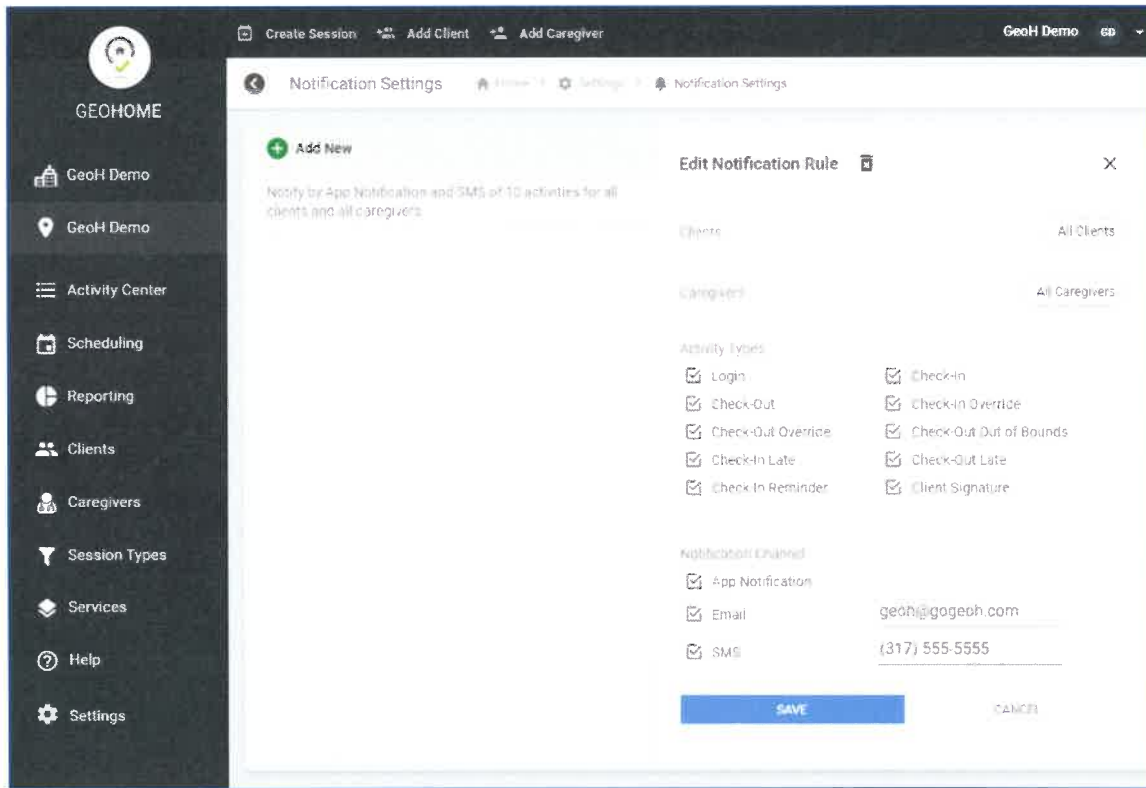
Features of the topical communication plan would include but not be limited to:

Similar correspondence grouped together in mailing for reduced mailing and ease of burden on recipients. All finalized correspondence will be posted to the portal and saved to the specific user accounts within the system according to business rules and role access for validation of receipt and review ability.

All created and data-populated forms will be standard size, based off approved templates from the Department and made available for download and printing in a PDF file format.

Correspondence will be sent to printing vendor within 24 hours of being finalized and approved via a data file based on the calendar and schedule provided by the Department.

Recipients will have the ability to choose their preferred method of delivery of correspondence to include portal posting, email, SMS, and email. We would encourage the Department to transition to email, SMS, and portal delivery of non-global communications. We agree that mailings are important for total communication of policy change or regulation updates as examples, however reducing printed reports would decrease cost to the Department.



Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD059	4561	1	The solution should provide flexible web-based reporting that meets external reporting needs and requirements defined by the Department.	Data Sources, Delivery, & Display
DD060	4085	1	The solution should include a standard library of reports that can be generated by any user with appropriate access.	Data Sources, Delivery, & Display
DD061	4570	1	The solution should have the ability to display the number of pages that should be printed before the user proceeds with printing a report.	Data Sources, Delivery, & Display
DD062	4574	1	The solution should have the ability to export reports directly from the solution into the user-specified format including, but not limited to:	Data Sources, Delivery, & Display
DD063	4973	2	Excel	Data Sources, Delivery, & Display
DD064	4974	2	Word	Data Sources, Delivery, & Display
DD065	4975	2	Hyper Text Markup Language (HTML)	Data Sources, Delivery, & Display
DD066	4982	2	Comma-Separated Value (CSV)	Data Sources, Delivery, & Display
DD067	4984	2	Portable Document Format (PDF)	Data Sources, Delivery, & Display
DD068	4702	1	The solution should provide reporting functionality capable of drilling down from summarized data to detailed data as agreed upon by the Department.	Data Sources, Delivery, & Display

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The GeoH solution includes a robust reporting engine for use in EVV program monitoring to help identify and reduce fraud, waste, and abuse. The GeoH solution already contains a broad spectrum of standard reports that contain ad-hoc functions such as dropdown list filters, parameters, date ranges, and other selections that allow users to report on the data they are specifically interested in.</p> <p>This allows DHHR and providers the ability to search through summary and detailed data views. A partial listing of the GeoH standard reports are listed below. Using standard selection criteria for each report, a user can customize the standard report to meet specific requirements easily and simply, and run a one-time report, or save a report that they want to run on a cadenced basis for ongoing analysis or metrics submissions.</p> <p>These reports provide DHHR stakeholders, as well as the provider community (based on their security access authority), views into the electronic visit and verification data to manage the programs, confirm clients receive needed care, and help identify fraud, waste and abuse.</p> <p>The reports found with the system are available in Word, Excel, CSV, HTML and PDF versions that will show, assuming it is browser supported, how many pages were selected for printing</p> <p>GeoH will work with DHHR reporting needs and will confirm that any additional reporting needs are met through joint requirements discussions with DHHR.</p>				
DD069	4879	1	<p>The solution should have an integrated web portal designed to interface, receive, send, and download specified content and reporting information directly from/to entities such as provider agencies, EVV Vendors, contractors, and other state and Federal agencies as part of a fully integrated solution.</p>	Data Sources, Delivery, & Display
<p>The GeoH solution and web portal integration architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers' current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR's migration and the GeoH integration with West Virginia's MMIS.</p> <p>The GeoH solution can be integrated into a larger SOA architecture using data interfaces and application programming interfaces (API) and accessed by any Medicaid enterprise application in need of our services. GeoH solution processes employ data interchange and web service standards including secure JSON API and restful (REST) web services. This API infrastructure has been proven in Production operations.</p> <p>Our solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD070	4815	1	The solution should contain the following features and capabilities including, but not limited to:	Data Sources, Delivery, & Display
DD071	4816	2	Drill down and look up functionality to minimize re-entry of information across multiple screens	Data Sources, Delivery, & Display
DD072	4817	2	Multi-tasking and multiple window capability, including split screens	Data Sources, Delivery, & Display
DD073	4644	1	The solution should provide context-sensitive help to users on all screens.	Data Sources, Delivery, & Display
DD074	4818	1	The solution should provide menus that are understandable by non-technical users and provide secure access to all functional areas.	Data Sources, Delivery, & Display
DD075	4859	1	The solution should provide a user interface that allows users to move easily throughout the system.	Data Sources, Delivery, & Display

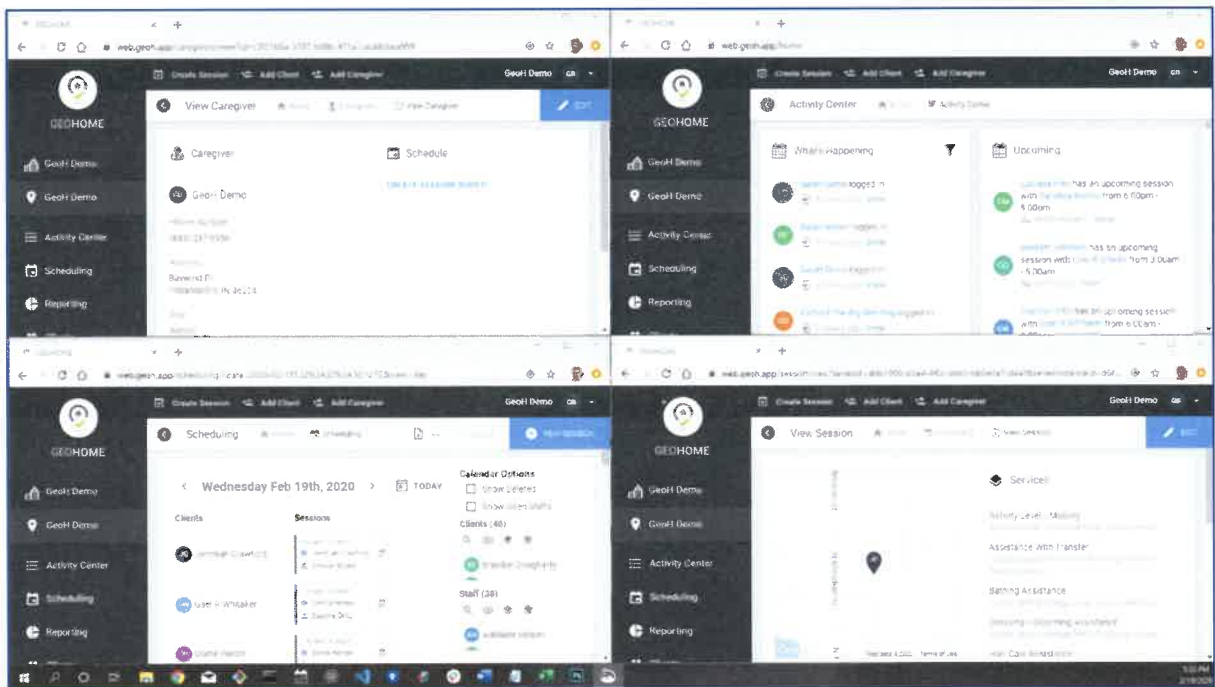
Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
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As discussed in DD068, the web-based solution is user-centric based on our industry knowledge. Use cases and beta user groups have been used to determine best user interface in a language that is clear to the industry and not overly technical in nature from a nomenclature standpoint. Features of the interface will include, but not be limited to:

Drill down functionality that allows the user to maintain their search string without continued repetitive data input.

Menus and tabs based on industry standards and known verbiage accompanied by intuitive help menus and prompts to allow users to move through the system in a logical manner.

Our solution is cross-browser and cross-platform, with complete support for multi-monitors and devices. This allows users to easily reference other data within the organization and work on multiple tasks simultaneously.



DD076	4839	1	The solution should have the ability to provide public information without requiring authentication for the web portal.	Data Sources, Delivery, & Display
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The GeoH solution will allow public announcements and general information on the landing page of the solution with a public web address. Authentication or sign-in will not be required to the external links posted on the landing page. We would also encourage general updates the DHHR would like to publicize regarding public health, changes to policy, or general announcements to also reside on the general access landing page.

DD077	4862	1	The solution should provide user interface features and capabilities including, but not limited to:	Data Sources, Delivery, & Display
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Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DD078	4863	2	Pull-down menus and window tabs	Data Sources, Delivery, & Display
DD079	4864	2	Scalable, true-type screen and printing fonts	Data Sources, Delivery, & Display
DD080	4865	2	Uppercase and lowercase alphabetic characters	Data Sources, Delivery, & Display
DD081	4866	2	Ability to tab and mouse-click through data fields and screens	Data Sources, Delivery, & Display
DD082	4868	2	Consistent theme throughout the site and standardize all headings and footers with index tabs as identified by the Department	Data Sources, Delivery, & Display
DD083	4875	2	Generated messages that are clear and sufficiently descriptive to provide enough information for problem correction and be written in full English text	Data Sources, Delivery, & Display
<p>GeoH’s solution interface was developed by HIPAA certified developers and user interface professionals. The functionality will remain consistent as discussed throughout the Data Source, Delivery, and Display, including:</p> <ul style="list-style-type: none"> <li>• Drop down lists with parameter list filters and window tabs clearly labeled when opened.</li> <li>• Sound web-based development standards including scalable fonts for viewing and printing.</li> <li>• The use of standardized English utilizing uppercase and lowercase alphabetic letters for all generated messages. Messages generated by the system will be descriptive, clear, and concise with enough information and highlighted data cells for simplified problem correction.</li> <li>• A consistent West Virginia and DHHR theme throughout the interface that includes intuitive tab and mouse click-through data fields.</li> </ul>				
DD084	4884	1	The solution should provide the capability to display confirmation messages for response and request transactions when interfacing with other systems.	Data Sources, Delivery, & Display
<p>GeoH’s solution will provide confirmation responses to other systems interfacing within the system utilizing our SOA and API interface. The responses will be sent via email to the respective initiator of the data transfer and hosted in the portal for review and validation.</p>				
DD085	4883	1	The solution should have the ability to allow users to download or print a copy of completed submitted forms.	Data Sources, Delivery, & Display

Data Quality

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DQ001	3993	1	The solution should provide a method to identify the following:	Data Quality
DQ002	5049	2	National Provider Identifier (NPI)	Data Quality
DQ003	5050	2	Healthcare Common Procedure Coding System (HCPCS)	Data Quality
DQ004	5051	2	International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) and related modifiers	Data Quality
DQ005	5136	2	State-specific codes defined by the Department	Data Quality
<p>As part of the GeoH solution of data transfer, certain data elements will be associated with the payer, program, provider, or service type for the validation of Data Quality.</p> <p>The NPI of the provider shall be recorded within the system as the provider's unique identifier for claim processing.</p> <p>HCPCS and ICD-10 codes shall be in a format similar to CMS for 1450 (UB04) and maintain the data elements required therein.</p> <p>State specific codes or modifiers as defined by the Department will be matrixed within the system as necessitated and associated with the correct data element.</p>				
DQ006	3965	1	The Vendor should collaborate with the Department to determine how data should be transferred to and from the Medicaid Management Information System (MMIS), including, but not limited to:	Data Quality

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DQ007	5039	2	Definition of data elements	Data Quality
DQ008	5040	2	Data file formatting	Data Quality
DQ009	5041	2	Data exchange frequency	Data Quality
DQ010	5042	2	Thresholds for data quality and acceptance	Data Quality
<p>GeoH confirms it will collaborate with Department, after acceptance and allowance to integrate with the State MMIS.</p> <p>GeoH's solution meets the requirements stated in DQ006-DQ010 above:</p> <p>Data transfers into and out of GeoH use standard XML file Application Program Interfaces (API's) or standard JSON/REST web service API transactions. The API's have both required and optional data elements as part of basic data for EVV functions. The application supports added custom data fields as needed to meet local business needs (e.g., a High-Risk flag to identify a population of high-risk recipients for reporting). These can be configured into to the API's to allow the elements to be transferred into and out of GeoH at a frequency and data quality as agreed upon with the Department.</p>				
DQ011	3953	1	The solution should allow the Department to review and approve data elements included in request and response data exchanges prior to Vendor development or configuration of the solution.	Data Quality
<p>GeoH confirms that the Department will have the ability to review and mutually approve data elements included both in the request and response data exchange prior to GeoH's configuration of the solution. These approvals will then be recorded within the Requirements Traceability Matrix and implemented through the Change Management process.</p>				
DQ012	3985	1	The Vendor should develop, publish, and maintain a system interface standard for external electronic visit verification (EVV) data partners approved by the Department.	Data Quality

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH's architecture at the database level utilizes relational database synchronization. This establishes data consistency between databases, automatically copying the data changes back and forth. Continuous data harmonization including pulling data from the master database to slave destination is an example for data integrity.</p>				
DQ021	4571	1	The Vendor should maintain a comprehensive list of all reports, their intended use, and business area supported.	Data Quality
<p>GeoH will maintain a comprehensive list of internal reports for each business area, and their use. However, sections PG016, PL005-010, and SM048 of this RFP all mandate ad hoc reporting with user-based data fields. By nature that allows for reports not within the GeoH. For compliance, GeoH will record ad hoc reports ran, as well as the role and user who requested them within the master database.</p>				
DQ022	4581	1	The solution should generate a listing of all standard online reports available, the description of each report, and a link to the most recent report for role-based report access.	Data Quality
<p>GeoH will provide a reporting tab within the portal with a standardized listing of available reports. The link, per role access, will take the user to the report where pertinent data would be input for computation. Data input possibilities might be date range, geographic location, service type or similar.</p>				
DQ023	4587	1	The solution should identify and use consistent report fields.	Data Quality
<p>The consistent data schemas utilized in the relational database of GeoH result in report fields that are consistent by default. This consistency is what allows for the synchronization and harmonization of the database, while reduces manual input errors.</p>				
DQ024	4586	1	The solution should display a consistent format on all reports.	Data Quality
<p>The reporting function within GeoH's system is consistent based on selected data elements. It is worth noting that based on the need for various report format outputs, the downloaded version may be different than the viewable report.</p>				
DQ025	4597	1	The solution should have the ability to categorize and organize reports including, but not limited to, the following parameters:	Data Quality
DQ026	4990	2	Source system	Data Quality
DQ027	4991	2	Data content	Data Quality

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DQ028	4992	2	Purpose	Data Quality
DQ029	4993	2	Frequency	Data Quality
<p>The GeoH reports engine brings powerful features to the web user community:</p> <p><b>Security:</b> Reports are PULLED and never pushed – Users decide exactly what data they want and launch a report request. An icon for the report appears when the report is ready. The user clicks on the icon to securely download the report to their browser session. Reports containing PHI and PII data are NEVER mailed or emailed, and therefore cannot be accidentally mis-directed. This also eliminates mailing costs. Although, we don’t recommend pushing any reports containing PII or PHI data, our solution is flexible to accommodate that should DHHR require such a feature. This can be discussed further with DHHR in the Joint Application Development (JADs) Sessions during implementation.</p> <p><b>Real time access to data:</b> EVV data comes into GeoH in real time from the Mobile App and upon edit within the web. Data shown in the reports is also real time and includes all relevant EVV data right up to the time the report runs. Small provider offices frequently run the Time and Attendance Report for the current day throughout the day to keep tabs on their workers.</p> <p><b>Criteria selection:</b> Every report has a selection web page that allows the user to determine the exact content of the report, by date range, recipient, worker, service or other appropriate criteria. The user gets exactly the data the user wants and does not have to scan through a bulk report to find the record the user is looking for.</p> <p><b>Real time ad hoc or scheduled reporting:</b> Users can run their reports with their selections and download their results in seconds or minutes. Or users can save criteria selections for regular weekly or monthly reports as templates and schedule them to run automatically. The user can then pick up the scheduled reports from the GeoH web when they have completed.</p> <p>GeoH will work with the Department to understand the concept of the data element “purpose” prior to commenting on how GeoH addresses that data point.</p>				
DQ030	4774	1	The solution should generate exception reports prior to being submitted to the receiving entity such as the Medicaid Management Information System (MMIS) or other systems receiving electronic visit verification (EVV) data to facilitate data correction by the submitting entity including, but not limited to the following:	Data Quality

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH's solution generates an exception report that functions as follows:</p> <ul style="list-style-type: none"> <li>• Verifies and documents arrival and departure of healthcare workers.</li> <li>• Verifies tasks performed and the times they are completed.</li> <li>• Provides documentation for review to confirm services were delivered as authorized.</li> <li>• Provides a real-time, online data repository for home and community-based services.</li> <li>• Applies critical exceptions to visit records to prevent billing for unauthorized or ineligible services</li> <li>• Applies informational exceptions to visit records to flag for explanation or audit review</li> <li>• Provides extensive reporting on exceptions, visit overlaps, or unapproved locations</li> <li>• Requires Provider confirmation and attestation on claims as accurate and complete before billing to provide non-repudiation of billed Medicaid claims</li> </ul>				
DQ031	5095	2	Manual edits	Data Quality
DQ032	5096	2	Error corrections	Data Quality
DQ033	5097	2	Additions to the interface records	Data Quality
<p>GeoH will work with the Department to determine standardized levels of acceptance for exceptions prior to submitting to MMIS or other receiving entity. At the Departments direction, some exceptions will void a claim, while others will require an explanation though an error code.</p>				
DQ034	4778	1	The solution should generate error reports at the summary and detail levels that include all data necessary to resolve errors monthly and as requested by the Department.	Data Quality
<p>Error reports generated by GeoH within the exception report will list the summary errors initial to include quantity or error records and allow for a detailed reporting once the summary type of error report is selected. At a role-based Department level, the reporting will allow for a drill down functionality that includes payer, program, provider and service type. Provider level exception reports will remain as containing only data elements associated with the provider.</p>				
DQ035	4584	1	The solution should store reports to allow users the ability to retrieve them quickly per the Department's business rules.	Data Quality
<p>GeoH confirms that it will store reports within the portal for easy accessibility per Department's business rules.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DQ036	4779	1	The solution should reload or resend records if they have not been applied correctly to the receiving entity.	Data Quality
			GeoH's solution will attempt to reload or resend the record that had not been applied correctly to the receiving entity. An error message will also be sent to the submitting entity detailing failed submission.	
DQ037	4780	1	The solution should detect duplicate files or records and isolate them for manual review and further processing.	Data Quality
			GeoH will work with the Department to determine allowable duplication of files and will flag and isolate without submitting those that fall within the exception report. The Department will need to set guidance regarding edge cases to include multiple providers simultaneously attempting services to a singular member. A determination of overlap and service competition will need to be decided upon by the department for business rule implementation.	
DQ038	4782	1	The solution should create messages that accurately describe errors received as a result of a data transfer.	Data Quality
			GeoH's solution will create messages in full English that explains the errors in the data file. Further the submitting entity will receive the error message and the Department will have access to a master error summary and detail report(s) for investigation into additional need of training for submitting entities or other potential causes of the continuous errors.	
DQ039	4477	1	The solution should have the ability to maintain an up-to-date inventory of all forms utilized and make this inventory available to the Department upon request.	Data Quality

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
GeoH will have all utilized forms available electronically within the portal. GeoH would encourage electronic transmission of blank utilized forms to decrease environmental impact, but upon Department request will supply needed inventory.				
DQ040	4492	1	The solution should have the ability to identify which fields in forms are required and which are optional.	Data Quality
GeoH's solution will know which fields are required, and which are optional as they will reside within the system. Forms submitted without required information will result in error messages being sent to the submitting entity. Forms submitted without required data will not be kept and stored in the system.				
DQ041	4530	1	The solution should have the ability to store the date that a correspondence was delivered for printing in a preferred date format of MM/DD/YYYY.	Data Quality
GeoH's solution stores the date data element in the standard 2-digit month, 2-digit day, and 4-digit year format.				
DQ042	4545	1	The solution should provide automatic default file naming convention for saved correspondence as agreed upon with the Department.	Data Quality
DQ043	4553	1	The solution should categorize and classify types of correspondence as agreed upon with the Department.	Data Quality
GeoH will collaborate with the Department to determine the business rules for default file naming of saved correspondence. Additionally, the Department will set the categories for classification types of correspondence.				
DQ044	4710	1	The solution should distinguish between, and incorporate, business days, weekends, and state holidays in all time-related functions in the system.	Data Quality
GeoH's solution currently acknowledges business days and weekends within the system. GeoH will incorporate state holidays within the time-related functions.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DQ045	4176	1	The solution should include web-based online help functionality in searchable portable document format (PDF), that includes a searchable database of common problems.	Data Quality
<p>GeoH currently has a robust HELP FAQ of the system in the web portal and within the mobile app. The web-based FAQ is a hyperlink that takes the user to the desired help topic. A partial summary is listed below:</p> <p>Table of Contents:</p> <ol style="list-style-type: none"> <li>1. How to access GeoH on the web?</li> <li>2. How do I make a username?</li> <li>3. How to create a new visit in the web?</li> <li>4. How to create a new client?</li> <li>5. How to create a new caregiver?</li> <li>6. How to edit a session?</li> <li>7. How to delete a single session?</li> <li>8. How to delete an entire series?</li> <li>9. How run a Note's Report?</li> <li>10. How to run the caregiver's hours report?</li> <li>11. How to run the client's hours report?</li> </ol> <p>GeoH will work with the Department to add additional help sections specific to aggregator functionality and separated by user class and need.</p>				
DQ046	4472	1	The solution should set parameters on fields to prevent system users from entering information outside of those parameters.	Data Quality
<p>The parameters within GeoH's solution data fields are specified per data request and the user's role-based permission. Standardized NPI numbers, State mandated unique identifiers, and other data elements that have certain key metrics which indicate correctness will be instituted within the solution.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DQ047	4474	1	The Vendor should produce all member- and provider-facing content written at no greater than an eighth-grade reading level.	Data Quality
<p>GeoH’s content for member and provider will be written in plain English, with an emphasis on being concise while taking into consideration the level of reading level that all correspondence (including web-based and mobile app designations) be at no greater than an eighth-grade level. This will be validated through the Flesch-Kincaid validation. To maintain this standard, GeoH will employ the following concepts:</p> <p>Shortened sentences. Correspondence with shortened sentences is easier to comprehend.</p> <p>Simplified word choice. The more syllables in a word, the harder the comprehension is. Choosing smaller words when applicable will constitute as the business rule.</p> <p>Increased punctuality. Studies have shown increased punctuality increases reading comprehension as people scan versus truly read. Additional punctuation will be used as well in correspondence.</p>				
DQ048	4880	1	The solution should include email addresses in the authorization table for registration, and email addresses should be kept confidential and only used for official Department business.	Data Quality
<p>GeoH’s solution includes email addresses for authorization, but access would be accessed by role permissions, and Department emails would never be discoverable by others. The Department would help craft business rules where those emails are accessed for official business.</p>				

Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN001	4759	1	The solution should have the ability to support various current technologies for data interchange and electronic visit verification (EVV) data submission and verification including, but not limited to, web portal, application interface, telephony, quick response (QR) codes, and automated location verification.	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The GeoH solution would support various EVV technologies regardless of the technology used to collect the data. GeoH will supply a template for data transfer using industry standard JSON/REST format or an XLM API for transactions, along with Department approved exceptions limits and workflow. The EVV supplier would be tasked with data integrity for their data verifications and transmission using industry standard technology noted above. As the aggregator, GeoH will maintain the validation principles and qualities for the data elements included in the 21st Century Cures Act and supported by DHHR and validate Supplier transmissions against those.</p>				
IN002	4763	1	<p>The Vendor should utilize open architecture standards and scalability to promote integration throughout the West Virginia technology enterprise.</p>	Hardware and Infrastructure
<p>GeoH is an entirely hosted solution, requiring no custom software installations on the State’s or providers’ systems. The GeoH solution runs on cloud-based Azure servers hosted in redundant data centers and distributed across an N-Tier architecture to provide a highly distributed processing environment. These frameworks provide a comprehensive toolset that gives GeoH the scalability and flexibility needed to meet the demands of these requirements, as well as integrating to external applications and data sources.</p> <p>GeoH’s integration capabilities are based entirely upon open-systems standards and accommodate communications to database management systems and back-end solutions through APIs and custom imports and exports. Additional features, such as ODF file creation, are built into the GeoH solution and leverage the open standard architecture.</p>				
IN003	4758	1	<p>The solution should be flexible and readily adaptable to changing Department and federal requirements and as requested by the Department.</p>	Hardware and Infrastructure
<p>Configurable edits are provided by GeoH using a business rules engine that is optimized for real time use with the Mobile App. The GeoH workflow business rules engine is configured using a web-based tool for managing the plug-in workflow modules. During Joint Application Development (JAD) sessions as a part of the implementation and boarding process, GeoH will review the claim workflow with DHHR and make any modifications or additions that are necessary to align with waiver and program business rules.</p>				
IN003A	5297	1	<p>The solution should address the disruption or limited availability of network connectivity, telephony, and/or cell coverage at the visit site by providing members and providers more than one method to send and receive electronic visit verification (EVV) data.</p>	Hardware and Infrastructure

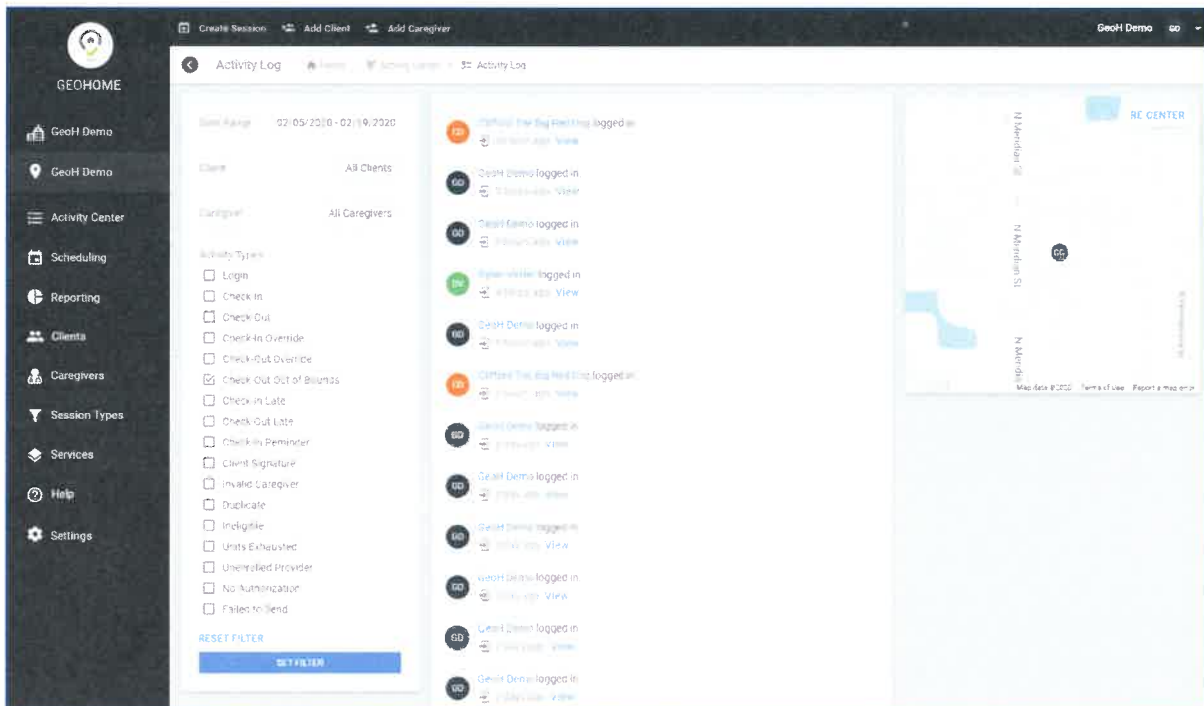
Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH’s solution has two components utilizing its mobile app. First, is the GeoH Mobile App, which uses a HIPAA-compliant, secure connection to a GeoH web service portal to record visit activity in real time when it has a connection to the internet. Additionally, GeoH offers an offline mode stores encrypted visit data on the device for delayed transmission (hold and send) when there is no Wi-Fi or cellular data coverage at the time and location of service delivery. The data is immediately transferred when connection is re-established.</p> <p>GeoH’s inception was created by lack of other options as true verification sources. In home devices have an incredibly high failure rate (Rhode Island, Ohio and Nevada can attest to this). IVR and telephony fraud was a factor in GeoH’s creation as one of the Co-Founders has two agencies and found direct care workers had found a gaming mechanism or work around, to validate using telephony. The failure of telephony was a major motivation to build a better solution.</p>				
IN003B	5298	1	The solution should have the ability to capture and retain electronic visit verification (EVV) data gathered when the transmission services are offline for any reason at the visit site and to send or receive queued system data when services are restored.	Hardware and Infrastructure
<p>GeoH offers an offline mode stores encrypted visit data on the device for delayed transmission (hold and send) when there is no Wi-Fi or cellular data coverage at the time and location of service delivery. The data is immediately transferred when connection is re-established and does not require the caregiver to actively push the data, the system handles it automatically.</p>				
IN004	4725	1	The solution should provide archival and purge processes that do not degrade performance or interrupt the system.	Hardware and Infrastructure
<p>The GeoH solution’s architecture will have archiving and purge business rules which occur during non-peak times. Archiving rules will revolve around report/data set aging and usage optimization with reports and data rarely or never accessed archived. Purge rules would revolve around incomplete or returned transmissions that requires explanation. This purge functionality would mitigate duplicate records and maintain system efficiency.</p>				
IN005	4748	1	The solution should allow centralized deployment of system updates and system maintenance.	Hardware and Infrastructure
<p>GeoH’s EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH’s SaaS solution includes redundant server and network capacity and is designed to allow most system updates and maintenance to be performed without any impact to users. Components can be taken offline temporarily, and processing traffic re-routed to other components still online. Normally any outages during transitions are brief.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN006	4668	1	The solution should provide workflow functionality that supports a variety of mechanisms to initiate, execute, suspend, or terminate workflows including, but not limited to:	Hardware and Infrastructure
IN007	5090	2	Communication events (email, document upload, form submissions, or phone)	Hardware and Infrastructure
IN008	5091	2	System-generated events	Hardware and Infrastructure
IN009	5092	2	User-triggered events	Hardware and Infrastructure
IN010	5093	2	Exception-processing events	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
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GeoH's solution has a workflow functionality that supports the requested elements. A sample workflow as a narrative for better understanding:

A key item checked as a claim that runs through the workflow is the presence or absence of a matching authorization for the service. If an authorization matches the claim, the claim will reflect a billable amount that is automatically calculated for the provider. If there is not a matching authorization or the authorization units have been exhausted by earlier claims, an appropriate critical exception is indicated on the claim. The sample informational exception notifies the provider that this visit consumed the last of the authorized units. A claim with this exception can bill up to the number of authorized units while the next claim will not have units available and cannot be billed.



IN011	4673	1	The solution should include definition and modeling of workflow processes and their constituent activities.	Hardware and Infrastructure
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GeoH will present for approval the definition and modeling of workflow processes prior to implementation. The Department will have the ability to question and make requests for adherence of Department business rules.

IN012	4529	1	The solution should have the ability to facilitate mass email notifications.	Hardware and Infrastructure
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GeoH currently employs mass email notifications of updates, maintenance times and other pertinent information to all affected entities, as well as stakeholders who should be kept informed. The emails can be automated and sent autonomously.

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN013	4533	1	The solution should have the ability to reissue and track any correspondence or form as requested by the Department.	Hardware and Infrastructure
Correspondence is held in the portal for validation, and as such can simply be reissued. The Tracking component is why GeoH encourages electronic correspondence as there is immediate tracking capabilities in both email, portal access, and SMS communication.				
IN014	4565	1	The solution should have the ability to schedule any report to be run at varying levels of frequency or on-demand.	Hardware and Infrastructure
Requests for ad hoc and occurrence (event based) reports can be generated and available to end users in a matter of seconds or minutes (depending on amount of data), so there is no need to wait for 24 hours. The users can then pick up the scheduled reports from the GeoH web when they are completed.				
IN015	4576	1	The solution should provide integrated print capability within the application for any report.	Hardware and Infrastructure
The user will select the report they wish to print and input the data elements and attributes/range of the elements. The report has a default sort order, but the user can change the order, if desired. The user can select whether they want a summary report that includes only group headings and subtotals, or the user wants a full report including details. The user also selects how they want the report delivered: PDF, Excel, CSV, or XML. The user can then either run the report immediately or save the selections as a template and schedule when it should run. The completed report can be picked up from the user's reports page by using their browser in the GeoH portal.				
IN016	4000	1	The solution should have the ability to notify users of system maintenance and other information approved to be distributed by the Department.	Hardware and Infrastructure
For scheduled maintenance, DHHR and EVV Solution users will be notified of outages via email at least forty-eight (48) hours prior to scheduled maintenance that may cause downtime. Scheduled maintenance normally occurs in the time window of 9 PM ET to 5 AM ET when traffic is typically lower. GeoH will work with DHHR to compile and maintain a distribution list for where these notifications should be sent. For unscheduled downtime, or in instances where service or maintenance needs to occur outside of the normal hours, GeoH will work with DHHR on an agreed upon time and notification process. The maintenance procedures and notification processes will be documented in the EVV System Design and Customer Care Plan delivered to DHHR.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN017	4400	1	The Vendor should manage, track, and report on user support services via multiple channels, including:	Hardware and Infrastructure
IN018	4401	2	Telephone	Hardware and Infrastructure
IN019	4402	2	Member portal	Hardware and Infrastructure
IN020	4403	2	Email	Hardware and Infrastructure
IN021	4404	2	Mail	Hardware and Infrastructure
<p>GeoH’s support services will track, manage, solve and report on user support services and issues using a JIRA ticketing system. Once GeoH is notified, a ticket is created for tracking support service through the workflow. This ticketing system is agnostic on the type of initial contact-telephone, email, portal or mail-and follows the support service from contact to solution to include length of time ticket is open, if escalation of support service was required, any and all interaction with the user, and the resolution. These data points will be converted to a report to look for similarities in technical opportunities, training needs, or need for communication enhancement.</p>				
IN022	5215	1	The Vendor should provide investigative results inclusive of mitigation measures to address reported incidents within 30 days of the documented incident.	Hardware and Infrastructure
<p>The JIRA ticketing system can be configured per Department guidelines for incident resolution GeoH will maintain a 30-day resolution to all mitigation measures and user support services within our control, and produce monthly reports showing instigative results inclusive of the support service.</p>				
IN023	4177	1	The Vendor should support provider compliance through direct assistance, coaching, technical assistance, and other active outreach activities as requested by the Department.	Hardware and Infrastructure
<p>GeoH’s flexible, customized and comprehensive training approach, utilizing quality and various training formats and materials, provides ongoing training and education and reflects the voice of the client for the life of the contract. This approach has proven to be effective in promoting collaboration and cooperation within the provider community while driving program integrity and cost efficiencies for the State. GeoH will work with the Department on requested outreach programs outside of our current training module.</p>				



Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN024	3998	1	The solution should provide users a description of the minimum hardware and software requirements, installation, maintenance, and enhancement of software based on role and system requirements prior to system updates.	Hardware and Infrastructure
<p>GeoH is a hosted Software as a Service (SaaS) product where the users can access the web portal using a standard browser connection. Since GeoH is a ready to use, hosted SaaS solution, there is no special hardware or software to be installed Our Mobile App functions on both Android and iOS. Users will be notified 48 hours prior to any software maintenance or enhancement to system updates. As GeoH includes redundant server and network capacity, it is designed to allow most system updates and maintenance to be performed without user impact.</p>				
IN025	4499	1	The solution should allow users to schedule and modify system events as requested by the Department.	Hardware and Infrastructure
<p>GeoH's solution is configurable and allows users with role access to modify elements as requested. The Department would define which users needed that access. Those users with access then could schedule or modify system events.</p>				
IN026	4408	1	The Vendor should provide a technical support call center located within the contiguous United States.	Hardware and Infrastructure
<p>GeoH utilizes a technical support call center located in Indianapolis, Indiana at 8801 N Meridian Street, STE 209, Indianapolis, IN 46260.</p>				
IN027	4450	1	The solution should document call information, as agreed upon by the Department.	Hardware and Infrastructure
<p>Currently a JIRA ticketing system is utilized at the call center for documentation, though GeoH confirms they will collaborate with the Department for documented information.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN028	4410	1	The technical support call center hours of operation should be Monday through Friday, from 9:00 a.m. to 6:00 p.m. Eastern Time (ET) and on an emergency basis as requested by the Department. The call center may be closed for standard federal holidays and West Virginia State holidays,	Hardware and Infrastructure
The call center hours of operations are currently 7:00 am to 8:00 pm Eastern Time (ET), Monday through Friday. In addition, there is a support email that is monitored by the call center as well as development. GeoH confirms that it will work with the Department to establish "Emergency Standards" which would necessitate additional labor.				
IN029	4412	1	The Vendor should return all after-hour calls by the next business day, in the caller's preferred language and/or through oral interpretation services. (Reference: <a href="https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html">https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html</a> )	Hardware and Infrastructure
The call center SOP states calls are returned within 24 hours or a reason code must be used on the JIRA ticket for audit and explanation. Per HHS 1557, as well as Notice and Statement of Nondiscrimination documents, the calls will be returned in the caller's preferred language.				
IN030	4415	1	The Vendor should provide functionality to manage calls to the Technical Call Center including, but not limited to:	Hardware and Infrastructure
IN031	4922	2	Creation of tickets	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN032	4923	2	Editing existing tickets	Hardware and Infrastructure
IN033	4924	2	Sorting of call center ticket information	Hardware and Infrastructure
IN034	4925	2	Filtering of call center tickets or electronic records	Hardware and Infrastructure
<p>GeoH’s call center solution utilizes Jira, Atlassian. Some of the benefits of Jira include you can use default or customized workflows to meet the needs and the schedule of your project or team, even with frequent releases. Jira’s mobile-capable programs can scale to match the size of your team and your project, with customizable fields and boards. It also Builds in the appropriate SLA metrics for each customer so that critical issues are prioritized and highlighted automatically to fulfill SLA requirements. And Jira allows for Create custom queues for your team so that important tickets are easily pushed to the fore. Ready-made automation and workflows expedite frequent tasks, but you can also customize rules and workflows. Jira Query Language (JQL) allows sophisticated issue searches to help IT and support teams stay up to date with critical issues.</p>				
IN035	4416	1	The Vendor's Technical Call Center should have the ability to track data including, but not limited to:	Hardware and Infrastructure
IN036	4417	2	The caller	Hardware and Infrastructure
IN037	4418	2	The question(s) and/or issue(s)	Hardware and Infrastructure
IN038	4419	2	The Vendor staff responding to the ticket	Hardware and Infrastructure
IN039	4420	2	The date(s)	Hardware and Infrastructure
IN040	4421	2	The time(s)	Hardware and Infrastructure
IN041	4422	2	The status (opened or closed)	Hardware and Infrastructure
IN042	5217	2	Problem resolution	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The Jira solution and customer care plan has a workflow that begins with initial contact. The person answering the call is logged along with the time and date of the interaction. The caller's information (name, role to include member, direct care worker, provider, program, payer and the Department) is gathered and logged. The questions or issues prompting the call are recorded and a workflow began. The question or concern is then triaged through the system from initial contact, through Tier 1, Tier 2 and potential escalation to IT Director and development. At every contact point, the person, time and date of the person interacting with the caller is logged. The status of the ticket remains open until a resolution/solution is reached and the ticket is then closed.</p>				
IN043	4431	1	The Vendor's Technical Call Center should have the ability to repeat call options automatically.	Hardware and Infrastructure
<p>GeoH confirms that the call center has an auto attendant on the contact phone line which if no one answers, will repeat call options.</p>				
IN044	4437	1	The Vendor should maintain sufficient staff and telephone lines to perform all required technical support call center functions.	Hardware and Infrastructure
IN045	4798	1	The solution should use automated menus, including an easily accessible option for reaching a live operator.	Hardware and Infrastructure
<p>For IN043 and IN045, the automated attendant will repeat the options and clearly explain the process for reaching a live operator by pressing a specific key on the telephone.</p>				
IN046	4901	1	The solution should provide assistance to inquiries received from persons who require special assistance including, but not limited to:	Hardware and Infrastructure
IN047	5031	2	Persons with Limited English Proficiency (LEP)	Hardware and Infrastructure
IN048	5032	2	Persons with vision disabilities	Hardware and Infrastructure
IN049	5033	2	Persons with hearing disabilities	Hardware and Infrastructure
IN050	5034	2	Persons with speech disabilities	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Call center operations will do everything possible to accommodate those with unique challenges calling into the facility. With LEP, HHS 1557 will be the standard operating procedure, and as available, the callers preferred language utilized. Persons with vision disabilities should have no issues with working with the call center. Hearing disabilities can be addressed by either TTY telephone availability or directed to the email assigned for customer support which acquires the same information as would be gained from a caller. Persons with speech disabilities would be based on the caller's comfortability. They will have their choice of calling in or utilizing the support email address to have their issue address.</p>				
IN051	4885	1	The solution should include an online option for users to report any technical problems.	Hardware and Infrastructure
<p>The solution and call center offer an online option for support through <a href="mailto:support@gogeoh.com">support@gogeoh.com</a>. The SOP for email support is to respond to email responses same day. The online email also collects the same information as the call in regarding who the caller is, what day and time the email was sent, and what the question or issue is.</p>				
IN052	5190	1	The Vendor should ensure the solution components that are web based have cross-browser compatibility over the life of the contract and support software utilization in the current version and two (2) prior versions at a minimum for the following browsers including, but not limited to:	Hardware and Infrastructure
IN053	5191	2	Microsoft Edge	Hardware and Infrastructure
IN054	5192	2	Apple Safari	Hardware and Infrastructure
IN055	5193	2	Google Chrome	Hardware and Infrastructure
IN056	5194	2	Mozilla Firefox	Hardware and Infrastructure
IN057	5195	2	Microsoft Internet Explorer	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
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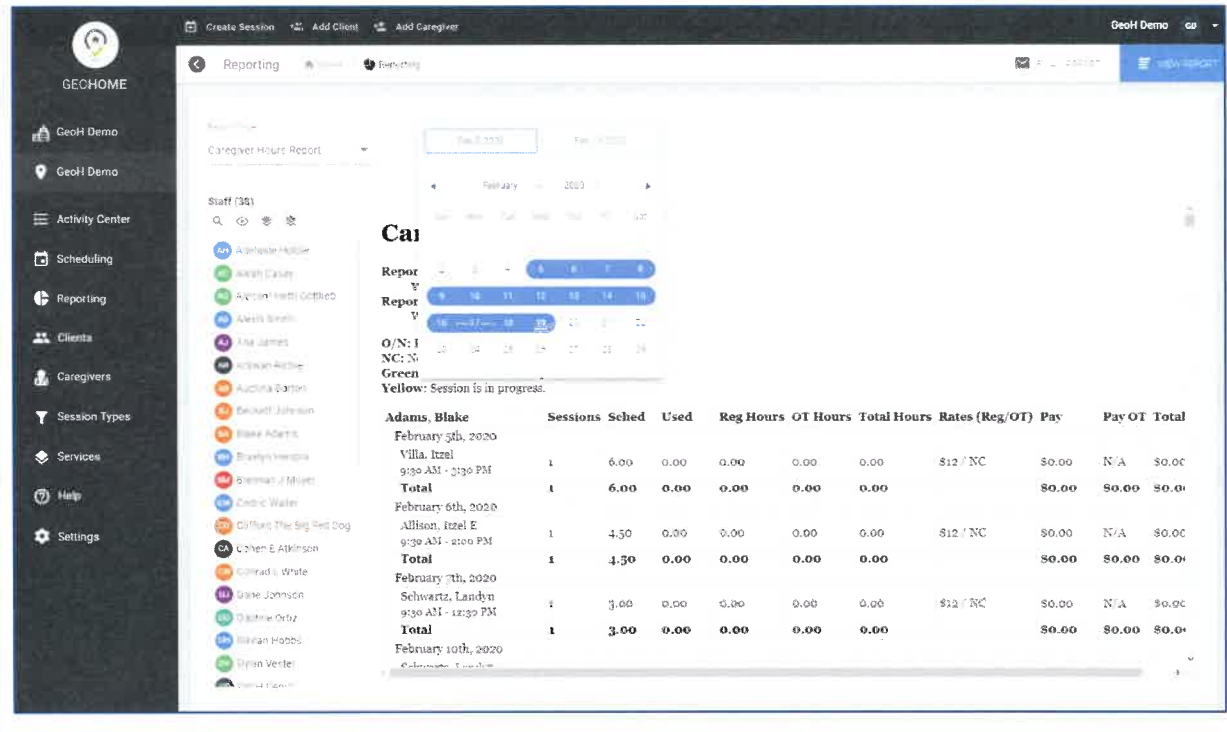
GeoH's solution supports new browser technologies including Edge, Safari, Chrome, and Firefox. These browsers support modern development and technologies without rendering issues. GeoH's solution is not supported fully on Internet Explorer. The web rendering is offset and re-cues the user interface and experience. As a note of interest, Microsoft stopped supporting Internet Explorer from two versions ago. Additionally, they have a roadmap to continue to just support the most recent version, and a singular historical one.

IN058	4819	1	The solution should incorporate a non-restrictive environment for experienced users to directly access a screen or to move from one screen to another without reverting to the menu structure.	Hardware and Infrastructure
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GeoH's solution is intuitive so experienced users will seamlessly move within the system and between screens without consistently reverting to the home page. The workflow and user interface/experience are built for average usages so advanced users will flow quickly through the system.

IN059	4820	1	The solution should generate drop-down lists to identify options available, valid values, and code descriptions by screen field.	Hardware and Infrastructure
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GeoH's solution has drop menus to showcase data elements (date ranges, report type, member selection, and many others), and a search function that allows the user to search via descriptions, values, or element identity.



Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
IN060	4835	1	The Vendor should provide web applications that satisfy the Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0 developed by the World Wide Web Consortium (W3C), as detailed at: <a href="http://www.w3.org/TR/WCAG10/full-checklist.html">http://www.w3.org/TR/WCAG10/full-checklist.html</a> .	Hardware and Infrastructure
GeoH confirms that it's web applications either currently do, or if new integrations need built, will conform to Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0.				
IN061	4838	1	The solution should have the ability to include secure and public facing tabs for the web portal.	Hardware and Infrastructure
The web solution has an outward tab for announcements and information which is public facing and does not require a login and password. There is also a login for users who require access to the secure information which requires authorizations and role assignment.				
IN062	4845	1	The solution should have the ability to utilize an authentication process to handle multiple layers of security levels as requested by the Department.	Hardware and Infrastructure
As requested by the Department additional authentication can be added if it is deemed warranted. Currently a unique username and password would allow access to the role assignment for the user. Adding a two-factor authentication (secret question, SMS code or email with additional login key date) can be discussed with the Department for higher level user roles within the GeoH system.				
IN063	4853	1	The solution should have the ability to provide self-service password resets and mask the display of passwords at the sign-on screen when the user enters the portal.	Hardware and Infrastructure
The GeoH solution currently supports self-service password resets through email or SMS notifications. Additionally, users at least a level higher in role permissions can reset the user's password, and require them to change it upon first log-in. Passwords are masked at login without an option to show them while logging in.				
IN064	4854	1	The solution should have the ability to mask the display of passwords at the sign-on screen when entered by the user.	Hardware and Infrastructure

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Passwords are never displayed in the GeoH solution at any point unless the user is manually changing the current password while in the system. Once the user has manually changed their password, it once again is masked in their edit screen.</p>				
IN065	4882	1	The Vendor should ensure that web portal field definitions comply with system field definitions.	Hardware and Infrastructure
<p>GeoH confirms that it's web-based portal definitions which allow the system to function properly are only partially configurable by the user, and never to the extent that functionality is jeopardized. The system at a hierarchal level dictates database system defined fields and they are not definable by the user.</p>				
IN066	4833	1	The Vendor should, for the web portal, provide Internet security functionality to include firewalls, intrusion detection, and encrypted network/secure socket layer (SSL).	Hardware and Infrastructure
<p>GeoH's system secures information through a series of measures including encryption, firewalls, and web access firewalls (WAF) deployed to prevent, impede, delay or disrupt access to the data. Encryption of data at rest is currently being enhanced to make the data unintelligible or unusable. Data used by the GeoH mobile app is encrypted and stored only long enough to be securely transmitted back to the servers. Data in flight through our web services and website is protected by SSL with TLS 1.2 encryption as is activity within our network, in addition to network scanning and intrusion detection.</p>				
IN067	5010	1	The Vendor should provide and maintain a secure data storage solution that includes encryption of data in transit and encryption of data at rest.	Hardware and Infrastructure
<p>GeoH's EVV was built from the ground up to assure that privacy and security is maintained according to the standards of HIPAA and HITECH. The application includes data scoping controls to redact data specific users should not see, as well as role-based security controls on access to system functions and resources. The GeoH solution employs NIST recommended encryption on data in transit (Transport Level Security 1.2) and data at rest (256-bit AES). Our data storage solution is in an encrypted cloud-based solution (Azure).</p>				

Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM001	4230	1	The solution should authenticate all users when establishing a connection to the solution.	Security Management
<p>The first step for all users attempting to access a connection to the solution must authenticate through the correct input of their unique username and password. Their device has also been registered and validated against their role, which is an additional level of authentication. GeoH confirms it is still dedicated to working with the Department to determine if an additional two-factor authorization is warranted, and if so, to implement.</p>				
SM002	3972	1	The solution should have the ability to automatically generate a unique user identification during the registration process for new users enrolling in the program.	Security Management
<p>With GeoH's web-based solution and Mobile app, an option occurs to automatically generate a unique username and password that is securely sent to the new user. This can happen not only during registration, but also at any point while the solution is functional and used by the user.</p>				
SM003	3975	1	The solution should have the ability to assign a new unique user identifier (ID) for an existing user.	Security Management
<p>GeoH's solution can create a new unique identifier for an existing user, as well as link them to a separate user group. It was discovered that direct care workers occasionally work for multiple providers at once. Additionally, some providers have multiple agencies. A "linked account" allows the user to seamlessly switch back and forth between accounts while maintaining the data integrity of each individual unit or role.</p>				
SM004	4772	1	The solution should use a secure file transfer protocol (i.e. SFTP, etc.), secure web interface, or other industry-standard electronic means (such as Gentran, Connect: Direct, or equivalent) or encrypted media to transfer files as approved by the Department.	Security Management
<p>GeoH's solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA. GeoH also confirms willingness to work with the Department regarding approval of file transfer protocol.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM005	4224	1	The solution should warn the user about accessing US Government Federally protected data and allow the user to confirm and proceed with such actions.	Security Management
GeoH affirms that it does not acknowledge this security management currently but confirms it will incorporate this aspect prior to implementation and go-live of the system.				
SM006	4244	1	The Vendor should provide a secure web-based method to receive requests for authorization to access the solution.	Security Management
<p>GeoH provides four methods of electronic non-voice transmission of personal information both in and out of the system. All four use SSL TLS 1.2 certificate-based encryption to safeguard the security of electronic transmission. Facsimile is not a feature in GeoH today.</p> <p>GeoH File Gateway – GeoH provides a secure SFTP file gateway, particularly for large files, where users can drop files for processing, and subsequently pick up a file with processing results and any error messages. For example, File Gateway would be used for Claims Aggregation which supports importing of EVV information from approved Third Party EVV solutions.</p> <p>GeoH JSON/REST API – GeoH includes a set of secure web service APIs where registered users can log in and transfer data packets in real time. APIs provide a success/failure response and include any applicable error messages.</p> <p>Web Portal File Upload/Download – For smaller files uploaded by users such as agency providers, the secure GeoH web portal will accept files, and subsequently provide processing results for pickup. GeoH also provides listing reports in Excel or CSV format that can be used to download EVV visit information</p> <p>Standard Reporting Exports – All standard parameterized reports can be exported to the following formats: CSV, Excel, PDF, and XML and are distributed through the GeoH website.</p>				
SM007	4246	1	The Vendor should provide Single Sign-On (SSO) capability for authentication and authorization across the solution.	Security Management
GeoH currently supports Single Sign On for the web-based and mobile app. The unique login names and password are supported on both products.				
SM008	4254	1	The solution should provide Department-approved multi-factor authentication for Vendor remote access to solution environment or their contractors, if applicable.	Security Management



Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The Department will have the option of approving multi-factored authentication for vendor remote access. GeoH confirms understanding and agreement to the security management concern of our SaaS based product hosted in a redundant cloud-based environment. GeoH’s vendor access will additionally be regulated through internal protocols outlining which development group has access to the Departments environment, which would be autonomous of other environments.</p>				
SM009	3977	1	The solution should use role-based access for data and system functionality.	Security Management
<p>GeoH currently has internal controls for role functionality for system environment. In the web-based environment, it is partitioned by user interface/experience, feature development, database management/DevOps and release management. The mobile app consists of user interface/experience, feature development, database management, and app release to the Apple and Play stores for holistic releases. Each development group functions independently and collaboratively. Releases are controlled through release pipeline and must have Vice President of Technology of approval to finalize release to production.</p>				
SM010	3978	1	The solution should have configurable roles by state plan and waiver program that may be created and modified by the Department through a change request as outlined in the Department approved Change Management Plan.	Security Management
<p>GeoH’s architecture has configurable roles to allow for any change to state plan or waiver program. Every state GeoH functions in note differences in their business rules, waiver program regulations, workflow mandates, and communication format.</p> <p>The integration with eMOMED in Missouri as their MMIS is specific to Missouri alone. GeoH developed a specific role for those Missouri companies to allow access to the integration and a functional change with data reporting to match the eMOMED data transfer requirements.</p> <p>GeoH also developed a multi role-based rule for state plan and waiver plans to solve a provider’s issue with locations in multiple states. Those differences are accounted for within the role assigned to each location while the company can see the overview of the entire business or drill down to a specific location.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM011	3983	1	The solution should have the ability to record specific access by users to confidential personal information (CPI) contained within the solution. The mechanism should record the following data elements and allow a role-based user to search this log for matching criteria to discern what was accessed including, but not limited to:	Security Management
SM012	5043	2	Username	Security Management
SM013	5044	2	Date of access	Security Management
SM014	5045	2	Time of access	Security Management
SM015	5046	2	Name of Individual (First and Last) whose confidential personal information (CPI) was accessed	Security Management
SM016	5047	2	Name of computer system used to access confidential personal information (CPI)	Security Management
SM017	5048	2	Query/Transaction used	Security Management
SM018	4082	1	The solution should provide users role-based access to reporting functionality.	Security Management
SM019	5218	1	The solution should allow correspondence to be viewed based on role-based access.	Security Management

In GeoH's solution users are individually registered and functional rights and roles are assigned to their login credentials. Users are data scoped to see only relevant data they are given permission to see. Each login is owned by ONE user and security authentication methods are used such that only the user has the control of their security credentials. All transactions that add or change GeoH data are fully audited as to the nature of the change, the user that made the change, and when the change was made. In the GeoH audit log, creation and update date/times, the name derivative for how the system was accessed, and the user making the change are shown on all records. A summary of these changes is available on each detail record (authorizations, claims, etc.) on the GeoH web, so that a user can identify recent activity and investigate. The access associated with the individual login will offer report functionality and correspondence associated with their role specifically.

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM020	4664	1	The solution should allow authorized users to remove view or edit access rights to any data fields or data elements within the solution based on user role.	Security Management
GeoH's solution would allow for an individual to be assigned a new role with a higher or lower level of access by a master administrator within the Department. If there would be a need to increase or decrease visibility and access into the system for the role holistically, this process would require a ticket created as part of the agreed upon Change Management Plan, as that would be a core system element.				
SM021	4229	1	The solution should provide role-based security through various methods, including, but not limited to:	Security Management
SM022	5052	2	Unique identifiers (IDs)	Security Management
Users are assigned unique identifiers through their role based user Id's and passwords.				
SM023	5053	2	Mandatory password standards and policies for length, character requirements, and updates for all users as defined within National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines, or equivalent. <a href="https://doi.org/10.6028/NIST.SP.800-63-3">https://doi.org/10.6028/NIST.SP.800-63-3</a>	Security Management
GeoH's solution falls within all requirements of National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines to include the following: <ul style="list-style-type: none"> <li>• 8 character minimum when an individual sets it</li> <li>• 6 character minimum when set by a system/service</li> <li>• Support at least 64 characters maximum length</li> <li>• All ASCII characters (including space) should be supported</li> <li>• Truncation of the secret (password) shall not be performed when processed</li> <li>• Check chosen password with known password dictionaries</li> <li>• Allow at least 10 password attempts before lockout</li> <li>• No complexity requirements</li> <li>• No password expiration period</li> <li>• No password hints</li> <li>• No knowledge-based authentication (e.g. who was your best friend in high school?)</li> <li>• No SMS for 2FA (use a one-time password from an app like Google Authenticator)</li> </ul>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM024	5054	2	Profile or group access assignments	Security Management
SM025	4235	1	The solution should provide a mechanism to limit access to information based on user roles and program rules.	Security Management
SM026	4236	1	The solution should provide role-based access to all system components and control access through various methods, including, but not limited to:	Security Management
SM027	5055	2	Blocking specific window or screen access	Security Management
SM028	5056	2	Blocking specific report views or analytics	Security Management
SM029	5057	2	Restrict data elements	Security Management
SM030	5058	2	Restrict viewing of specific members	Security Management
SM031	5059	2	Limit access to other fields within the system as determined by the Department	Security Management
<p>In GeoH's solution users are individually registered and functional rights and roles are assigned to their login credentials. Users are data scoped to see only relevant data they are given permission to see. Each login is owned by ONE user and security authentication methods are used such only the user has the control of their security credentials. The Department would approve role access and permission access on a hierarchal level. The user's role defined unique identifier would then limit the user's access and view from data elements including members, reports and analytics, and windows/screens/tabs.</p>				
SM032	4237	1	The solution should update all security roles automatically when a change in the master role is made.	Security Management
<p>Any alteration of the master file within GeoH's synchronous relationship database or architecture would result in the change updating through the system. Following the Change Management Guidelines, GeoH would update the master file at the Departments request.</p>				
SM033	4238	1	The solution should allow user access and role changes to be made in real-time.	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
When a user has their role changed and it is saved with GeoH's system, it is pushed through the entire system and becomes effective immediately once the change is recorded in the database (real-time).				
SM034	4240	1	The solution should have the ability to restrict concurrent logons.	Security Management
Currently a user could login to both the web and mobile simultaneously. GeoH affirms that if required by the Department after discussion, for DHHR this could be a business rule that only one login across the system be allowed at any given time.				
SM035	5167	1	The solution should have the ability to configure the timeout requirements for each system environment and user role.	Security Management
Within the system currently, a token is issued for the login that has a shelf life. As the Department will assist in defining and approve role access, setting timeout requirements per role would be implemented simultaneously.				
SM036	4204	1	The solution should have the ability to create multi-level escalating alerts for Department-defined events.	Security Management
SM037	4207	1	The solution should identify the recipients of alerts by alert type and user role.	Security Management
Automated alerts are sent via email to specified recipients. Support coordinators, provider agencies, emergency back-up workers or State staff may be registered to be notified that a critical service has not been delivered. For example, GeoH can be configured so that only Providers receive late alerts whereas care managers, State staff or others could be notified of missed alerts only. GeoH is easily configurable to setup multi-level escalating alerts for late or missed visits as needed by the Department.				
SM038	3990	1	The solution should have the ability to allow the Department to define which edits and rules may be overridden within the solution by the direct care worker or provider agency and how the solution will respond with warnings, alerts, or denials of the requested user action.	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH's current solution does not allow a direct care worker to override any edit or rule. They can notate events as an occurrence, but not override. Providers can make edits within the system (in and out time, service delivery), but these are notated in the activity log and audit trail. The provider would also be prompted to be explain the occurrence within the exception report. The Department will set specific parameters around what is and what is not permissible for edits or change, and those rules would be integrated in the exception report with correlating warnings that escalate to include denials of action.</p>				
SM039	4319	1	The solution should utilize a Security Information and Event Management (SIEM) solution that generates alerts for events. Copies will be made available to the Department, including, but not limited to:	Security Management
SM040	5060	2	Alert generation for attempts to access unauthorized databases from internal and external systems	Security Management
SM041	5061	2	Monitoring and reporting of events on an ongoing basis	Security Management
<p>The software collects and aggregates log data generated throughout the organization's technology infrastructure, from host systems and applications to network and security devices such as firewalls and antivirus filters. The software then identifies and categorizes incidents and events, as well as analyzes them.</p> <p>The software delivers on two main objectives, which are to:</p> <p>Provide reports on security-related incidents and events, such as successful and failed logins, malware activity and other possible malicious activities and send alerts if analysis shows that an activity runs against predetermined rulesets and thus indicates a potential security issue.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM042	5156	1	The Vendor should provide a report outlining applicable National Institute of Standards and Technology (NIST) SP 800-53 moderate security control responsibilities (reference: <a href="https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf">https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf</a> ) noting which security controls are implemented and/or inherited by the Vendor, implemented by the Department, or shared by both parties. This report should be maintained by the Vendor and outline the following information, including, but not limited to:	Security Management
SM043	5157	2	Non-compliant and required security and privacy controls	Security Management
SM044	5158	2	Applied mitigations	Security Management
SM045	5159	2	Plan to correct deficiencies	Security Management
<p>GeoH’s solution is built, delivered, and managed on industry best practices and standards including NIST SP800-53 and the update NIST SP800-53.4. GeoH affirms that upon selection, a complete matrix report will be generated and maintained throughout the contract to encompass non-compliant and required security and privacy controls, their applied mitigations and any agreed upon deficiencies correction plan. This report will detail ownership of each element and be agreed to by GeoH and the Department.</p>				
SM046	4572	1	The solution should maintain a list of users and owners of each stored report.	Security Management
<p>All users are maintained within the system through the use of the unique login and password. The activity of each user from report generation to page view is kept within the audit log.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM047	4573	1	The solution should retain and maintain access to reports as specified by the Department's Retention Policy. (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management
GeoH confirms that it will retain and maintain access to reports to meet the six-year Federal fiscal retention requirement.				
SM048	4568	1	The solution should allow, initially, up to fifteen (15) State users to create ad hoc reports. Additional users should be added at no additional cost to the State.	Security Management
GeoH's architecture will allow as many State users as necessary, with no additional charge incurred.				
SM049	4590	1	The solution should track and store detailed information regarding all reporting requests, including, but not limited to:	Security Management
SM050	4591	2	Who requested the information	Security Management
SM051	4592	2	Date of request	Security Management
SM052	4593	2	Time of request	Security Management
SM053	4594	2	What data the report included	Security Management
SM054	4595	2	Report storage upon completion	Security Management
The audit log and activity center built into the architecture of GeoH tracks all reporting inquiries including who and when it was requested. The data elements of the request also are retained to show what result was reported to the query.				
SM055	4757	1	The solution should generate a periodic report of upcoming user account terminations on a schedule approved by the Department.	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH's solution allows for a deactivation of an account which precludes the user from accessing the system any further. The account details are retained within the audit log and the system. The Department can either at their discretion or by providing GeoH with a list, deactivate a user's account at whatever frequency best fits the business rules and needs.</p>				
SM056	4801	1	The solution should maintain a record of all Integrated Eligibility Solution (IES) member information accessed.	Security Management
SM057	4802	1	The solution should maintain a record, including an audit trail, of all manually entered data queries by user, communications, and report distributions.	Security Management
<p>GeoH maintains through the audit log and activity center a record of all reports and actions that occur. Any information accessed or manually entered is noted within the audit log and activity center to include what data was accessed and by what user. And correspondence or distributions are noted as to date of occurrence and distribution list.</p>				
SM058	5275	1	The Vendor should supply, on an annual basis, a report of the results of all security, privacy, and risk assessments, including all tools used, and an action plan detailing the approach for remediation of security risk vulnerabilities. Data and testing results, including reports, should be retained for 10 years per CMS guidelines.	Security Management
<p>GeoH will provide a report detailing all NIST and CMS standards. The report will contain information on auditor, auditor methodologies, audit findings, and remedies against any and all infractions that might occur. All information will be maintained by GeoH through the life of the contract and turned over to the Department for ownership if the retention guidelines outlives the contract.</p>				
SM059	4228	1	The solution should log manual overrides and report on them at timed intervals determined by the Department.	Security Management
<p>GeoH records all activities real time in the audit log and activity center. The Department will always have access to this information as it occurs. The Department can set user role access to limit visibility as the Department deems.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM060	4249	1	The solution should create a log of access attempts and generate a monthly user lock out report to the Vendor's security management team and to the Department, upon request.	Security Management
GeoH's audit log tracks every login attempt within the audit log. A monthly report will be reviewed and analyzed by GeoH and sent to the Department at their request.				
SM061	4281	1	The solution should have the ability to provide authorized requestors a report containing the security profile for an individual or role.	Security Management
An authorized user will, at any time required, have access to all individual profiles. As the Department will collaborate on role definition, that static document will be archived and accessible.				
SM062	4300	1	The solution should monitor, detect, and report impermissible use or disclosure under the Privacy Rule that compromises the security or privacy of the protected health information.	Security Management
The solution has built in PII protection through role-based access. Any attempt within the system where HIPAA standards are compromised would immediately be flagged and investigated.				
SM063	4301	1	The Vendor should conduct annual penetration testing of the solution and provide results to the Department within 30 days of completion.	Security Management
<p>Penetration standards will be conducted annually, and the findings provided to the Department within 30 days of the conclusion of the exercise. Element of the testing will include:</p> <ul style="list-style-type: none"> <li>• Pre-engagement interactions</li> <li>• Intelligence gathering</li> <li>• Threat modeling</li> <li>• Vulnerability analysis</li> <li>• Exploitation</li> <li>• Post-exploitation</li> <li>• Reporting</li> </ul>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM064	4303	1	The Vendor should provide all incident reporting to the Department immediately upon discovery per Department guidelines.	Security Management
All security incidents will be reported to the Department immediately upon discovery, and constant communication will be maintained until the issue is resolved.				
SM065	4469	1	The solution should be able to redact information contained in any form, correspondence, or report and save the redacted version as a new file.	Security Management
Role-based user access, data scoping and content redaction is used throughout the GeoH solution as a design practice to limit data exposure of member and provider information to only those elements required to perform a specific user job role or function per NIST 800-66 section 4.14 access control rules.				
SM066	4488	1	The solution should allow users to override and change pre-populated information in forms, when appropriate.	Security Management
System-wide forms which are prepopulated per Department requirements will require a service ticket submitted prior to data fields being altered. This would only pertain to standardized data fields with static input. Fields where data may be altered by business rules will remain open to data input.				
SM067	4524	1	The solution should maintain an inventory and store all system-generated correspondence based on Bureau for Medical Services' (BMS) Retention Policy (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management
GeoH maintains all records in a cloud-hosted solution. Correspondence will remain stored per the BMS retention policy.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM068	4722	1	The solution should ensure that data, including hard copy documents, are retained, stored, imaged, archived, and protected from destruction. All data should be available according to Department and federal requirements, and in accordance with the Department's Data Retention Policy (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management
All data created within the system or stored for business reasons will remain available per Department and Federal guidelines. Users with role-based permission will have access at any time. No data will be destroyed in any capacity during the mandated retention period, with an option for the Department to import all data at the end of the period or contract life, whichever occurs first.				
SM069	4723	1	The Vendor should ensure that hard copy documents are retained, stored, imaged, archived, and destroyed in accordance with applicable federal requirements and in accordance with the Department's Data Retention Policy (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management
The GeoH system employs no hard copy documents, and as such, this is not applicable to the solution. GeoH will confirm that if that would change in the future, all hard copy files will be retained for the mandated time period and destroyed as appropriate.				
SM070	4660	1	The solution should prevent certain decisions and fields from having the ability to be overridden by users.	Security Management
The solution has pre-populated fields that cannot be overridden without a ticket request from the Department to technical support.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM071	4837	1	The Vendor should ensure that information captured via the web portal meets the relevant data management specifications, including, but not limited to, access, inquiry, update, retention, and archival.	Security Management
GeoH's solution utilizing role-based permission will adhere to all data management specifications. Users will be able to access and search data element based on permission, with those actions recorded in the audit log and activity center. The retention and archiving of the information conforms to Department standards.				
SM072	4844	1	The solution should have the ability to display and require the user to accept web-site terms of agreement when entering the web portal.	Security Management
Terms and service agreements are built into initial log-in with unique identifier. That agreement is logged as accepted and archived against the user's information.				
SM073	4846	1	The solution should have the ability to establish user access to predefined Department levels including, but not limited to:	Security Management
SM074	5016	2	Page level	Security Management
SM075	5017	2	Field level	Security Management
eSM076	5018	2	Data element level	Security Management
As previously stated, role-based permissions limit access to data elements and page views within the system. The Department will set the limits or permissions and function contiguously through the system.				
SM077	4847	1	The Vendor should provide a public facing website that provides access to a secure portal including, but not limited to:	Security Management
SM078	4848	2	Instructions on how to use the secure site	Security Management
SM079	4849	2	Site map	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM080	4850	2	Contact information	Security Management
<p>GeoH's web-based solution is public facing with a secure login for users. Standard web development practices and user interface principles have been included including site map, login instructions for secure site and contact information for both the Department representative, email for support, and GeoH technical support.</p>				
SM081	4851	1	The solution should have the ability to send users their initial auto-generated password via email and require that they change their password upon their next sign-on.	Security Management
<p>The solution allows for an email or SMS based notification of an auto-generated link for new users that includes a temporary password. At login, the user is prompted to change the temporary password which adheres to standard password security protocols as mentioned.</p>				
SM082	4856	1	The solution should have the ability to require qualifying information to access system records via the web portal including, but not limited to:	Security Management
SM083	5021	2	Provider number	Security Management
SM084	5022	2	Prior authorization number	Security Management
SM085	5023	2	Medicaid ID number	Security Management
SM086	5024	2	Date of service	Security Management
SM087	5025	2	Claim number	Security Management
<p>GeoH has two protocols for access to member and provider information. Role based permissions at the Department level limit access to claim data based on granted access. For Department roles, one of the data elements of the claim from provider to member information, would be required to perform the search. At the provider level, their access would be limited to the members of which they have a prior authorization. The methodology allows for specific or parameter-based inquiries.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM088	4755	1	The solution should allow a system administrator to reset user passwords.	Security Management
Based on role permission, Solution administrators can reset credentials and notify the user via email or SMS and require a password change upon login. Providers have the same ability within their organization for their administrative staff and direct care workers.				
SM089	4756	1	The solution should allow users to change their passwords on demand.	Security Management
GeoH allows users to change their passwords and username. The new information is retained in the audit log and integrated with their account and old credentials.				
SM090	4852	1	The solution should have the ability to set and adjust password expiration dates.	Security Management
Per NIST 800-63, password expiration limits are not currently enforced. GeoH affirms, that upon selection and Department request through the Change Management policy, limits can be enforced.				
SM091	5226	1	The solution should have the ability to warn the user that the Caps Lock is on when entering sign-on passwords.	Security Management
GeoH utilizes the user's machine capability to warn that the Cap Lock is on during the log-in process.				
SM092	4231	1	The Vendor should establish an expiration schedule for system component required passwords to minimize system or user disruption.	Security Management
GeoH system component passwords exist with the synchronous rational database. A change within the system would implement immediately across the system with no disruption. The Department would be immediately notified of any global change in password that affected their operations with impacted roles notified.				
SM093	4232	1	The solution should store passwords in encrypted form. The Advanced Encryption Standard (AES) 256-bit standard or equivalent should be used. (Reference: <a href="https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf">https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf</a> )	Security Management
GeoH's solution employs NIST recommended encryption on data in transit (Transport Level Security 1.2) and data at rest (256-bit AES).				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM094	4234	1	The solution should enforce password policies for length, character requirements, and updates for all users as agreed upon by the Department	Security Management
<p>GeoH currently employs NIST 800-63 standards for passwords including:</p> <ul style="list-style-type: none"> <li>• 8 character minimum when a human sets it</li> <li>• 6 character minimum when set by a system/service</li> <li>• Support at least 64 characters maximum length</li> <li>• All ASCII characters (including space) should be supported</li> <li>• Truncation of the secret (password) shall not be performed when processed</li> <li>• Check chosen password with known password dictionaries</li> <li>• Allow at least 10 password attempts before lockout</li> <li>• No complexity requirements</li> <li>• No password expiration period</li> <li>• No password hints</li> <li>• No knowledge-based authentication (e.g. who was your best friend in high school?)</li> <li>• No SMS for 2FA (use a one-time password from an app like Google Authenticator)</li> </ul> <p>GeoH affirms it will work with the Department if additional policies are warranted.</p>				
SM095	4241	1	The solution should allow self-service password resets.	Security Management
<p>GeoH currently supports self-service password recovery on both the web-based solution and Mobile app. Password recovery utilizes an email or phone number stored and associated to the user.</p>				
SM096	4243	1	The solution should send system-generated email notifications of password change events and expiration warnings at Department approved intervals.	Security Management
<p>GeoH would work with the Department to establish password expiration standards and then send system wide notifications to the users preferred version of message receipt. Currently, passwords do not have expirations per NIST guidelines.</p>				
SM097	4242	1	The Vendor should deactivate all system access for users immediately upon notification of termination, departure, or reassignment.	Security Management
<p>GeoH allows solution administrators at either the Department or provider level to deactivate a user. Once deactivation is selected and saved, the user is immediately locked out of any access to the system.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM098	4248	1	The solution should have the ability to lock out a user after a pre-determined number of unsuccessful login attempts.	Security Management
NIST 800-63 standards state users are allowed 10 unsuccessful attempts prior to lockout. GeoH adheres to this standard.				
SM099	4251	1	The solution should automatically suspend all users who have not accessed the solution within a specified period of time as requested by the Department.	Security Management
GeoH will work with the Department to set the business rule for automatic suspension due to inactivity. As solution administrators can immediately deactivate a user, a parameter would need to be created and implemented to meet this policy.				
SM100	5166	1	The solution should have the ability to close accounts that have been suspended more than a predetermined number of days as requested by the Department.	Security Management
When an account is suspended or deactivated within GeoH's system it is effectively closed. The solution administrator can reactivate if warranted which would allow access, or leave deactivated which does not allow access with no further steps.				
SM101	4252	1	The solution should have the ability to terminate authorized sessions after predetermined time period of inactivity, as requested by the Department, after a warning message is displayed to the user informing them that the session will terminate in an identified period of time.	Security Management
GeoH can auto-terminate a session for inactivity. The Department will need to establish guidelines to which the system will conform. Users will be notified of inactivity at predefined increments, and eventually logged out.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM102	4749	1	The solution should provide three types of controls to maintain the integrity, availability, and confidentiality of protected health information (PHI) data contained within the system. These controls should be in place at all appropriate points of processing as follows:	Security Management
SM103	4750	2	Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring	Security Management
<p>Utilizing NIST SP 800-122 preventive controls for PII would include two aspects:</p> <p>Policy and Procedure Creation:</p> <ul style="list-style-type: none"> <li>• Access rules for PII within the system</li> <li>• PII retention schedules and procedures</li> <li>• PII Incident response and data breach notification</li> <li>• Privacy in the system development SDLC</li> <li>• Limitation of collection, disclosure, use and sharing of PII</li> <li>• Consequences for failure to follow privacy rules of behavior</li> </ul> <p>Awareness, Training and Education</p> <ul style="list-style-type: none"> <li>• Definition of PII</li> <li>• Applicable privacy laws</li> <li>• Restrictions on data collection, storage and use of PII</li> <li>• Roles and responsibilities for using and protecting PII</li> <li>• Appropriate disposal of PII</li> <li>• Sanctions for misuse of PII</li> <li>• Recognitions of security or privacy incident involving PII</li> <li>• PII retention schedules</li> <li>• Roles and Responsibilities in responding to PI-related incidents and reporting</li> </ul>				
SM104	4751	2	Detective Controls: Controls designed to identify errors and unauthorized transactions that have occurred in the system.	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>At a system level, GeoH utilizes role-based permissions to address access rules; security protocols for potential breaches; limited exposure of PII throughout the system to minimize any exposure; and internal controls and warning messages including system access revocation for failure to follow rules of behavior. These elements are audited for continuity and regulation throughout the system. These controls allow PII information to be sorted and retained with limited opportunity for PII breach.</p>				
SM105	4752	2	<p>Corrective Controls: Controls designed to ensure that the problems identified by the detective controls are corrected.</p>	Security Management
<p>Potential defective controls discovered during a PII audit are immediately logged and escalated to the security team for immediate correction. Defective controls which occur through technical or human mechanics are immediately logged, the affected parties notified (including the Department), and corrective action taken.</p>				
SM106	4250	1	<p>Upon login, the solution should inform users of privacy policy, including the logging of users' access attempts to personally identifiable information (PII) and/or protected health information (PHI) and other actions taken within the application that are subject to privacy reporting and disclosure notification, including the legal sanctions imposed for improper disclosure and use to be approved by the Department.</p>	Security Management
<p>The privacy policy and PII responsibilities reside within the Terms of Service Agreement presented to a user upon initial login and require agreement and understanding acknowledgement for access to the system. GeoH confirms it will gain approval of the Department prior to rollout.</p>				
SM107	4295	1	<p>The Vendor should deliver reporting on all unauthorized disclosures of personally identifiable information (PII) and/or protected health information (PHI) immediately upon discovery.</p>	Security Management
<p>GeoH confirms that any unauthorized disclosure of PII or PHI information will immediately be reported to the Department.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM108	4296	1	The Vendor should perform data mapping to identify confidential data and Protected Health Information (PHI) contained in the system, the flow of that data through the system, and where that data resides.	Security Management
GeoH's synchronous relational database is data-mapped to indicate where any PHI information resides. Data is stored only if there is a business reason to store it. GeoH does not accept PII or PHI data that is not relevant to functions and services. Data is encrypted within the system with only permission-based users having access to it.				
SM109	4258	1	The Vendor staff should adhere to all Department security requirements when on-site at Department facilities and as required by the facility's security requirements.	Security Management
GeoH confirms that all the vendor staff will adhere to Department security requirements and protocols while onsite with the Department.				
SM110	4262	1	The Vendor should protect the Vendor's data center location(s) against intrusion at all times and maintain a surveillance alarm system that is linked to a manned monitoring center.	Security Management
GeoH utilizes Azure, a cloud hosted data solution and does not have a physical data center which GeoH controls. Azure is a Microsoft product and protected by their exhaustive security including access request and approval protocol, a monitored and guarded physical location, A security-controlled building entrance, biometrics within the building requiring two factor authentication, and data-center floor security including a full body scan.				
SM111	4263	1	The Vendor should provide the Department access to all facilities to conduct announced and unannounced visits of the Vendor's facilities.	Security Management
GeoH affirms that the Department may conduct any visit of any nature to the corporate office in Indiana. Datacenter visits will require Microsoft approval.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM112	4264	1	The Vendor should maintain a current database of individuals who have access to its facilities and the database should be available for the Department's inspection upon request.	Security Management
GeoH maintains a database of all individuals with access to the company facilities. This database will be made accessible to the Department upon request.				
SM113	3976	1	The solution should have the ability to reassign existing records from one user identifier (ID) to another user ID in the case of fraud, errors, and omissions that affect data integrity and reporting according to the Department's business rules. All reassignment of records should be captured in audit logs.	Security Management
GeoH's synchronous database allows for existing records to be transferred between users through a Masterfile change. Upon request from the Department through a ticketing system, the records will be transferred to the new user. All data transactions and data element changes and correlating actions within the system are captured in the audit log				
SM114	4265	1	The solution should audit and track all activity specific to each user including, but not limited to:	Security Management
SM115	4266	2	Invalid login attempts	Security Management
SM116	4267	2	Transaction activities	Security Management
SM117	4268	2	Track adds, changes, and deletes of individual member visit verification data	Security Management
SM118	4269	2	Password changes	Security Management
SM119	4270	2	Security question and/or Key creation	Security Management
SM120	4271	2	Updates to security questions	Security Management
SM121	4272	2	User navigation history	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>From the moment a user attempts to login to the system, every action is recorded. Invalid logins have a limit of 10 attempts before the user is locked out and the interaction logged. Upon successful login, every action within the system is tracked within the audit log and activity center. Page navigation in the web, data element alterations in either web or mobile app, and transaction activity including edits are just a few examples. These audits are system wide from Solutions Administrator to Direct care worker. There is no requirement for security question within the system and it is not tracked per password guidelines.</p>				
SM122	4225	1	<p>The Vendor should ensure that its employees and subcontractors complete and maintain required security training and follow State and Department policies regarding security. This should be done, at a minimum, on an annual basis and for all new hires within five (5) business days of being hired (Reference: <a href="https://www.wv.gov/Policies/Pages/default.aspx#undefined">https://www.wv.gov/Policies/Pages/default.aspx#undefined</a>)</p>	Security Management
<p>GeoH confirms that all employees and subcontractors (if applicable) maintain WV Code Section 5A-6-4a security training. Current employees have an annual certification, and new hires have a 5-day window for training.</p>				
SM123	4275	1	<p>The solution should collect sufficient detail to produce an immutable audit log of all manual and automated system activity including, but not limited to the following elements:</p>	Security Management
SM124	4276	2	User Identification	Security Management
SM125	4277	2	Machine/Internet Protocol Address Identification	Security Management
SM126	4278	2	Time and Date of Action	Security Management
SM127	4279	2	Actions Performed	Security Management
<p>GeoH's audit collects all information that occurs within the system, where the action originated from, when it happened, and who performed the actions. As a work flow perspective, from the moment a user is created, accepts the terms of service and logs in for the first time through every instance of activity within the system and ending with a deactivation of account, all actions are recorded within the audit log and categorized by activity type and function.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM128	4282	1	The solution should record an immutable audit log of security role assignment and revocation activities performed within the solution and changes to security role assignments on servers and in databases.	Security Management
GeoH's permission-based role with access level are stored in a master file within the database. Revocations or role-based permission changes are recorded within the permission audit log. This log would include overall role access permission as a business rule and all users who fall under that scope.				
SM129	4257	1	The Vendor should disable building and system access in real-time for staff upon termination, departure, or reassignment from the project.	Security Management
Immediately upon termination, any staff member who is terminated, reassigned or departs will have their access to the system revoked from a permission perspective by deactivating their user ID. Security protocols currently in place would prohibit access to the physical location upon the staff member being terminated or departing on their own.				
SM130	4283	1	The solution should generate audit reports based on a request from authorized requestors at the Department.	Security Management
At the request of the Department through the technical ticketing system, audit reports will be generated.				
SM131	5288	1	The solution should have the ability to control access to member records based on user roles and system credentials.	Security Management
Users are individually registered, and functional rights and roles are assigned to their login credentials including access to member records based on role permissions.				
SM132	4247	1	The solution should support member-delegated authority including, but not limited to:	Security Management
SM133	5161	2	Assistors	Security Management
SM134	5162	2	Authorized representatives	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Currently, GeoH does not support member delegated authority within the system. Neither assistants, authorized representatives, nor POA's have access to the system. GeoH does allow a provider to send non PII or PHI information as it relates to a visit to member representatives. Direct care worker arrival and departure times relative to the member would be an example.</p>				
SM135	5295	1	<p>The Vendor should require that all employees accessing sensitive and critical member data successfully pass State and Federal fingerprint-based background checks prior to potential or actual data access. See request for proposal (RFP) Section 3: General Terms and Conditions for more information.</p>	Security Management
<p>GeoH affirms that employees who are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. GeoH understand that the cost of this resides with the vendor. Additionally, after the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, GeoH shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a GeoH employee from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.</p>				
SM136	4315	1	<p>The Vendor should conduct information security assessments and audits of the solution to be conducted by the Vendor, by the Department, or by an external entity hired by the Department as directed by the Department.</p>	Security Management
<p>As directed by the Department, GeoH will conduct information security assessments either internally, by the Department, or an independent entity hired by the Department.</p>				
SM137	4318	1	<p>The Vendor should conduct all security, privacy, and/or risk assessments inclusive of vulnerability scans of the solution and the results of the vulnerability scan should be included with the assessment results.</p>	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH will utilize cyber security and fraud standards to provide specific mandatory controls for security, privacy and risk assessments. As part of that process GeoH views the solution with application components.</p> <p>An application is defined as a combination of technologies, software, infrastructure services, and runtime components that support a specific function. An application can be comprised of multiple modules or functionality and encompassed under one Universal Application ID (UAID).</p> <p>GeoH classifies the risk of an individual application based on visibility and accessibility from the internet and its use of sensitive data. Applications belong to one of the following four classes:</p> <p>Internet/Externally Facing applications that process PCI, PII or other sensitive data                      All other Internet/Externally facing applications that do not process PII, PCI or other Sensitive data.                      Non-Internet Facing applications that process PCI, PII or other sensitive data.                      All remaining GeoH applications that are not Internet/Externally facing or have not indicated that the application uses PCI, PII or other Sensitive Data.</p> <p>GeoH will submit the results of the solution and vulnerability scan.</p>				
SM138	3989	1	The Vendor should allow for only Department approved users to enter and/or approve change request activities, per the Change Management Plan.	Security Management
<p>GeoH attests that only approved representatives from the Department with an assigned role permission may enter and or approve a change request per the Change Management Plan. Additionally, once implementation is complete, the technical ticketing system will be required for use in collaboration with Change Management protocols.</p>				
SM139	5151	1	The solution should comply with the standards and protocols under sections 1104 and 1561 of the Affordable Care Act (ACA). (Reference: <a href="https://www.caqh.org/core/operating-rules-mandate">https://www.caqh.org/core/operating-rules-mandate</a> ) (Reference: <a href="https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf">https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf</a> )	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH adheres to ASC X12 protocols. As such all data transfers and time constraints listed within section 1104 phase I, EDI data transfer under Phase II, Claim payment rules under Phase III and within compliance.</p>				
<p>Section 1561 also relies on AC X12 protocols for web interfaces. Data transmission, core data elements, and verification interfaces all fall within the recommendations.</p>				
SM140	5154	1	<p>The Vendor should follow Federal, State, and Department policies for receipt and removal of hardware and electronic media that contain electronic protected health information according to 45 CFR164.310. (Reference: <a href="https://www.hhs.gov/sites/default/files/patient-protection.pdf">HTTPS://www.hhs.gov/sites/default/files/patient-protection.pdf</a>)</p>	Security Management
<p>GeoH does not store information locally on an electronic device. Users interact with the system either through a web interface or mobile app, neither of which store any PII or PHI information on the device.</p>				
<p>Development of the system is also done within the cloud using various development libraries found in open source technology and original development and housed in Azure.</p>				
<p>GeoH attests to understanding but acknowledges that this is not applicable.</p>				
SM141	4754	1	<p>The solution should allow local and central system security administrators to add and change permissions for local and central system access.</p>	Security Management
<p>The solution allows for local and central system security administrators to assign roles with permission access to users. Any other change in permissions for access must be done within the Masterfile by GeoH and instigated through the ticketing system in conjunction with the Change Management plan.</p>				
SM142	4288	1	<p>The Vendor should maintain the same level of security compliance during any interruption of normal operations as outlined in the RFP Contract Deliverables and applicable federal requirements.</p>	Security Management
<p>GeoH affirms that security compliance will be maintained regardless of normal operations. The Disaster Recovery plan will address this in greater detail.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM143	4289	1	The solution should have the ability to securely access all data in the event of an emergency without any impacts to the confidentiality or integrity of the data.	Security Management
GeoH is built upon a redundant cloud hosted system. In the event of an emergency, the data is collocated utilizing back up hosting through Microsoft. The built-in redundancy allows for secure data access in spite of emergency situations.				
SM144	4305	1	The Vendor should deliver the system architectural activity and process diagrams that detail security and privacy controls to the Department upon request.	Security Management
Upon request from the Department, GeoH will produce system Architecture activity and process diagrams. These diagrams are specific to security/privacy protocols and access points.				
SM145	4307	1	The Vendor should ensure that all Vendor-owned hardware and software are configured securely, including but not limited to:	Security Management
SM146	4308	2	Being protected by industry standard virus protection software, which is automatically updated according to a Department-approved schedule.	Security Management
SM147	4309	2	Having all security patches installed that are relevant to the applicable operating system and all other system software and hardware.	Security Management
GeoH's cloud-based database is protected by Microsoft from all attacks including malware. All of GeoH's desktops are protected from Spyware and signatures are kept up to date automatically. We also utilize anti-virus and malware protection on our firewalls. GeoH has a process in place for anti-virus detection and repair and uses Symantec which continuously runs and updates to the most current version.				
SM148	4310	2	Maintaining compatibility with Department software and systems.	Security Management
GeoH will integrate with Department software and systems to maintain compatibility.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM149	4311	2	Utilizing only licensed software and hardware solutions that have not been classified as End-of-Life (EOL).	Security Management
Any licensed software that is utilized by GeoH (Microsoft Azure, Sendgrid for correspondence, as examples) are cutting edge and are not classified as EOL. Hardware including computers are all Microsoft Surface and fully supported through Microsoft utilizing Windows 10.				
SM150	4312	1	The Vendor should ensure they are in compliance with the State and Department Information Technology Security and Privacy Policies.	Security Management
As referenced in SM122, GeoH will remain in compliance as it refers to WV Code Section 5A-6-4a from the office of the CTO.				
SM151	4320	1	The Vendor should maintain documentation of encryption keys, interface credentials, and service account credentials, and provide the Department with updated documentation every time an update is made.	Security Management
When system wide updates are done and any credentials are changed or updated, GeoH will provide the Department with documentation to reflect the new change.				
SM152	4321	1	The Vendor should provide continuous monitoring of the solution using intrusion detection software (IDS).	Security Management
SM153	4322	1	The Vendor should provide reports at intervals as agreed upon by the Bureau from the intrusion detection software (IDS).	Security Management
GeoH affirms and utilizes an IDS solution for continuous monitoring, and upon agreed upon intervals, provide reports of the IDS findings.				
SM154	4323	1	The Vendor should provide continuous monitoring of the solution using industry standard intrusion prevention software (IPS).	Security Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
SM155	4324	1	The Vendor should provide reports at intervals agreed upon by the Department from the intrusion prevention software (IPS).	Security Management
GeoH affirms and utilizes an IPS solution for continuous monitoring, and upon agreed upon intervals, provide reports of the IDS findings.				
SM156	4328	1	The solution should have the ability to support non-disclosure of information.	Security Management
GeoH affirms that the software will support non-disclosure of information.				
SM157	4429	1	The Vendor's Technical Call Center should have the ability to authenticate the caller/user as required by the Department.	Security Management
GeoH's technical call center will authenticate the caller through unique user ID/role or other means as deemed appropriate by the department.				
SM158	4313	1	The solution should provide complete logical and physical segregation of electronic visit verification (EVV) data and files from the data and files of other Vendor/Vendor customers.	Security Management
GeoH's cloud-based solution in Azure provides both logical and physical separation for all of the files and data associated with West Virginia.				

## Implementation Specification Approach

### Project Management Methodology

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM001	3963	1	The solution should have the ability to modify settings through the approved Change Management Plan to configure the business rules engine performing tasks, including, but not limited to:	Project Management
PM002	5036	2	Rule deletion	Project Management
PM003	5037	2	Rule modification	Project Management
PM004	5038	2	Addition of new rules	Project Management
PM005	5146	2	Business edits	Project Management
PM006	5147	2	Others as defined by the Department	Project Management
<p>GeoH will adhere to the Change Management Plan for any and all rule modifications, deletion, or additions. Business edits and ad hoc requests will follow established workflow and need to be requested and approved by a user with role permissions granting master file level alterations.</p>				
PM007	3979	1	The Vendor should collaborate with the Department to establish the initial roles and level of access and responsibility for each class of user.	Project Management
<p>GeoH will work with DHHR to establish role-based access and levels of responsibility for each user class. As an example, a common standard provider role is the 'Administrator' or 'Admin Assistant' which has access to all reports. Other standard roles such as 'Human Resources' would be limited to worker information. A 'Scheduler Coordinator' role would be limited to information related to scheduling such as the Calendar and Late and Missed Visits information. The GeoH solution is configurable for any number of roles and rights combinations however in our experience most of the standard default provider roles and their accompanying rights are satisfactory for most implementations.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM008	3982	1	The solution and supporting processes should comply with the Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards and the most current version of CMS Medicaid Information Technology Architecture (MITA). (Reference: <a href="https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf">https://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf</a> )	Project Management

GeoH understands that we have a critical role in maintaining DHHR’s overall compliance with security and privacy laws, regulations, and CMS standards. We have extensive experience with Electronic Visit Verification (EVV), Medicaid Management Information System (MMIS), and Medicaid eligibility systems, as well as with agencies transitioning their legacy systems to modern, modular systems. The GeoH EVV Solution is compliant with all CMS standards, including MITA and the standards and conditions.

See Attachment 9, CMS Certification for a more detailed response.

GeoH’s integration capabilities are based entirely upon open-systems standards and accommodate communications to database management systems and back-end solutions through APIs and custom imports and exports. Additional features, such as Microsoft’s BizTalk EDI 837 file creation, are built into the GeoH solution and leverage the open standard architecture. GeoH’s feature-rich solution supports the seven conditions and standards of MITA.

**Modularity Standard**

GeoH employs a flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces (APIs) to separate business rules from core programming. This also makes business rules available in both human and machine-readable formats. Most business rules in GeoH are captured in metadata tables in the database so that they are easily changed and updated as business rules change. The core programs in GeoH use business rules that are dynamically data-driven by values in meta-tables. This separates the core functions from a specific client’s setup and business rules. This meets the modularity standards requirement to separate APIs, business rules, and core code into modules

**MITA Condition**

GeoH uses the MITA conditions and standards for the development and deployment of the DHHR solution. We have strong understanding of MITA and its emerging industry changes. Our knowledge of MITA and MMIS systems will be of benefit to DHHR in potential projects involving health care information technology.

**Industry Standards Condition**

GeoH’s solution architecture and design applies industry standards, whenever applicable industry standards exist. This makes the solution highly modular, extensible, interoperable, and flexible.

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH understands the necessity of protecting the privacy and confidentiality of DHHR data. The GeoH solution provides world class security. The EVV system meets the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).</p>				
<p>HIPAA-compliant practices include:</p>				
<ul style="list-style-type: none"> <li>• Data transfers employ AES 256 –bit encryption and TLS 1.2 or SFTP</li> <li>• Users are individually registered, and functional rights and roles are assigned to their login credentials</li> <li>• Mobile App employs factor authentications as required</li> <li>• Users are data scoped to see only relevant data that they are granted permission to see</li> <li>• ANSI X-12 transactions are employed where relevant</li> </ul>				
<p><b>Leverage Condition</b></p>				
<p>The GeoH solution is inherently a Software as a Service (SaaS) solution and the interfaces to use it are sharable and reusable within West Virginia agencies. Particularly, the Mobile App supports multiple configurations with different business rules. The business rule set is selected by a configuration code, while user preferences are applied when the user logs in. This is achieved with only one common app each in the Apple® and Google Play app stores.</p>				
<p>The GeoH solution is in full production in several states, with each state having the solution modules relevant to their specific business and program needs.</p>				
<p><b>Business Results Condition</b></p>				
<p>The GeoH solution is a modular, flexible, extensible, interoperable, service-oriented architecture (SOA)-based system that provides real time EVV data. This supports accurate and timely processing of claims and effective communication for all DHHR users, providers, applicants, beneficiaries, and plans. MMIS claim payment rates are typically in excess of 99%, so providers have few denied claims. By only allowing billing for documented services delivered, states can see a 5-12% spending reduction by not paying for missed or foreshortened visits. And the best providers have a renewed focus on quality of care and providing all the services recipients are supposed to receive.</p>				
<p><b>Reporting Condition</b></p>				
<p>The GeoH solution includes a robust web and reporting solution.</p>				
<p><b>Interoperability Condition</b></p>				
<p>GeoH’s EVV solution architecture is based on a Service Oriented Architecture (SOA), and these services are available for other customer approved system consumption external to EVV. GeoH adopted SOA so we can meet our customers’ current and future business requirements but also meet security, scalability, reliability, and availability requirements. The SOA architecture will be beneficial with DHHR’s migration and the GeoH integration with interChange.</p>				
<p>The GeoH solution can be integrated into a larger SOA architecture using data interfaces and application programming interfaces (API) and accessed by any Medicaid enterprise application in need of our services. GeoH solution processes employ data interchange and web service standards including secure JSON API and restful (REST) web services.</p>				
<p>Our solution processes employ Security Standards including TLS 1.2 Transport Level Security protocol, SFTP protocol for managed file transfers, and certificate authentication for file transfer portals. AES 256-bit encryption together with these protocols meets the secure standards required for exchange of PHI under HIPAA.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM009	4130	1	The Vendor should conduct an overview with the Department of solution changes that are ready to be moved into the production environment as directed in the Change Management Plan.	Project Management
<p>All configuration modifications as part of the implementation are applied to the Staging or User Acceptance Testing (UAT) environment and tested there. Our clients participate in the UAT process by documenting and reporting issues to GeoH. Issues will be documented by DHHR and reported to GeoH. GeoH will review the issue, estimate time and effort for correction, determine if correction is necessary before go-live, assist DHHR with applying and documenting the appropriate remediation, and notify DHHR of issue resolution. All configuration modifications are first be applied to the Staging environment; then, applied to the UAT environment and re-tested.</p>				
PM010	4711	1	The Vendor should request authorization in writing from the Department prior to promoting any system changes to the production environment or solution as agreed upon by the department.	Project Management
<p>At the end of UAT, final sign-off by DHHR is completed and the system is then migrated to the Production environment. When functionality updates are to be released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.</p>				
PM011	4199	1	The solution should have the ability to allow the modification of edits per the Change Management Plan.	Project Management
<p>Manually entered edits, corrections, and overrides are normally managed with an exceptions process where specific users can make corrections, and, for some types of edits, specific users are empowered to approve or deny them before billing can take place. GeoH supports requiring a reason code (for reporting) and claim note for added or edited claims for services. If DHHR is willing to commit resources to review and approve edit requests for some services, GeoH can support a review process to approve or deny edits. The exact requirements and scope for this process will be defined in the Joint Application Development (JAD) sessions with DHHR staff and documented in the West Virginia System Integration Plan (SIP).</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM012	4212	1	The Vendor should provide a manual visit verification process that is adaptable to changes in program requirements throughout the contract period as directed by the Change Management Plan.	Project Management
<p>Within the exception report providers have access to depending on their permissions, there will be an option to manually enter a visit that requires a reason code. This manual visit varication does not meet 21<sup>st</sup> Century Cures Act standards and cannot be validated. The Department, at its sole discretion, will set business rules for frequency and reason for processing of a manual visit varication through the GeoH system.</p>				
PM013	4083	1	The solution reporting should be configurable so that standard reports and recipients of reports can be changed easily over the life of the contract without additional cost, as defined in the approved Change Management Plan.	Project Management
<p>GeoH's reports within the system are easily configurable due to the architecture and synchronous relationship database. As defined within the Change Management Plan, requests for modifications of data elements, format, and recipients will be altered as needed.</p>				
PM014	4174	1	The Vendor should update the user manual and receive Department approval each time a solution change or upgrade is implemented as directed by the Change Management Plan and within an agreed upon timeframe by the Department.	Project Management
<p>GeoH will establish and distribute an electronic DHHR-approved EVV Solution User Manual. At a minimum, the user manual will be updated and distributed annually to all solution users once approved by the Department.</p>				
PM015	4175	1	The Vendor should provide updates to the user manual and have the updated manual available to users no later than thirty (30) days prior to the date a solution change is implemented as directed by the Change Management Plan.	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH confirms the EVV Solution User Manual will be updated within thirty (30) days of implementation. When there are major system upgrades the User Manual will be updated to reflect the changes.</p>				
PM016	3999	1	The Vendor should configure the solution for specific Medicaid waivers/services at no additional cost to the Department, per the Change Management Plan.	Project Management
<p>The solution uses a table-driven rules approach to configure EVV services that supports easy additions to services and updates to business rules as services and waiver rules change. Within the standard rule set supported by GeoH, rules can be added, updated or changed by changing table entries, and recording any additional IVR phrases required for it to say each service name. The rules for DHHR would be easily documented in a tabular format in the West Virginia System Integration Plan. GeoH configures each program and service with the rules and rates appropriate to each.</p>				
PM017	5113	1	The solution should have the ability to support data integrity through system controls for software program changes and promotion to production as defined in the approved Change Management Plan.	Project Management
<p>GeoH utilizes a synchronous relationship database within its architecture to maintain data integrity. As development follows the workflow to production, each step of the process is tested for validation, accuracy and consistency through the entire SDLC. This will incorporate all aspects of the approved Change Management Plan relevant to updates and implementation.</p>				
PM018	4676	1	The solution should support workflow development by the vendor based on new processes defined by the Department according to business needs as identified in the Change Management Plan.	Project Management
<p>As new processes are defined and approved by the Department over the life of the contract, those elements will be incorporated in the workflow as per the Change Management Plan. The architecture of GeoH's solution is configurable and allows for changes in business rules and processes.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM019	4712	1	The solution should have the ability for the Department to control and monitor system change requests as defined in the approved Change Management Plan.	Project Management
All system change requests shall come from an approved user role and require permission from the Department. A tracking tool, such as Clarity or similar, will be implemented to allow the Department view into status of the change request, as well as the ability to modify the request as needed and defined in the Change Management Plan.				
PM020	4714	1	The solution should have the ability for the Department to set and change priority levels on individual change requests as defined in the approved Change Management Plan.	Project Management
Utilizing the same tracker tool, the Department will have the ability to set priority to change requests as business rules and regulations require. The Project Manager or Account Manager will work with the Department to make sure the prioritized items follow the Change Management Plan.				
PM021	4317	1	The Vendor should conduct a security, privacy, and/or risk assessment of any new functionality prior to its deployment to production, the results of which should be delivered to the Department within an agreed upon timeframe by the Department. The Vendor should obtain Department approval for proposed resolutions to all assessment findings prior to deployment to production per the Change Management Plan.	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH will use an Application Certification &amp; Authorization process on any new functionality. Both MITA and the 7 CMS standards shall be adhered to for any new functionality prior to deployment to production. All findings regarding security, privacy and risk assessment shall be reported to the Department within the specified time. Portion of the assessment would include:</p> <p>Internet/Externally Facing applications that process PCI, PII or other sensitive data                      All other Internet/Externally facing applications that do not process PII, PCI or other Sensitive data.                      Non-Internet Facing applications that process PCI, PII or other sensitive data.                      All remaining GeoH applications that are not Internet/Externally facing or have not indicated that the application uses PCI, PII or other Sensitive Data.</p> <p>Department approval would be required prior to deployment per the Change Management Plan.</p>				
PM022	4116	1	The Vendor should coordinate all testing activities as agreed upon by the Department.	Project Management
<p>GeoH will coordinate and execute system testing activities in accordance with the approved EVV Solution Test Plan and Acceptance Criteria</p>				
PM023	4117	1	The Vendor should prepare a comprehensive set of test scenarios, within a timeframe as agreed upon by the Department, including but not limited to:	Project Management
PM024	5198	2	Applicable test cases	Project Management
PM025	5199	2	Expected test results	Project Management
PM026	5200	2	Others as defined by the Department	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>For each component of functionality, test cases will be used to validate the performance of the software. Use and edge case testing, and what the results should be will be foundational components. Additionally, negative test cases are written and executed to test unexpected behavior and boundary limits of the application. All application releases are subject to stress/load testing activities that simulate heavy production cycles, to confirm that code modifications are production ready. Additional ad hoc testing as defined by the Department will be incorporated into the workflow.</p>				
PM027	4118	1	<p>The Vendor should provide the Department and/or its designees access to test cases and test data to facilitate execution of applicable testing cycles.</p>	Project Management
<p>GeoH affirms that the Department or its designee will have access to both test cases and results. The collaborative approach should speed the facilitation of the testing cycles.</p>				
PM028	4119	1	<p>The Vendor should provide the Department with a fully tested and operations-ready User Acceptance Test environment that is isolated and separate from all other environments.</p>	Project Management
<p>All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. The department would participate in the UAT process by documenting and reporting issues to GeoH. Upon correction, as needed, the system is retested using the test cases causing the issue and the Department either accept the resolution or provides additional test failure examples for GeoH remediation. The system is then migrated to the Production environment for client retesting and final sign-off.</p>				
PM029	4129	1	<p>The Vendor should discuss and finalize with the Department the level of testing required based on the significance of the change as directed in the Change Management Plan.</p>	Project Management
<p>GeoH affirms that it will collaborate with the Department on the level of testing based on the significance of any change within the system.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM030	4131	1	The Vendor should provide the Department weekly reports of testing status, including, but not limited to:	Project Management
PM031	5201	2	Metrics on the number of tests completed	Project Management
PM032	5202	2	Number of deferred or canceled tests	Project Management
PM033	5203	2	Results of the tests executed	Project Management
PM034	5204	2	Defects identified by severity level	Project Management
PM035	5205	2	Corrective actions taken	Project Management
PM036	5206	2	Others as defined by the Department	Project Management
<p>GeoH will provide weekly reporting on test results that include volume of tests executed; the results of the tests, and identified defects, the corrective action and any ad hoc deliverables requested and agreed upon by the Department. The metrics on the report will show any cancelled or deferred tests and be delivered in the EVV Solution Test Results as defined under deployment within the project deliverables.</p>				
PM037	4141	1	The Vendor should conduct Pilot Testing to validate the capacity and processing capabilities of the solution in a tightly controlled production environment.	Project Management
<p>A pilot test with providers chosen with the help of the Department, as well as current West Virginia provider clients, will be adhered to. This will then be followed by a soft launch, hard launch and go-live event. During the pilot test, a mixed group of providers will be selected to begin utilizing the system, either through direct software input (current West Virginia GeoH clients) or through an integration with an alternative EVV solution provider. The EVV solution provider will be given specific instructions on file format, data transfer, and business rules surrounding validation per the Departments guidelines.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM038	4142	1	The Vendor should include a test of actual data processing in a full operational environment, with successful end-to-end solution functionality during Pilot Testing.	Project Management
For both GeoH provider clients, as well as Alternative EVV solution providers, complete system performance will be tested and validated. Data collection and validation of the elements, data transfer, error reporting (exception reports), and claim acceptance and payment will be tested against, having done similar integrations in Indiana and Florida.				
PM039	4144	1	The Vendor should provide written test results of the Pilot Testing to the Department within an agreed upon timeframe.	Project Management
GeoH affirms that test results will be provided to the department at agreed upon timeframes. These reports would include metrics on number of tests completed, failure reasons or any issues that were discovered, and a plan to deliver a solution.				
PM040	4145	1	The Vendor should provide the Department official written notification of readiness for full production operations after completion of Pilot Testing.	Project Management
GeoH affirms that they will provide an official letter of readiness for production operations. GeoH would recommend a soft launch between pilot testing and operational readiness. This is a natural progression between pilot and operation readiness to look for edge cases that may appear.				
PM041	3986	1	The Vendor should work with the Department to develop an interface testing acceptance standard to outline the minimum requirements that must be met prior to allowing external electronic visit verification (EVV) data partners to submit data to the EVV solution.	Project Management
GeoH will submit for approval the minimum requirements for external data partners, as well as a sandbox environment for the data partner access the interface without fear of data corruption. The interface would provide a step process of a data partner moving through the workflow from data collection, data validation, data transfer, receipt of data at aggregator, aggregator validation, and claim processing.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM042	3987	1	The Vendor should conduct interface testing with external electronic visit verification (EVV) data partners approved by the Department.	Project Management
GeoH affirms that Department approved data partners will have access to the interface for testing.				
PM043	4785	1	The Vendor should provide testing and training environments that include sufficient, representative data elements that are in the production environment. The Vendor should not invoke or charge the Department for license fees for any of the testing or training environments.	Project Management
GeoH will provide testing and training environments within either an exterior sandbox for data partners, or within our testing environment that include all necessary data elements. There will be no additional charge to the department for these environments and training.				
PM044	4786	1	The Vendor should use a User Acceptance Testing (UAT) environment that mirrors all programs in production to allow the Department to conduct testing prior to new software updates and to serve as an ongoing training platform for users.	Project Management
All configuration modifications as part of the implementation are applied to the Staging or UAT environment and tested there. Our clients participate in the UAT process by documenting and reporting issues to GeoH. Upon correction, as needed, the system is retested using the test cases causing the issue and clients either accept the resolution or provide additional test failure examples for GeoH remediation. The system is then migrated to the Production environment. This UAT will also serve as a portion of the training documentation and live ongoing training.				
PM045	4788	1	The Vendor should create, use, and make available to the Department, representative samples for testing edits, business rules, and workflow processing.	Project Management
GeoH affirms that edits, business rules and workflow processing will be tested, and the sample data set of the finding made available to the Department representative.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM046	4789	1	The Vendor should create or modify existing data as needed for testing in a test environment, in compliance with federal guidelines. (Reference: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf</a> )	Project Management
<p>GeoH will adhere to the CMS testing framework to include development testing, validation testing, implementation and operational testing as it pertains to creating or modifying test data. As an example:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>Development Phase</b></p> <p><b>Test Phase</b></p> <p><b>Implementation Phase</b></p> <p><b>Production Phase</b></p> <p><b>Development Environment</b></p> <ul style="list-style-type: none"> <li>• Unit testing</li> <li>• Integration Testing</li> <li>• Infrastructure Testing</li> <li>• Requirements implementation</li> </ul> <p><b>Test Environment</b></p> <ul style="list-style-type: none"> <li>• System Testing</li> <li>• Function Testing</li> <li>• User Acceptance Testing</li> <li>• Regression Testing</li> </ul> <p><b>Implementation Environment</b></p> <ul style="list-style-type: none"> <li>• System Acceptance Testing</li> <li>• Operations testing</li> <li>• Performance Testing</li> <li>• Stress Testing</li> <li>• Final Integration Testing</li> </ul> <p><b>Production Environment</b></p> <ul style="list-style-type: none"> <li>• Production Ready Testing</li> <li>• Audits</li> <li>• Monitoring</li> </ul> <p>Requirements Review   Implementation Review   Operation Review</p> </div>				
PM047	4790	1	The Vendor should maintain a clearly organized test case library that can be accessed by all testers, including Department users, with search capability that is cross-referenced to the code that it tests.	Project Management
<p>GeoH affirms test case library, with search capability cross referenced to the code and feature/functionality it tests will be maintained for all testers. All cases will be labeled and categorized clearly. All the pilot and readiness test results will be included.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM048	4836	1	The Vendor should ensure web portal design, development, implementation (DDI) and operations are in accordance with Department and federal regulations and guidelines related to security, accessibility, confidentiality, and auditing. (Reference: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf</a> )	Project Management
GeoH affirms that the web portal DDI meet or exceeds all CMS parameters as established for security, accessibility, confidentiality, and auditing. Through HTECH, the Department will maintain compliance for matching funds.				
PM049	5227	1	The solution should be developed and implemented in accordance with the project work plan.	Project Management
GeoH affirms that the solution will match the project work plan, or if an anomaly arises, the Department will be immediately notified of the difference and if there is a material affect toward overall completion.				
PM050	5244	1	The Vendor should conduct the following types of testing in support of the solution:	Project Management
PM051	5245	2	Unit testing	Project Management
GeoH currently employs Unit Testing. This verifies the functional correctness of individual features that make up the solution.				
PM052	5247	2	Iterative functional testing	Project Management
GeoH affirms that the solution is installed in a separate QA testing environment. A series of rigorous quality control tests are performed by the QA team with assistance from the project team. Anomalies are identified and recorded in a defect tracking system for research and resolution. This is an iterative process where additional QA cycles are repeated until the anomalies have been corrected or resolved.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM053	5248	2	System integration testing (SIT)	Project Management
<p>GeoH uses System integration testing (SIT) as a validation tool against the system as a whole. The whole system, which is composed of many sub-systems, is tested against workflow and exception. This is to ensure that all software module dependencies are functioning properly, and the data integrity is preserved between distinct modules of the whole system.</p>				
PM054	5249	2	Interface testing	Project Management
<p>GeoH conducts interface testing with the other systems in which interaction occurs. This would be with the state MMIS and internal systems as well as any data partners. This validation, especially data integrity and data transfer, is integral in the interface functionality.</p>				
PM055	5250	2	Regression testing	Project Management
<p>GeoH has established parameters for regression testing. Major releases are tested to confirm that no unplanned changes were entered the system with the code changes. The testing of business functions including those not requested to be changed in the requirements is completed and documented. Any defects are documented and appropriately resolved or deferred. Minor releases are focus tested in the areas of change as defined in the requirements document.</p>				
PM056	5251	2	End-to-end testing	Project Management
<p>GeoH affirms it conducts end to end testing of the system and mobile app to test whether the flow of an application right from start to finish is behaving as expected and identify system dependencies and to ensure that the data integrity is maintained between various system components and systems.</p>				
PM057	5252	2	Security testing	Project Management
<p>GeoH affirms it conducts Security testing of the system and mobile app to uncover vulnerabilities of the system and determine that its data and resources are protected from possible intruders.</p>				
PM058	5253	2	Performance testing	Project Management
<p>GeoH affirms it conducts determining the speed, responsiveness and stability of a computer, network, software program or device under a workload. This is done through quantitative tests done in the production environment in limited scenarios.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM059	5254	2	Usability/Accessibility testing	Project Management
GeoH utilizes black box testing to see how useful the software is and accessible for those with disabilities.				
PM060	5255	2	Browser testing	Project Management
GeoH validates the most common browsers for interaction. As stated previously, Internet Explorer is not supported with a rendering issue. Microsoft only supports the most recent and legacy version.				
PM061	5256	2	User acceptance testing (UAT)	Project Management
During deployment, GeoH utilizes user acceptance testing to validate that the requirements of specifications are met. User Acceptance Testing is a critical component of our Software Development Life Cycle. Having the software tested by actual system users in a separate, test environment, GeoH can assess if the system supports the day-to-day business and user scenarios, and therefore ensure the system is sufficient and correct based on the requirements before the system moves into production.				
PM062	5257	2	Data conversion testing	Project Management
Data conversion testing is used in states where GeoH clients exist and another solution is the aggregator. Through the use of a data bus, data from GeoH is converted to the needed format for the aggregator. GeoH would employ the same principles as the State chosen system for data partners.				
PM063	5258	2	Operational readiness testing (ORT)	Project Management
GeoH utilizes ORT testing at the final stage prior to deployment. Database backup, recovery, software configuration and installation, rollback, failover and sustainability are validated prior to production. Performance, reliability and regression are also retested during this phase.				
PM064	5259	2	Other testing as identified by the Department and/or Vendor	Project Management
GeoH will work with the department to determine if additional testing is warranted and where that falls in the SDLC.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM065	5260	1	The Vendor should be prepared to assist the Department, as necessary, with User acceptance testing (UAT).	Project Management
GeoH will assist the Department with UAT. The GeoH team will work with DHHR to develop detailed test scenarios to support all phases of the STM. These detailed test scenarios will allow DHHR to test all functional aspects of the system and confirm performance in accordance with the specifications.				
PM066	5261	1	The Vendor should be prepared to conduct User acceptance testing (UAT) in all cases whereby the Department does not elect to conduct UAT.	Project Management
GeoH affirms that is will be prepared to conduct UAT even if the Department does not elect to. Beta groups will be selected, same as the Pilot group, in order to gain the needed analytics.				
PM067	5262	1	The Vendor should complete regression testing subsequent to, but not limited to, the following:	Project Management
PM068	5263	2	Deployment of new solution components	Project Management
PM069	5264	2	Integration of each solution component into the primary solution	Project Management
PM070	5265	2	Every migration of new build versions to each test environment	Project Management
PM071	5266	2	Solution fixes	Project Management
PM072	5267	2	Solution patches	Project Management
PM073	5268	2	Solution releases	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM074	5269	2	Others as defined by the Department	Project Management
<p>GeoH will conduct regression testing and all functional and non-functional tests after every iteration with the system solution. Feature launches, integrations, solution elements will all be validated that the software still performs after the change. GeoH has established parameters for regression testing. Major releases are tested to confirm that no unplanned changes were entered the system with the code changes. The testing of business functions including those not requested to be changed in the requirements is completed and documented. Any defects are documented and appropriately resolved or deferred. Minor releases are focus tested in the areas of change as defined in the requirements document.</p>				
PM075	5270	1	The Vendor should utilize a subset of system integration testing (SIT) scenarios representative of maximum functional and technical solution coverage for the purposes of regression testing.	Project Management
<p>During regression testing, GeoH will utilize components of SIT to test the whole system which is composed of many sub-systems and is tested against workflow and exception. This is to ensure that all software module dependencies are functioning properly, and the data integrity is preserved between distinct modules of the whole system.</p>				
PM076	5271	1	The Vendor should obtain approval from the Department on which scenarios should be used for regression testing.	Project Management
<p>GeoH affirms that the Department will provide direction of which scenarios will be used for regression testing. The Quality lead will collaborate with the Department representative to determine workflow.</p>				
PM077	5272	1	The Vendor should utilize end-to-end test cases in support of regression testing.	Project Management
<p>In case where the entire system has a material change, end to end testing will be used in regression to validate system functionality.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM078	5273	1	The Vendor should perform privacy and security testing on functional, technical, and infrastructure components to ensure the solution meets all State, Department, and Federal privacy and security requirements. (Reference: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf</a> )	Project Management
GeoH acknowledges that it will perform the privacy and security testing relative to section 4 of CMS Information Systems Security and Privacy Policy to ensure compliance				
PM079	5274	1	The Vendor should propose testing scenarios and/or cases to the Department for their approval.	Project Management
GeoH and DHHR have equally important roles in the confirmation and acceptance of the final system prior to production release. It is critical that testing scenarios receive the proper level of attention from all parties early in the product life cycle. GeoH's experienced team of implementation specialists will work with the DHHR team to develop a sample of test scenarios to support this project and gain Department approval.				
PM080	5276	1	The Vendor's performance testing methodology should allow for performance tests to be representative of the expected peak period volumes for solution operation.	Project Management
PM081	5277	1	The Vendor's performance testing should occur on a production ready version of the solution.	Project Management
Performance testing within the SDLC of GeoH occurs before deployment to production. It is one of the final testing elements utilized before release.				
PM082	5278	1	The solution's performance testing environment should mirror the final production solution specifications.	Project Management
A sandbox approach mimicking the production environment is utilized and built into the release pipeline. The release must pass this step, or it is rolled back.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM083	5279	1	The Vendor should perform usability/ accessibility testing for various types of users, including, but not limited to:	Project Management
PM084	5280	2	Internal users	Project Management
PM085	5281	2	External users	Project Management
PM086	5283	2	Users with limited computer skills	Project Management
PM087	5284	2	New user registration	Project Management
PM088	5286	2	Users with disabilities	Project Management
PM089	5287	2	Others as defined by the Department	Project Management
<p>Blackbox usability/accessibility testing is completed for all users, both internal and external. The accessibility testing functions as the edge case for users with disabilities, and the user interface is written at no more than an eighth-grade reading level to account for those users with limited computer experience. New user registration is specifically targeted for usability testing as that is when a user has the first interaction with the software and develops the belief system for adoption of the solution.</p>				
PM090	4133	1	The Vendor should conduct an Operational Readiness Review (ORR) prior to statewide implementation of the solution.	Project Management
<p>GeoH will conduct an ORR prior to statewide implementation. This would include end to end testing and Database backup, recovery, software configuration and installation, rollback, failover and sustainability validated prior to production. Performance, reliability and regression are also reviewed during this phase.</p>				
PM091	4136	1	The Vendor's Operational Readiness Review (ORR) testing should include a volume/stress test of at least 30 calendar days of production-capacity volumes to demonstrate that the solution and Vendor staff members are prepared for full production.	Project Management
<p>GeoH affirms that the ORR testing should have 30 days of production capacity volume. In addition to the Pilot Program, we also recommend a soft launch to stress test the system and check load balancing. Additionally, we will learn of any operational deficiencies in a manner that is manageable.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM092	4138	1	The Vendor should document and propose solutions, and timeframes for corrective actions to all issues, problems, and defects identified through the Operational Readiness Review (ORR).	Project Management
All defects identified during ORR and beyond will be documented with proposed solution and timeline. This will be submitted to the designated Department representative for review and accountability.				
PM093	4140	1	The Vendor should prepare and submit to the Department an Operational Readiness Review (ORR) Report that demonstrates that the Vendor and solution are ready to begin operations.	Project Management
As a final step prior to deployment, GeoH will submit written verification that all operational functionalities are verified and the solution is ready to begin operations.				
PM094	4566	1	The Vendor should correct any report errors identified by the Department or the Vendor and correct the report within an agreed upon timeframe, through additional steps as defined in the Change Management Plan, including, but not limited to:	Project Management
PM095	4969	2	Correct the report	Project Management
PM096	4970	2	Verify the report	Project Management
PM097	4971	2	Distribute or re-distribute the report	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM098	4972	2	Others actions as defined by the Department	Project Management
Regarding the ORR, any report errors identified should be amended and resubmitted with an agreed upon timeline for correction of the report. This should work in tandem with the Change Management Plan. The identified errors will be corrected and verified. The report will be distributed to stakeholders, in addition to any other actions as defined by the department.				
PM099	4089	1	The Vendor should assist the Department with specialized research and reporting as requested.	Project Management
GeoH intends to function as a partner with DHHR. To that end and research, including our vantage view into other states and programs will be at the Departments disposal.				
PM100	4787	1	The Vendor should be able to test edits, business rules, and workflow processing and report on results.	Project Management
GeoH will utilize functional testing to test edits, business rules, and workflow processing. All results will follow the report process in PM094				
PM101	5171	1	The Vendor should support either the transition of the solution to an entity designated by the Department and/or support the retirement of the solution at the end of the term of the contract, including all contract extensions as defined in the Turnover and Closeout Management Plan.	Project Management
If DHHR decides to transition from the GeoH EVV Solution to a different EVV Solution and vendor or retire the solution, GeoH will promote a seamless transition to the new solution. If the solution is retired, data needed for retention compliance will be transferred to the DHHR utilizing the same data transfer protocols as during operations.				
PM102	4448	1	The Vendor should obtain Department approval of all scripts prior to implementation that will be used in the Technical Call Center.	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
All Technical Call Center talk tracks and scripts will have Department approval prior to implementation.				
PM103	4508	1	The Vendor should identify and be responsible for the implementation and integration of all third-party software used in support of the solution.	Project Management
GeoH will identify and be responsible for any third-party software necessary for GeoH's support in regards to being the West Virginia's State aggregator. Third party EVV solutions will be responsible for their respective implementation and integration directed by our work plan and technical direction.				
PM104	5228	1	The Vendor should conduct requirements validation and joint application design in support of requirements analysis and solution design activities as agreed upon by the Department.	Project Management
GeoH will use existing operational concepts of systems interaction to begin the process of developing the detailed West Virginia EVV operational concepts. GeoH will use the Joint Application Development (JAD) sessions to assist in developing the Detailed System Design documentation and to impart a general knowledge of the requirements validation process. In addition, the GeoH Project Manager will work with DHHR to identify appropriate JAD session participants. Due to the evolution of requirements for modernization efforts there is an emphasis on the ability to leverage and reuse functionality across health and human services programs. GeoH clearly understands this focus and during JAD sessions establishes common documenting functions across programs or agencies to help identify potential candidates for reuse.				
PM105	5229	1	The Vendor should maintain a requirements traceability matrix (RTM) throughout the lifecycle of the project.	Project Management
The Requirements Traceability Matrix is updated based upon requirements from the executed Change Request document, and JADs (if required) utilizing version control in Azure DevOps. It will be maintained through the lifecycle of the project.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM106	5230	1	The Vendor should provide all stakeholders identified by the Department access to the requirements traceability matrix (RTM).	Project Management
The RTM will be sent to DHHR for approval. Once approved and stakeholders identified, access will be given to the distribution list.				
PM107	5231	1	The Vendor should document in the requirements traceability matrix (RTM) where each requirement is accounted for, including, but not limited to:	Project Management
PM108	5232	2	Design documentation	Project Management
PM109	5233	2	Code modules	Project Management
PM110	5234	2	Test conditions	Project Management
PM111	5235	2	Test scenarios	Project Management
PM112	5236	2	Test cases	Project Management
PM113	5237	2	Certification criteria	Project Management
PM114	5238	2	Medicaid Information Technology Architecture (MITA) business areas and processes	Project Management
PM115	5239	2	Medicaid Information Technology Architecture (MITA) Standards and Conditions	Project Management
PM116	5240	2	Others as defined by the Department	Project Management

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>A Requirements Traceability Matrix (RTM) is created based upon the requirements of this RFP. The RTM is the tool that we use to establish the format, scope, and system for tracking requirements. RTM system and software specifications must be correct, complete, traceable, and testable. The RTM is reviewed and updated during the internal project meetings throughout the implementation phase DHHR and GeoH will jointly review, update and finalize the RTM based upon the RFP requirements and DHHR’s specific business needs. Since GeoH is a product, the RTM will only contain requirements specific to the DHHR project.</p> <p>GeoH tracks which business requirements from the Requirements Traceability Matrix (RTM) are included in each release which is built from checked-in components of the code.</p> <p>The Requirements Traceability Matrix is utilized to trace design documentation updates back to the original requirements. Design Documentation is also stored under change control in GeoH’s Azure DevOps site utilizing version control in order to track and audit all changes made.</p> <p>Test and production servers each have an individual update history on the server so that releases, objects, and scripts on every server are traceable.</p>				
PM117	5241	1	The Vendor should demonstrate through the requirements traceability matrix (RTM) that all documented and approved specifications have been traced throughout the development lifecycle.	Project Management
<p>The RTM is housed in Azure DevOps using version control. All updates through the lifecycle of this project will be tracked and documented throughout the SDLC. We will develop, maintain, and submit an RTM to show bi-directional traceability with applicable business rules and their realization throughout all project phases (e.g., requirements, design, and testing items).</p>				
PM118	5242	1	The Vendor should work with the Department during joint application design (JAD) sessions to validate the scope, purpose, and implications of each Request for Proposal (RFP) specification.	Project Management
<p>GeoH will confirm completion of DHHR’ scopes by validating against the requirements traceability matrix to ensure all requirements have been covered. In addition, we validate the schedule against the project plan including interim milestones in the plan. The RTM will be continuously updated by our EVV Project Manager as new requirements are added and existing requirements are fine tuned</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
PM119	5243	1	The Vendor should identify and work to resolve gaps between the Vendor's and the Department's understanding of a specification(s) during joint application design (JAD) sessions.	Project Management
<p>Should any gaps be identified, they will be documented in the RTM, addressed, and tracked. Utilizing the RTM, Joint Application Development sessions (JADs) are held to detail the components of the current System Integration Plan (SIP) and business rules of the DHHR GeoH solution in order to meet the requirements of this RFP. The GeoH team will update the DHHR GeoH System Documentation based upon the JADs (JAD) and the required business rules. Following the JADs (JAD), the RTM, SIP and GeoH System Documentation will be updated based upon DHHR specific requirement and provided to DHHR for review and acceptance. The RTM, SIP, and GeoH System Documentation must be approved by DHHR prior to the initiation of Configuration and Development task.</p>				

Training

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
TN001	3973	1	The Vendor should provide outreach to users to ensure and document their readiness to begin using the solution. The outreach should include all user groups including, but not limited to:	Training
TN002	5176	2	Members or Legal Representative	Training
TN003	5177	2	Direct Care Workers	Training
TN004	5178	2	Provider Agencies	Training
TN005	5197	2	The Department	Training
TN006	5179	2	Other as defined by the Department	Training

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>GeoH will work with DHHR to build an effective outreach and awareness communication strategy that informs EVV solution stakeholders about GeoH. We know from experience that successful stakeholder outreach is key for EVV program success and will partner with and encourage DHHR to begin outreach early in the implementation process. Outreach to provider agencies may occur in a variety of ways including establishing an EVV website, direct emails, communication mechanisms such as newsletters, DHHR-sponsored town halls or advisory groups, and discussions with state home health associations. GeoH will share outreach materials and templates that been used and successful in other state EVV programs. GeoH and DHHR will work together to create outreach materials and a calendar of outreach activities best tailored to DHHR's provider community to inform agencies of upcoming implementation activities. All provider or stakeholder training and outreach materials will be reviewed and approved by DHHR 7 – 10 business days before a scheduled training or outreach event. GeoH will support outreach activity as agreed on the outreach plan. DHHR will post all outreach materials on the EVV website which should be hyperlinked from the dddr.wv.gov website on the landing page.</p> <p>The mentality must be there cannot be enough communication of the importance and mandate of the change in EVV policy and system implementation. All effected groups from members to the Department should receive multiple and consistent information including training dates from DHHR.</p>				
TN007	3974	1	The Vendor should provide training at the time of registration.	Training
<p>Training will be available at the time of registration. This could include either onsite instructor-led training, or webinar-based modules.</p>				
TN008	4146	1	The Vendor should collaborate with the Department and the stakeholder community to develop strategies to train members receiving services.	Training
<p>GeoH will work with the Department to develop strategies to train members receiving serves, as this will affect those receiving self-directed care the most as they need to provide verification of service on the direct care workers devices. There are no other interaction members have with the software intrinsically.</p>				
TN009	4149	1	The Vendor should provide both web-based and ten (10) state-wide in-person trainings to users prior to the initial implementation of the solution based on a schedule and locations as agreed upon by the Department.	Training

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
			<p>A large component of the implementation is outreach and training, not only for the providers, but for other stakeholders such as the State and Medicaid staff, and support coordinators. GeoH utilizes proven quality educational materials and strategies that we successfully use to train on existing GeoH functionalities, and enhancements over time. GeoH will work with DHHR to define class size and locations to better benefit stakeholders.</p> <p>GeoH will provide 10 statewide onsite in-person trainings to users prior to implementation of the solution. GeoH will work with DHHR and its providers to identify the appropriate provider, support coordinator, and state agency participants for on-site instructor-led training on GeoH, as well as subsequent webinars for process reinforcement. GeoH uses experienced trainers, knowledgeable in GeoH for each session. We employ the Train-the-Trainer model, which encourages provider agencies and state administrators to identify a qualified person(s) to become the designated GeoH expert or trainer within their organization. This reduces the impact of having all staff out of pocket for training at the same time. The defined trainers receive materials needed to train other GeoH users in their respective organizations as needs require.</p> <p>Trainers use documentation and hands-on application examples to explain the processing components of GeoH including Web and Mobile App in a training environment within the system. Using these tools and this training format, users will be educated with a solid understanding of the system, its enhancements, and how it can be used in their daily delivery of in-home services for their recipients.</p> <p>The GeoH will be available to answer West Virginia user community questions, provide guidance and refresh training concepts via email, telephone, client support, scheduled webinars, and cadenced provider update forums.</p> <p>Web based training will exist both in the form of webinars and an online FAQ.</p> <p>Webinars- Webinars reinforce provider confidence and offers convenience by utilizing a conference call and online format. The advantage for trainees is the ability to sit at one’s own computer with the opportunity to ask questions in real time. GeoH uses quality training materials and experienced trainers, knowledgeable in the software for each session. Flexible times and dates as approved by the Department will be made available.</p> <p>FAQ- The link based Frequently asked questions are both on the web and in the mobile app. Users can chose the question they have, and a detailed explanation explains the needed steps to do the desired action.</p>	Training
TN010	4152	1	The Vendor should provide written training materials for both in-person and web-based training options.	Training

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Written materials that follow the training cadence to include pictures, diagrams and visual cues to aid in learning. The written materials will also be available online within the portal for ongoing training and onboarding of new users. The in-person and web-based training will follow the same intuitive workflow while still being agile enough to answer any questions as they arise.</p>				
TN011	4153	1	<p>The Vendor should submit all training materials to the Department for review and approval at least 45 calendar days prior to the date of the first training session.</p>	Training
<p>GeoH affirms that all training materials will be submitted to the Department for review and approval 45 days before the first training session.</p>				
TN012	4154	1	<p>The Vendor should provide training materials offered in accessible formats consistent with requirements of the Americans with Disabilities Act (ADA) throughout the life of the solution. (Reference: <a href="https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf">https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf</a>)</p>	Training
<p>GeoH commits to providing training materials that comply with ADA requirements including audio/visual accessibility tips, document accessibility, Image accessibility, and website accessibility.</p>				
TN013	4155	1	<p>The Vendor should provide training materials and training courses that are accessible for users who do not speak, read, or write the English language, upon request by the Department according to <a href="https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html">https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html</a>.</p>	Training
<p>GeoH will provide training in English. Training hand-outs can be provided in English and Spanish. Translations are provided by a third-party professional translation service. If additional language documentation is needed, GeoH will work with DHHR to identify the languages required for the EVV solution.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
TN014	4156	1	The Vendor should obtain independent verification of the accuracy of all translations made pursuant to language and accessibility requirements.	Training
Translations are provided by a third-party professional translation service. They will responsible for providing the independent verification, and GeoH will validate the findings.				
TN015	4158	1	The Vendor should provide web-based training available to users throughout the life of the solution.	Training
GeoH's flexible and comprehensive training approach provides ongoing training and education and reflects the voice of the client for the life of the contract. This approach has proven to be effective in promoting collaboration and cooperation within the provider community while driving program integrity and cost efficiencies for the State				
TN016	4160	1	The Vendor should provide a detailed approach to user training with respect to solution modifications.	Training
When functionality updates are released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.				
TN017	4161	1	The solution should maintain a record of all user training, including the name of the individual trained, the date of training, the specific training completed, and whether the training was in-person or web-based.	Training

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>In order to track whether a provider has completed training or not, GeoH offers the following levels of training participant confirmation upon training completion:</p> <ul style="list-style-type: none"> <li>• For classroom sessions, attendance will be captured via a sign-in sheet and in the LMS. Upon completion, an email is sent to the learner indicating completion and they are logged in the data base as having completed training.</li> <li>• For webinar sessions, at the time the participant logs into the webinar, they are considered to have attended training. They will be required to enter their name, agency and a log of whether they stayed logged in the entire time will be kept. Users who log off before completion will be considered not in compliance. Attendance will also be entered in the database. Upon completion, an email is sent to the learner indicating they have successfully completed training.</li> </ul>				
TN018	4162	1	The Vendor's training records should be included in the data available for reporting.	Training
<p>The training record audit file detailing who has completed training will be made available to the Department in the report functions within the portal.</p>				
TN019	4168	1	The Vendor should provide a user manual to all users.	Training
<p>An electronic user manual will be sent to all users when they register for training. During registration, their email address will be collected, and a copy digitally sent. We will also provide a digital copy within the forms in the portal. These could become part of the scheduled correspondence for new providers.</p>				
TN020	4169	1	The user manual should be subject to Department approval.	Training
<p>The training materials in the GeoH User Manual will be tailored to West Virginia programs. This is a comprehensive user manual that documents and explains system functionality. The advantage is an organic document, regularly updated and accessible and searchable online, that reflects changes and enhancements to GeoH functionality. The GeoH West Virginia User Manual will also be updated to reflect enhancements and other system changes identified during JADs as well as future changes.</p>				
TN021	4170	1	The user manual should be available online and in hard copy upon request of the user.	Training
<p>GeoH will make sure the user manual will be made available online within the application and will be distributed electronically.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
TN022	4171	1	The user manual should be offered in accessible formats consistent with requirements of the Americans with Disabilities Act. (Reference: <a href="https://www.ada.gov/regs2010/titlell_2010/titlell_2010_regulations.pdf">https://www.ada.gov/regs2010/titlell_2010/titlell_2010_regulations.pdf</a> )	Training
GeoH commits to providing training materials that comply with ADA requirements including audio/visual accessibility tips, document accessibility, Image accessibility, and website accessibility. The user annual will also exist in this form.				
TN023	4172	1	The user manual should be available in at least those languages the Department is required to accommodate, in addition to English, pursuant to 45 Code of Regulations (CFR) Section 80.3(b)(2). (Reference: <a href="https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html">https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html</a> )	Training
GeoH will provide training in English. Training hand-outs, including the user manual can be provided in English and Spanish. Translations are provided by a third-party professional translation service. If additional language documentation is needed, GeoH will work with DHHR to identify the languages required for the EVV solution.				
TN024	5289	1	The solution should support workforce security awareness through such methods including, but not limited to:	Training
TN025	5290	2	Security reminders (at login or screen access)	Training
As a company who managed PII information, workforce security awareness is imperative. Security reminders are built into the safeguards around who has access to personal information. Reminders would be prominent on login screens as a constant reminder of the needed caution.				
TN026	5291	2	Training reminders	Training
Training reminders are managed through the online solution, TeachPrivacy (Teachprivacy.com). Their hosted system manages the online training, reminders, and training tracking for a single point of management and compliance.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
TN027	5292	2	Online training capabilities	Training
<p>GeoH will utilize an online provider of security awareness training. We can, through a digital format, train all employees on the following:</p> <ul style="list-style-type: none"> <li>• Phishing</li> <li>• Social engineering</li> <li>• Malware</li> <li>• Passwords</li> <li>• Use of portable devices</li> <li>• Physical access</li> <li>• Data destruction</li> <li>• Encryption</li> <li>• Data breach</li> </ul> <p>These facets of security training will allow GeoH to maintain employee vigilance to recognize and respond to schemes to commit fraud or identity theft, such as guarding against pretext calling; Provide staff members responsible for building or maintaining computer systems and local and wide-area networks with adequate training, including instruction about computer security; and train staff to properly dispose of customer information.</p>				
TN028	5293	2	Training tracking	Training
<p>Those same tools that allow online training manages the training tracking as well. Employees are logged when they complete a module and the elements including module, time and date are recorded for tracking and compliance.</p>				
TN029	5294	2	Others as defined by the Department.	Training
<p>GeoH confirms that they will collaborate with the Department for other modules or needed elements or workforce security.</p>				

Maintenance and Operations Specifications Approach

Operations

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP001	4715	1	The Vendor should track, and provide the Department access to, process metrics and other detail as defined in the approved Change Management Plan, including, but not limited to:	Operations
OP002	4716	2	The estimated and actual hours allocated to each change request	Operations
OP003	4717	2	Specific personnel assigned to each change request	Operations
OP004	4718	2	Scheduled completion date for each change request	Operations
GeoH will track all hours associated with any change request, both estimated and used, to the specific personnel assigned to the project for the change request, and the scheduled completion date for each request. These would be both in the change management plan, but also the be owned by the project manager.				
OP005	4719	2	Total cost if the maximum allowed hours are exceeded on any approved change request	Operations
On every change request, a project plan including cost will be provided. Through the course of the change, the hours are monitored, and the Department notified as the request nears completion. The total amount of the change will be provided to the Department.				
OP006	4720	2	Any change to current operational costs	Operations
Any change to operational costs would immediately be disclosed to the Department and a solution mutually agreed upon. In most cases, the execute contract is the final word.				
OP007	4721	2	A separate total for equipment requirements (if applicable) related to the modification	Operations
As GeoH is a SaaS based solution, the only equipment cost might be a computer refresh as the software not supported by Internet Explorer and need a newer operating system.				
OP008	5008	2	Others as defined by the Department	Operations
GeoH is affable to discussing with the Department any other costs as they arise. Our assessment is we would attempt to stay as close to the contract value as possible.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP009	4743	1	The Vendor should assure all production software updates, releases, and patches are evaluated and approved by the Department prior to implementation as defined in the Change Management Plan.	Operations
The Department would have two points of approval within the system. The first being at change request, or GeoH's desire to roll out an update. The Department would also have approval prior to update moving to production.				
OP010	4744	1	The Vendor should send notification to the Department when releases are available to be evaluated as defined in the Change Management Plan.	Operations
GeoH will maintain constant communication during release and send notifications to the Department for evaluation per the change management plan.				
OP011	4745	1	The Vendor should provide the Department with detailed documentation that provides all fixes and functionality for each release.	Operations
When functionality updates are released to the production environment, providers and DHHR staff will be provided release notes documenting the change(s), type of change(s) (enhancement/bug fix) and the impact. When appropriate, web-based training may be appropriate to walkthrough the release changes.				
OP012	4747	1	The Vendor should maintain version control and provide the Department with current system and user documentation.	Operations
GeoH's Project Manager will work with DHHR to develop a naming convention format for all documentation. Azure DevOps's version control tracking will be utilized for documents under change control, minimizing the need for multiple versions of a document to be stored. The current version and user documentation will be shared with the Department.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP013	3988	1	The Vendor should perform all maintenance and product upgrades for all operational and test environments and hardware at no additional cost so that the system is operating on currently supported version of each product and maintain software and security patches, based on a schedule approved by the Department.	Operations
GeoH affirms that the cost of upgrades, releases, and general maintenance are in built into the RFP as is. Standard maintenance will not incur additional costs. The system will automatically update to the attest version organically. GeoH will make sure the schedule is approved prior to initiation.				
OP014	3960	1	The solution should provide the ability for the provider agency to review billing prior to submitting for payment.	Operations
Within the reporting function at the provider access level, the provider will have an ability to view the claims as they happen. Our solution happens real time and if there are no exceptions in a visit, the system will automatically push the visit data to the aggregator for billing.				
OP015	5130	1	The solution should provide the ability for the provider agency to review and correct billing errors prior to submission.	Operations
The system utilizes an exception report to allow a provider to correct incorrect visits, and then requires a reason code as to why the visit was changed. All these edits are traceable to each element of EVV and data element manipulation.				
OP016	3961	1	The solution should provide the Department and provider agencies with reports of unbilled encounters through front-end edits including, but not limited to:	Operations
OP017	5131	2	No authorization	Operations
OP018	5132	2	Expired authorization	Operations
OP019	5133	2	Reasons that prevented claims from filing	Operations
OP020	5134	2	Edits made to claims	Operations

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP021	5135	2	Others as defined by the Department	Operations
<p>The exception report within GeoH is robust. If a provider did a visit with a member that they either did not have an authorization or the authorization had expired, it would not allow the claim to go through and notify both Department and the provider of the issue. If edits or incomplete data caused the claim to fail, the Department and the provider would be notified. The provider would have visibility into why the claim failed, however, the department could drill down to see how often the edits and failures occur. This is a way to flag abuse and fraud.</p>				
OP022	3955	1	The Vendor should provide a report of all daily transactions, including interactions via the call center, available to the Department in a variety of formats, including, but not limited to:	Operations
OP023	5100	2	Browser-based	Operations
OP024	5101	2	Portable Document Format (PDF)	Operations
OP025	5102	2	Excel	Operations
OP026	5103	2	Comma-Separated Value (CSV)	Operations
OP027	5172	2	Others as defined by the Department	Operations
<p>GeoH confirms that all reporting, standard or configured especially for West Virginia and the Department, will be available in standard downloadable formats, including HTML, Excel, CSV, and PDF or other as requested.</p>				
OP028	4522	1	The solution should track metrics for each type of correspondence generated in the solution.	Operations
<p>GeoH's system tracks and records every interaction with the system. Through a JADs discussion, any additional metric report could be produced and generated for the Department.</p>				
OP029	4526	1	The solution should track the status of notices that are moving through the generation process.	Operations
<p>GeoH will be aware of notices while in the system or integrated with a data partner. GeoH will ensure that the moment a notice is active the provider is informed and care for the member can begin.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP030	4528	1	The solution should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department.	Operations
The solution will notify the Department after a undelivered correspondence is returned, and then flag that contact information as incorrect. An exception report will be generated for the Department to be made aware of lingering accounts or errors in data input.				
OP031	4534	1	The solution should have the ability to track when any correspondence or form has been reissued or revised as agreed upon by the Department.	Operations
All correspondence is tracked both in resent or changed. The date, time, change and who authored it will be logged along with both versions of the correspondence.				
OP032	4902	1	The Vendor should pay and arrange for an annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit, using the most current version of the audit, which should cover work performed by the Vendor at the Vendor's facility and data center sites. (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf</a> )	Operations
GeoH commits that upon contract award that a SOC audit utilizing the Safeguard Security Report will be completed.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP033	4903	1	The Vendor should submit the annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit report, using the most current version of the audit, to the Department for approval with an action plan to remediate findings within a timeframe agreed upon by the Vendor and the Department.	Operations
Annually upon contract execution, GeoH will submit the SOC 1, Type 11 audit for Department approval to include an action plan for all deficiencies.				
OP034	4253	1	The solution should archive and store user profiles for a period agreed upon by the Department.	Operations
The system currently stores the information indefinitely. The user is deactivated, and access is removed, but their profile remains in the data base. There is an option to reactivate them at any time in the future reducing use.				
OP035	5214	1	The Vendor should provide its incident reporting procedures to the Department for review and approval within a timeframe agreed upon by the Department.	Operations
The business process is responsible for the monitoring of incidents of utilization anomalies. Activities include referring (e.g., escalation) incident to another incident manager or agency, modifications to incident information, journaling activities, and disposition of incident.				
OP036	4164	1	The Vendor should detail the performance metrics and targets used to monitor the effectiveness of technical support by phone.	Operations
Customer Care and Support metrics are reviewed monthly to identify potential improvements. Items like process improvement, call center training, and feedback to the product team for possible GeoH Solution enhancements are examples of improvement areas. A Client Interaction Report is generated each month presenting the volume of calls handled through the GeoH Client Services Help Desk. With the help of a call tracking tool, the Help Desk can document the purpose of the interaction with the end user and if the interaction was either by phone or by email. Identifying areas of training or educational needs is the sole purpose of collecting the reason for end user interaction. This report contains graphs to list the top five reasons for users asking for assistance.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP037	4165	1	The solution should have the ability to provide an immediate response acknowledging all email inquiries and establishing a timeframe for the response.	Operations
The customer report will have an immediate acknowledgement and greeting to all email that it receives. Additionally, standardized return times will be communicated to the user submitting the email of what the wait time should be expected as.				
OP038	4166	1	The solution should have the ability to resolve all email inquiries to the Vendor's technical support within one 24-hour business day from initial receipt.	Operations
GeoH agrees that most email inquiries can be solved within 24 hours. That is included in part of our technical call center KPI's.				
OP039	4167	1	The Vendor should document inquiries and provide the Department with routine reports regarding reasons for technical support requests.	Operations
GeoH will use a combination of monitoring tools and ad hoc data elements that are collected from the GeoH database along with information that is tracked from various internal data sources. The utilization of an established methodology of collecting and compiling data using industry standards to meet Service Level Agreements (SLAs) and other requirements that will be agreed upon by GeoH and DHHC feeds the monthly scorecard. This results in a customized data set for DHHR monitoring and reporting.				
OP040	4178	1	The Vendor should document any procedural action that occurred as a result of a complaint to the helpdesk and submit this documentation to the Department on an agreed upon schedule.	Operations
A tracking ticket for escalated issues using Jira will be implemented and the workflow adhered to. The summary, and detail if requested, report of all incidents will be submitted to the Department on a predetermined schedule.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP041	4447	1	<p>The Vendor's Technical Call Center should provide a toll-free voice messaging system that is compliant with the Americans with Disabilities Act (ADA) and supports limited English proficiency as defined by the Department of Health and Human Services (HHS). (References: <a href="https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf">https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf</a>, <a href="https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html">https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html</a>).</p> <p>The Technical Call Center should function 24 hours per day, 365 days per year, and provides callers information including, but not limited to:</p>	Operations
OP042	4928	2	Hours of operation	Operations
<p>GeoH suggests that the call center function within normal business hours of 8:00 am to 5:00 pm., Monday through Friday. There would be an afterhours line to leave a message on.</p>				
OP043	4929	2	Options for leaving messages after hours	Operations
OP044	4930	2	Options for leaving messages based on queue hold times and designated intervals as defined by the Department	Operations
OP045	4931	2	Recording of informational messages as defined by the Department	Operations

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>Callers will be able to choose various options for leaving messages, skip the queue and go straight to leaving a message, and hear informative message while waiting. The call center will function as most with a robust phone system and KPI's.</p>				
OP046	5107	1	The solution should have the ability to record and report on the performance and utilization of resources within the overall system, including, but not limited to:	Operations
OP047	5108	2	Average speed of answer	Operations
OP048	5109	2	Interface processing time	Operations
OP049	5110	2	Request time for report generation	Operations
OP050	5111	2	Others as defined by the Department	Operations
<p>GeoH utilizes full request tracing which included point of query origination (user device) to the database and back to the user. Each query is measured for performance and speed, as well as quality of response.</p>				
OP051	4500	1	The Vendor should document and maintain technical specifications associated with the solution including, but not limited to:	Operations
OP052	4501	2	Complete listing of all software, hardware, and configurations that are required to establish fully functional installations in each of the required environments.	Operations
<p>GeoH internally has documented all software and configurations required to establish fully functional installations. Our platform is built in React Native on Node.js, and cloud hosted in Azure.</p>				
OP053	4502	2	Complete specifications for all software, environments, and hardware used to support the solution.	Operations
<p>Most modern iOS and android mobile devices support GeoH. Android V5, and iOS V10 or better. In a browser, only internet explorer is not supported.</p>				
OP054	4939	2	Others as defined by the Department	Operations

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP055	4504	1	The Vendor should provide the Department with a capacity analysis report for the solution and the hosted environment including, but not limited to:	Operations
OP056	4940	2	Hardware	Operations
GeoH is a SaaS based product. Android V5 and iOS V10 or better are all supporter by the product. There are no other hardware needs for the solution to function.				
OP057	4941	2	Environment	Operations
GeoH is cloud hosted in Azure. As such, there is an unlimited scale that can be had based on cloud architecture principles.				
OP058	4942	2	Network specifications	Operations
GeoH exists behind a traffic manager that finds the closest path to the server. We function in the field on wi-fi, cellular data, but also have an offline mode with allows for constant uptime. There is also a load balancing on the network to make sure no one server is overburdened and returning slow data.				
OP059	5106	2	Others as defined by the Department	Operations
OP060	4661	1	The solution should provide real-time solution performance data.	Operations
The software tracks performance metrics including query duration, load on the data base, the name of the query, query parameters, and the full life cycle of the request based on industry standard KPI's.				
OP061	4663	1	The solution should report on total processing times based on user-defined queries.	Operations
The system will produce a query log defining what was asked, who asked it and the time, date and data response.				
OP062	4739	1	The solution should write all errors to an error log in a standard format and make it available for Department review upon request.	Operations
Geo utilizes a standardized error log format and it will be available, based on role permissions with the portal for the Department, and in the dashboard for a provider.				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
OP063	4740	1	The solution should allow the Department's administrator to view, filter, sort, and search the error log(s).	Operations
The robust reporting within GeoH's portal will allow an administrator to search the error log based on multiple parameters. The administrator could view the log; sort by patient, date, error, direct care worker; or edit the claim and resubmit.				
OP064	4746	1	The Vendor should notify the Department regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the Vendor software.	Operations
GeoH will notify the department of third-party software that causes problems with the solution. Today, Internet Explorer is the only software that has a render issue as it is not supported.				
OP065	4773	1	The solution should schedule and support file transfers as requested and agreed upon by the Department.	Operations
GeoH can either pull the data real time as it occurs for processing and claim scrub or adhere to a schedule agreed to by the Department.				
OP066	3946	1	The solution's data aggregation component should send each provider agency a verified visit report, at least once a calendar day.	Operations
OP067	3948	1	The solution's data aggregation component should send each provider agency a visit not verified report showing visits that were not verified by the provider agency, at least once each calendar day.	Operations
GeoH's aggregator has a robust reporting function. Based upon Department needs, providers will receive reporting on missed and non-billed visits, a verified visit report, and an exception report that details the edits made to claims per agency.				

Solution Backup, Disaster Recovery and Failover

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DR001	4735	1	The solution should provide sufficient transaction logging and database back-up to allow it to be restored. If multiple databases are used for work item routing and program data, restoring the solution should ensure that databases are synchronized to prevent data corruption.	Solution Back-up, Disaster Recovery, and Failover
<p>The GeoH SaaS platform resides within Microsoft’s cloud hosted secure, redundant, and highly available hosted environment (Azure). In order to ensure continuous availability, GeoH operates parallel data centers in geographically diverse locations. Each site contains redundant servers, redundant power, redundant network connections and enough capacity to accept full system load. Data is replicated between the two data centers daily so that each site is synchronized and ready for processing. In the event of a disruption of service to the primary site, the secondary site assumes processing of the additional workload, allowing users to continue execution of service without outages or delays. The system maintains 30 days of identical replication.</p>				
DR002	4453	1	The solution should have the ability to perform online backups without interruption to production operations, according to a schedule agreed upon by the Department.	Solution Back-up, Disaster Recovery, and Failover
<p>The solution currently backs up nightly with the backup data being transferred to the other location. At any given point there are two exact copies of the database residing two separate physical locations. Data backups collected from the GeoH system are securely stored in accordance with the new GeoH database backup standard, database backups are being configured to use a central backup utility. Local backups are being eliminated and all new backups are targeted to be housed in a non-local data domain.</p> <p>The backups are networked across a distributed storage infrastructure so that the data never leaves a secure facility and captive network but maintains redundancy across facilities, so data is protected from loss at any one facility. This eliminates the need for offsite storage using magnetic media that requires secure handling and storage and must be sanitized according to NIST SP 800-88.</p>				
DR003	4737	1	The solution should allow continued use of the system during back-up and perform back-ups during non-peak processing hours, to minimize the impact to operational activities.	Solution Back-up, Disaster Recovery, and Failover

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
<p>The redundant database at two physical locations allow for continued use of the system during back-up. The database backup occurs after midnight when usage is typically at a lower level. The synchronous redundancy allows for the remedy that if an event occurred at one data location, the entire system would point to the other database with no interruption of service or functionality.</p>				
DR004	4331	1	The solution should support data freezing.	Solution Back-up, Disaster Recovery, and Failover
<p>GeoH does support data freezing. Upon import into our system, we do not allow changes until the data has effectively been handed off. In an export, we pick a point in time and effectively make that the moment we validate against once the transfer is complete. We support the three main types of data freezing:</p> <ol style="list-style-type: none"> <li>1. A (complete) specification freeze, in which the parties involved decide not to add any new requirement, specification, or feature to the feature list of a software project, to begin coding work.</li> <li>2. A (complete) feature freeze, in which all work on adding new features is suspended, shifting the effort towards fixing bugs and improving the user experience. The addition of new features may have a disruptive effect on other parts of the program, due both to the introduction of new, untested source code or resources and to interactions with other features; thus, a feature freeze helps improve the program's stability. For example: "user interface feature freeze" means no more features will be permitted to the user interface portion of the code; bugs can still be fixed.</li> <li>3. A (complete) code freeze, in which no changes whatsoever are permitted to a portion or the entirety of the program's source code. Particularly in large software systems, any change to the source code may have unintended consequences, potentially introducing new bugs; thus, a code freeze helps ensure that a portion of the program that is known to work correctly will continue to do so. Code freezes are often employed in the final stages of development, when a particular release or iteration is being tested, but may also be used to prevent changes to one portion of a program while another is undergoing development. For example: "physics freeze" means no changes whatsoever will be permitted to the physics portion of the code.</li> </ol>				
DR005	4261	1	The Vendor should maintain an operational back-up power supply capable of supporting vital functions.	Solution Back-up, Disaster Recovery, and Failover
<p>The Ethernet switches and network components that provide connectivity across all the systems in GeoH Technologies' computing environment are equipped with redundant processors and power supplies. In addition, redundant routers, load balancers, and firewalls are employed to provide connectivity at and between data centers.</p>				

Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DR006	4290	1	The Vendor should equip facilities with proper safeguards for fire prevention, fire detection, and fire suppression that are consistent with local fire codes.	Solution Back-up, Disaster Recovery, and Failover
The physical location has typical fire prevention, detection, suppression and fire codes that are constantly monitored. Additionally, there is active security presence for an additional protection. For additional controls, our specific office has fire suppression devices throughout the space.				
DR007	4291	1	The Vendor should equip fire detection and alarm systems with uninterruptable power supply.	Solution Back-up, Disaster Recovery, and Failover
Both the fire detection and alarm system are hardwired to power within our space and tied to the backup generator for additional security.				
DR008	4293	1	The Vendor should have a remote backup facility at least one hundred (100) miles away from the primary data center.	Solution Back-up, Disaster Recovery, and Failover
Both of our data centers are more than 100 miles away, with one in San Antonio, Texas and Chicago, Illinois.				
DR009	4292	1	The Vendor should conduct an annual disaster recovery exercise at a mutually agreed upon time and provide the results to the designated Department staff. Department staff should be invited to be included in these exercises.	Solution Back-up, Disaster Recovery, and Failover
<p>GeoH confirms that an annual disaster recovery exercise would be completed. The Department is welcome to join us for the exercise. We will be looking at the following aspects, at a minimum:</p> <ul style="list-style-type: none"> <li>• Use your Disaster Recovery or Business Continuity Plan</li> <li>• Take notes throughout the event on what works well and what doesn't</li> <li>• If you have the capacity, appoint an observer to watch and take notes</li> <li>• Conduct a postmortem on the event and ask lots of questions like "What could we have done better?" or "What would have happened if...?"</li> <li>• Formally write-up a review of the event, lessons learned, things to change, impact etc.</li> </ul>				



Req ID #	RTM ID	Hierarchy	Specifications Text	Subject Matter Area
DR010	5114	1	The Vendor should store all backup copies in a Department-approved backup storage location for a period specified by the Department.	Solution Back-up, Disaster Recovery, and Failover
<p>All back up data is redundant at two physically separate locations. Backup data is held for 30 days on a continuous process. Upon Department request GeoH will provide physical location elements for security and data recovery.</p>				



Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PG001	3994	1	The solution rules/procedures should allow and enforce multiple service limits for different service ranges including, but not limited to:	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	73
PG002	5140	2	Day	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	73
PG003	5141	2	Week	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	73
PG004	5142	2	Month	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	73
PG005	5143	2	Year	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	74
PG006	3995	1	The solution rules/procedures should accommodate retroactive prior authorizations and changes to prior authorizations based on revisions to recipients' plans of care/service plans.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	74
PG007	4001	1	The solution should have the ability to round service delivery time.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	74
PG008	4767	1	The solution should provide a master client index of client information, including a single unique identifier (that is not the Social Security Number), for all clients.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	74
PG009	4768	1	The solution should maintain an integrated repository of provider agency information, including a single unique identifier, for all providers.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	74
PG010	3957	1	The solution should be able to capture, verify, and support billing for in-home and community based setting service visits.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	74
PG011	3959	1	The solution should have the ability to create Health Insurance Portability and Accountability Act (HIPAA)-compliant electronic 837 claim file submission to the State MMIS for claims processing in compliance with all Medicaid filing requirements.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75
PG012	4519	1	The solution should automatically generate all required correspondence to individuals.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75
PG013	4523	1	The Vendor should provide correspondence metric reports upon request by the Department.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75
PG014	4552	1	The solution should assist users in identifying which sections of forms should be filled in manually.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75

Req ID #	RTM ID	Hierarchy Level	Specifications		Vendor Response			
			Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PG015	4582	1	The solution should provide the ability to deliver reports as mutually agreed-upon with the Department.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75
PG016	4381	1	The solution should provide flexible web-based reporting, including ad hoc reporting of all data stored within the solution.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75
PG017	4887	1	The solution should have the ability to make a complete set of data related to visits submitted for verifications available for reporting, including, but not limited to the following elements:	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	75
PG018	4888	2	Member receiving services	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	76
PG019	4889	2	Direct care worker	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	76
PG020	4890	2	Provider	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	76
PG021	4891	2	Location of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	76
PG022	4892	2	Date of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	76
PG023	4893	2	Start time of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	76
PG024	4894	2	Missed visits	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	77
PG025	4895	2	Late visits	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	77
PG026	4896	2	End time of visit	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	77
PG027	4897	2	Visit late time	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	77
PG028	4898	2	Services provided	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	77



Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PG029	4900	2	Manual or electronic verification	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	77
PG030	4604	1	The solution should have the ability to use identifiers, mathematical functions, formatting, and manipulate data within reports.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	78
PG031	3992	1	The solution rules/procedures should have the ability to ensure the direct care services do not overlap with other direct care services.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	78
PG032	4209	1	The solution should compile information from all EVV data sources and calculate total daily and weekly hours worked by direct care workers and agencies.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	78
PG033	4211	1	The solution should have the ability for the Department to allow and/or not allow retroactive care plan changes for specific services and/or programs through a configurable interface.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG034	4210	1	The solution should allow the Department to define and limit the circumstances in which a manual verification can be made.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG035	4184	1	The solution should use eligibility data transferred from the Medicaid Management Information System (MMIS) to determine if any waiver requirements apply. If no waiver requirements apply, the solution should assume that state plan requirements specific to the service being provided apply.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG036	4198	1	The Vendor should review the Department waivers and other state plan program requirements to develop and propose system edits that will meet the need of the Department. The Vendor should propose system settings for the Department to consider during the initial solution configuration and during operations. The review and proposal process should happen at an interval defined by the Department.	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG037	4834	1	The Vendor should provide web portal functionality that addresses the needs of:	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG038	5013	2	Provider agencies and their direct care workers	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG039	5224	2	Members	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79
PG040	5225	2	Waiver program and/or legal representatives	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	79

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PG041	5014	2	State program staff	Program Management	Will Meet	Attachment 7 – Business Specifications Approach	Program Management	80	
PI001	4002	1	The solution should allow the Department the ability to view the same information as a service provider.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	81	
PI002	4214	1	The Vendor should provide a summary of direct care workers and/or provider agencies who demonstrate a high level of missed and late visits, potentially fraudulent services, or potentially fraudulent billing patterns monthly and as requested by the Department.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	81	
PI003	4217	1	The solution should track the time, location, and task performance of direct care workers during service delivery in order to safeguard against fraud, as well as to improve service delivery and program oversight.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	81	
PI004	3991	1	The solution rules/procedures should have the ability to ensure the same direct care worker is not providing services to multiple recipients at the same time at different locations.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	81	
PI005	4084	1	The solution should have the ability to provide role-based reporting to review, analyze, and report all data across categories on a monthly basis and as requested by the Department, including, but not limited to:	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	81	
PI006	5208	2	Payers	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	82	
PI007	5209	2	Programs	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	82	
PI008	5210	2	Provider Agency	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	82	
PI009	5211	2	Direct care workers	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	82	
PI010	5212	2	Members	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	82	
PI011	4218	1	The solution should track and report modifications to the solution data input elements after the direct care worker has documented their time or services, including the name of the user making the changes and the reason for the changes.	Program Integrity	Will Meet	Attachment 7 – Business Specifications Approach	Program Integrity	82	



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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
VV001	4180	1	The solution should have the ability to verify the delivery of electronic visit verification (EVV) services for multiple programs with different rules and edits.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV002	4087	1	The solution should have the ability to make a complete set of visit-related data elements submitted for verification available for monthly reporting and as requested by the Department, including, but not limited to:	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV003	5075	2	Individual receiving services	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV004	5076	2	Direct care worker	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV005	5077	2	Billing provider agency	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	84
VV006	5079	2	Location of visit	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV007	5080	2	Date of visit	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV008	5081	2	Visit start time	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV009	5082	2	Visit finish time	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV010	5083	2	Missed visits	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV011	5084	2	Late visits	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV012	5085	2	Services delivered, including billing code and modifiers	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	85
VV013	5086	2	Independent verification by individual receiving services	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	86
VV014	5087	2	Payer	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	86



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VV015	5088	2	Manual or electronic verification	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	86
VV016	5089	2	Data collection system, including the Department solution and other approved third party electronic visit verification (EVV) systems	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	86
VV017	4220	1	The solution should have the ability to integrate the scheduling, authorization monitoring, visit verification, and billing.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	86
VV018	4183	1	The solution should verify visit components are within program requirements when a visit verification service is initiated and ignore, warn, or stop the user from entering data into the solution as determined by Department.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	86
VV019	4182	1	The solution should securely capture an independent verification of the service delivery from the member receiving services.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	87
VV020	4190	1	The solution should have the ability to allow a direct care worker and/or provider agency to record visits to multiple members within a 24 hour period.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	87
VV021	4191	1	The solution should account for living arrangements in which multiple members receiving services reside at a single address.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	87
VV022	4189	1	The solution should have the ability to allow multiple direct care workers and/or provider agencies to record visits to a member within a 24 hour period.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	87
VV023	4193	1	The solution should have the ability to account for situations in which services are provided to a group of members during a single visit.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	87
VV024	4194	1	The solution should have the ability to account for situations in which the member and the direct care worker reside at the same address.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	88
VV025	4196	1	The solution should account for situations in which a visit starts and/or ends away from the member's place of residence.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	88
VV026	4197	1	The solution should be configurable to either allow or prevent multiple direct care workers and/or provider agencies from providing services to a member at the same time.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	88
VV027	4185	1	The solution should verify that the agency providing the service has a valid pre-authorization for each member served on file.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	88



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VV028	4186	1	The solution should verify that the time of the visit is within the parameters outlined on the prior authorization and recorded in a format that can be sorted. The format should be YYYY-MM-DDTHH:MM:SS or equivalent.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	89
VV029	4202	1	The solution should have the ability to allow the Department to identify circumstances in which visit verification is not necessary.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	89
VV030	4203	1	The solution should send real-time alerts when a visit documented in the prior authorization system is not initiated at the scheduled time.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	89
VV031	4195	1	The solution should have the ability to account for circumstances in which a visit crosses calendar days.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	89
VV032	4205	1	The solution should accommodate different definitions of pending, late, and missed visits by the status types as defined by the applicable program and/or waiver service.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	89
VV033	4213	1	The solution should allow a direct care worker and/or provider agency to receive messages indicating a possible problem with a visit verification.	Visit Verification	Will Meet	Attachment 7 – Business Specifications Approach	Visit Verification	90
DD001	5115	1	The Vendor should develop and provide to the Department a Logical Data Model (LDM) that includes, but is not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD002	5116	2	Data classes	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD003	5117	2	Attributes	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD004	5118	2	Relationships	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD005	5119	2	Standards	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD006	5121	2	Other data elements identified by the Department	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DD007	4088	1	The Vendor should provide a complete list of data elements along with corresponding definitions for reporting purposes, upon request.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD008	4219	1	The solution should provide real-time access to data entered into the system to provide insight for the services being provided and oversee user activity.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	92
DD009	4497	1	The solution should employ online real-time or batch updates of data between the solution and other systems including, but are not limited to, the Medicaid Management Information System (MMIS) and other third-party Electronic Visit Verification (EVV) systems.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	93
DD010	4513	1	The solution should have the ability to integrate client data for all programs served by the solution into the Master Data Management (MDM) platform.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	93
DD011	4585	1	The solution should allow users to extract data, manipulate the extracted data, and specify the desired format of the output.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	93
DD012	4769	1	The solution should provide required Federal and Department data sharing including high-speed data transfer functionality to send and receive information.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	93
DD013	3997	1	The solutions rules/procedures should allow for electronic communication between the Department, fiscal/employer agents, and providers.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	94
DD014	5138	1	The solution should have the ability to store member communications.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	94
DD015	4188	1	The solution should exchange information through interfaces including, but not limited to the Medicaid Management Information System (MMIS), other Electronic Visit Verification (EVV) systems, and others as agreed upon by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	94
DD016	4398	1	The solution should have the ability to interface with West Virginia's Enterprise Service Bus (ESB).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	94



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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DD017	3966	1	The Vendor should complete, subject to approval by the Department, the interface with the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	94
DD018	3967	1	The solution should be able to receive information in batch and in individual transactions on a schedule agreed upon by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	94
DD019	3964	1	The solution should have the ability to receive provider, member, and prior authorization data from the Medicaid Management Information System (MMIS) at a frequency and format determined by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD020	3951	1	The solution's data aggregation component should be able to receive a response transaction in a format that is used by the Medicaid Management Information System (MMIS) for the purpose of verifying edits to claims.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD021	4068	1	The solution should have the ability to apply pre-edit information and serve as a data source for purposes of applying edits during claims processing. The disposition of the edit including, but not limited to deny or suspend, should be determined by the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD022	3952	1	The solution should accept individual and/or batch visit verification inquiries from the Medicaid Management Information System (MMIS).	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD023	4912	2	Member name	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD024	4913	2	Billing provider	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD025	4914	2	Name	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD026	4915	2	Date	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95

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DD027	4916	2	Time of service delivery	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	95
DD028	3954	1	The solution should have the ability to provide visit information to the Medicaid Management Information System (MMIS) by individual and/or in batch format at the discretion of the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	96
DD029	5150	1	The solution should support obtaining member eligibility information through the current Medicaid Management Information System (MMIS) solution using industry standard data interfaces and exchanges as defined by X12N 270/271 transactions. (Reference: <a href="http://www.wpc-edi.com/">http://www.wpc-edi.com/</a> )	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	96
DD030	5153	1	The solution should conform to ASC X12 Technical Reports Type 3 (TR3), Version 005010. (Reference: <a href="http://www.wpc-edi.com/">http://www.wpc-edi.com/</a> )	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	96
DD031	4475	1	The solution should generate all forms and notices as necessary.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	96
DD032	4206	1	The solution should have the ability to schedule alerts and user notifications.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD033	4470	1	The solution should allow printing of blank and completed documents including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD034	4935	2	All forms	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD035	4936	2	All system-generated correspondence	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD036	5104	2	Reports	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97



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DD037	4481	1	The solution should generate and supply forms in the following methods, including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD038	4482	2	Email	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD039	4483	2	Download from Portal	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD040	4484	2	Postal Mail, upon request by the Department	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD041	4480	1	The solution should allow the ability to modify field attributes on a form as identified by the Department via the Change Management Plan.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD042	4478	1	The solution should allow updates to form templates as directed by the Change Management Plan.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	97
DD043	4479	1	The solution should group related correspondence to ensure materials are delivered in a single mailing or posted to a portal account.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD044	4476	1	The solution should generate the data file containing forms and notices for delivery to the printing vendor for monthly distribution and as requested by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD045	4487	1	The solution should automatically populate information on notices or forms being issued.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD046	4490	1	The solution should generate batch forms.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD047	4493	1	The solution should save delivered forms to the user's account.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98

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DD048	4521	1	The solution should deliver data files containing all correspondence to the designated printing entity within 24 hours of the correspondence becoming final according to the Department's business rules.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD049	4527	1	The solution should post finalized correspondence to the web portal, according to the Department's business rules.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD050	4535	1	The solution should have the ability to produce all correspondence in a printer-friendly 8.5" x 11" format in landscape or portrait orientation.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD051	4537	1	The solution should have the ability to automatically save a Portable Document Format (PDF) copy of each final correspondence.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD052	4540	1	The solution should allow users to choose their preferred method of correspondence including, but not limited to, email, post mail, text, or phone.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD053	4544	1	The solution should generate correspondences using pre-defined templates.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD054	4546	1	The solution should include automatic system-generated correspondence with output capabilities including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD055	4960	2	Email	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD056	4962	2	Post to user portal account	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD057	4963	2	Queue for printing	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98
DD058	4547	1	The solution should be able to schedule distribution of correspondence.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	98



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DD059	4561	1	The solution should provide flexible web-based reporting that meets external reporting needs and requirements defined by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD060	4085	1	The solution should include a standard library of reports that can be generated by any user with appropriate access.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD061	4570	1	The solution should have the ability to display the number of pages that should be printed before the user proceeds with printing a report.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD062	4574	1	The solution should have the ability to export reports directly from the solution into the user-specified format including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD063	4973	2	Excel	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD064	4974	2	Word	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD065	4975	2	Hyper Text Markup Language (HTML)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD066	4982	2	Comma-Separated Value (CSV)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD067	4984	2	Portable Document Format (PDF)	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99
DD068	4702	1	The solution should provide reporting functionality capable of drilling down from summarized data to detailed data as agreed upon by the Department.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	99

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			Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DD069	4879	1	The solution should have an integrated web portal designed to interface, receive, send, and download specified content and reporting information directly from/to entities such as provider agencies, EVV Vendors, contractors, and other state and Federal agencies as part of a fully integrated solution.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD070	4815	1	The solution should contain the following features and capabilities including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD071	4816	2	Drill down and look up functionality to minimize re-entry of information across multiple screens	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD072	4817	2	Multi-tasking and multiple window capability, including split screens	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD073	4644	1	The solution should provide context-sensitive help to users on all screens.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD074	4818	1	The solution should provide menus that are understandable by non-technical users and provide secure access to all functional areas.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD075	4859	1	The solution should provide a user interface that allows users to move easily throughout the system.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	100
DD076	4839	1	The solution should have the ability to provide public information without requiring authentication for the web portal.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD077	4862	1	The solution should provide user interface features and capabilities including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD078	4863	2	Pull-down menus and window tabs	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101

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DD079	4864	2	Scalable, true-type screen and printing fonts	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD080	4865	2	Uppercase and lowercase alphabetic characters	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD081	4866	2	Ability to tab and mouse-click through data fields and screens	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD082	4868	2	Consistent theme throughout the site and standardize all headings and footers with index tabs as identified by the Department	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD083	4875	2	Generated messages that are clear and sufficiently descriptive to provide enough information for problem correction and be written in full English text	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD084	4884	1	The solution should provide the capability to display confirmation messages for response and request transactions when interfacing with other systems.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	101
DD085	4883	1	The solution should have the ability to allow users to download or print a copy of completed submitted forms.	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	102
DD086	4347	1	The solution should have the ability to perform the following functions including, but not limited to:	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	102
DD087	4918	2	Create flags	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	102
DD088	4919	2	Send alerts	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	102
DD089	4920	2	Integration of alerts into the workflow	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	102

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DD090	4921	2	Seamlessly integrate the generation of alerts in the workflow management process to a system user-defined group or individual	Data Sources, Delivery, & Display	Will Meet	Attachment 8 - Technical Specifications Approach	Data Sources, Delivery, & Display	102
DQ001	3993	1	The solution should provide a method to identify the following:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ002	5049	2	National Provider Identifier (NPI)	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ003	5050	2	Healthcare Common Procedure Coding System (HCPCS)	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ004	5051	2	International Statistical Classification of Diseases and Related Health Problems, 10th revision (ICD-10) and related modifiers	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ005	5136	2	State-specific codes defined by the Department	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ006	3965	1	The Vendor should collaborate with the Department to determine how data should be transferred to and from the Medicaid Management Information System (MMIS), including, but not limited to:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ007	5039	2	Definition of data elements	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ008	5040	2	Data file formatting	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ009	5041	2	Data exchange frequency	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114
DQ010	5042	2	Thresholds for data quality and acceptance	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	114

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DQ011	3953	1	The solution should allow the Department to review and approve data elements included in request and response data exchanges prior to Vendor development or configuration of the solution.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	115
DQ012	3985	1	The Vendor should develop, publish, and maintain a system interface standard for external electronic visit verification (EVV) data partners approved by the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	115
DQ013	4771	1	The Vendor should ensure that file standardization is supported for data element lengths, field format, and type.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	115
DQ014	4781	1	The solution should incorporate a method to view interface files for investigation and further processing.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	116
DQ015	4784	1	The solution should create and retain an audit trail of all interface activity in accordance with the Department's Data Retention Policy. (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies %20Issued%20by%20the%20CTO/2019/PO1013_DataBackup _Mar2019.pdf</a> )	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	116
DQ016	4498	1	The solution should make information about data exchange errors and discrepancies available to the Department and appropriate users monthly.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	116
DQ017	4511	1	The Vendor should provide searchable data schemas and data dictionaries for the solution.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	116
DQ018	4569	1	The solution should report on both duplicated and unduplicated record counts.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	116
DQ019	4588	1	The solution should use consistent data schemes and version control.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	116
DQ020	4765	1	The solution should have the ability to assure data changes made in one part of the solution automatically populate other parts of the system so as to avoid duplicate data entry.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DQ021	4571	1	The Vendor should maintain a comprehensive list of all reports, their intended use, and business area supported.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ022	4581	1	The solution should generate a listing of all standard online reports available, the description of each report, and a link to the most recent report for role-based report access.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ023	4587	1	The solution should identify and use consistent report fields.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ024	4586	1	The solution should display a consistent format on all reports.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ025	4597	1	The solution should have the ability to categorize and organize reports including, but not limited to, the following parameters:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ026	4990	2	Source system	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ027	4991	2	Data content	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ028	4992	2	Purpose	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ029	4993	2	Frequency	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	117
DQ030	4774	1	The solution should generate exception reports prior to being submitted to the receiving entity such as the Medicaid Management Information System (MMIS) or other systems receiving electronic visit verification (EVV) data to facilitate data correction by the submitting entity including, but not limited to the following:	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	118

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DQ031	5095	2	Manual edits	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ032	5096	2	Error corrections	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ033	5097	2	Additions to the interface records	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ034	4778	1	The solution should generate error reports at the summary and detail levels that include all data necessary to resolve errors monthly and as requested by the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ035	4584	1	The solution should store reports to allow users the ability to retrieve them quickly per the Department's business rules.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ036	4779	1	The solution should reload or resend records if they have not been applied correctly to the receiving entity.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ037	4780	1	The solution should detect duplicate files or records and isolate them for manual review and further processing.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	119
DQ038	4782	1	The solution should create messages that accurately describe errors received as a result of a data transfer.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ039	4477	1	The solution should have the ability to maintain an up-to-date inventory of all forms utilized and make this inventory available to the Department upon request.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ040	4492	1	The solution should have the ability to identify which fields in forms are required and which are optional.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ041	4530	1	The solution should have the ability to store the date that a correspondence was delivered for printing in a preferred date format of MM/DD/YYYY.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DQ042	4545	1	The solution should provide automatic default file naming convention for saved correspondence as agreed upon with the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ043	4553	1	The solution should categorize and classify types of correspondence as agreed upon with the Department.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ044	4710	1	The solution should distinguish between, and incorporate, business days, weekends, and state holidays in all time-related functions in the system.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	120
DQ045	4176	1	The solution should include web-based online help functionality in searchable portable document format (PDF), that includes a searchable database of common problems.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121
DQ046	4472	1	The solution should set parameters on fields to prevent system users from entering information outside of those parameters.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121
DQ047	4474	1	The Vendor should produce all member- and provider-facing content written at no greater than an eighth grade reading level.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	121
DQ048	4880	1	The solution should include email addresses in the authorization table for registration, and email addresses should be kept confidential and only used for official Department business.	Data Quality	Will Meet	Attachment 8 - Technical Specifications Approach	Data Quality	122
IN001	4759	1	The solution should have the ability to support various current technologies for data interchange and electronic visit verification (EVV) data submission and verification including, but not limited to, web portal, application interface, telephony, quick response (QR) codes, and automated location verification.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	127
IN002	4763	1	The Vendor should utilize open architecture standards and scalability to promote integration throughout the West Virginia technology enterprise.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128
IN003	4758	1	The solution should be flexible and readily adaptable to changing Department and federal requirements and as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN003A	5297	1	The solution should address the disruption or limited availability of network connectivity, telephony, and/or cell coverage at the visit site by providing members and providers more than one method to send and receive electronic visit verification (EVV) data.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128
IN003B	5298	1	The solution should have the ability to capture and retain electronic visit verification (EVV) data gathered when the transmission services are offline for any reason at the visit site and to send or receive queued system data when services are restored.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	128
IN004	4725	1	The solution should provide archival and purge processes that do not degrade performance or interrupt the system.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN005	4748	1	The solution should allow centralized deployment of system updates and system maintenance.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN006	4668	1	The solution should provide workflow functionality that supports a variety of mechanisms to initiate, execute, suspend, or terminate workflows including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN007	5090	2	Communication events (email, document upload, form submissions, or phone)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN008	5091	2	System-generated events	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN009	5092	2	User-triggered events	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN010	5093	2	Exception-processing events	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	129
IN011	4673	1	The solution should include definition and modeling of workflow processes and their constituent activities.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN012	4529	1	The solution should have the ability to facilitate mass email notifications.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN013	4533	1	The solution should have the ability to reissue and track any correspondence or form as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN014	4565	1	The solution should have the ability to schedule any report to be run at varying levels of frequency or on-demand.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN015	4576	1	The solution should provide integrated print capability within the application for any report.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN016	4000	1	The solution should have the ability to notify users of system maintenance and other information approved to be distributed by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	130
IN017	4400	1	The Vendor should manage, track, and report on user support services via multiple channels, including:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN018	4401	2	Telephone	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN019	4402	2	Member portal	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN020	4403	2	Email	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN021	4404	2	Mail	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131
IN022	5215	1	The Vendor should provide investigative results inclusive of mitigation measures to address reported incidents within 30 days of the documented incident.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	131

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN023	4177	1	The Vendor should support provider compliance through direct assistance, coaching, technical assistance, and other active outreach activities as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN024	3998	1	The solution should provide users a description of the minimum hardware and software requirements, installation, maintenance, and enhancement of software based on role and system requirements prior to system updates.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN025	4499	1	The solution should allow users to schedule and modify system events as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN026	4408	1	The Vendor should provide a technical support call center located within the contiguous United States.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN027	4450	1	The solution should document call information, as agreed upon by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN028	4410	1	The technical support call center hours of operation should be Monday through Friday, from 9:00 a.m. to 6:00 p.m. Eastern Time (ET) and on an emergency basis as requested by the Department. The call center may be closed for standard federal holidays and West Virginia State holidays,	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	132
IN029	4412	1	The Vendor should return all after-hour calls by the next business day, in the caller's preferred language and/or through oral interpretation services. (Reference: <a href="https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html">https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html</a> )	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN030	4415	1	The Vendor should provide functionality to manage calls to the Technical Call Center including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN031	4922	2	Creation of tickets	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN032	4923	2	Editing existing tickets	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN033	4924	2	Sorting of call center ticket information	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN034	4925	2	Filtering of call center tickets or electronic records	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN035	4416	1	The Vendor's Technical Call Center should have the ability to track data including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	133
IN036	4417	2	The caller	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	
IN037	4418	2	The question(s) and/or issue(s)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN038	4419	2	The Vendor staff responding to the ticket	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN039	4420	2	The date(s)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN040	4421	2	The time(s)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN041	4422	2	The status (opened or closed)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN042	5217	2	Problem resolution	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN043	4431	1	The Vendor's Technical Call Center should have the ability to repeat call options automatically.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN044	4437	1	The Vendor should maintain sufficient staff and telephone lines to perform all required technical support call center functions.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN045	4798	1	The solution should use automated menus, including an easily accessible option for reaching a live operator.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN046	4901	1	The solution should provide assistance to inquiries received from persons who require special assistance including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN047	5031	2	Persons with Limited English Proficiency (LEP)	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	134
IN048	5032	2	Persons with vision disabilities	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN049	5033	2	Persons with hearing disabilities	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN050	5034	2	Persons with speech disabilities	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN051	4885	1	The solution should include an online option for users to report any technical problems.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN052	5190	1	The Vendor should ensure the solution components that are web based have cross-browser compatibility over the life of the contract and support software utilization in the current version and two (2) prior versions at a minimum for the following browsers including, but not limited to:	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN053	5191	2	Microsoft Edge	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN054	5192	2	Apple Safari	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN055	5193	2	Google Chrome	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN056	5194	2	Mozilla Firefox	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN057	5195	2	Microsoft Internet Explorer	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	135
IN058	4819	1	The solution should incorporate a non-restrictive environment for experienced users to directly access a screen or to move from one screen to another without reverting to the menu structure.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	136
IN059	4820	1	The solution should generate drop-down lists to identify options available, valid values, and code descriptions by screen field.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	136
IN060	4835	1	The Vendor should provide web applications that satisfy the Priority 1 Checkpoints from the Web Content Accessibility Guidelines 1.0 developed by the World Wide Web Consortium (W3C), as detailed at: <a href="http://www.w3.org/TR/WCAG10/full-checklist.html">http://www.w3.org/TR/WCAG10/full-checklist.html</a> .	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	136
IN061	4838	1	The solution should have the ability to include secure and public facing tabs for the web portal.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	136
IN062	4845	1	The solution should have the ability to utilize an authentication process to handle multiple layers of security levels as requested by the Department.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	136
IN063	4853	1	The solution should have the ability to provide self-service password resets and mask the display of passwords at the sign-on screen when the user enters the portal.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	136

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
IN064	4854	1	The solution should have the ability to mask the display of passwords at the sign-on screen when entered by the user.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	137
IN065	4882	1	The Vendor should ensure that web portal field definitions comply with system field definitions.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	137
IN066	4833	1	The Vendor should, for the web portal, provide Internet security functionality to include firewalls, intrusion detection, and encrypted network/secure socket layer (SSL).	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	137
IN067	5010	1	The Vendor should provide and maintain a secure data storage solution that includes encryption of data in transit and encryption of data at rest.	Hardware and Infrastructure	Will Meet	Attachment 8 - Technical Specifications Approach	Hardware and Infrastructure	137
SM001	4230	1	The solution should authenticate all users when establishing a connection to the solution.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	144
SM002	3972	1	The solution should have the ability to automatically generate a unique user identification during the registration process for new users enrolling in the program.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	145
SM003	3975	1	The solution should have the ability to assign a new unique user identifier (ID) for an existing user.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	145
SM004	4772	1	The solution should use a secure file transfer protocol (i.e. SFTP, etc.), secure web interface, or other industry-standard electronic means (such as Gentran, Connect: Direct, or equivalent) or encrypted media to transfer files as approved by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	145
SM005	4224	1	The solution should warn the user about accessing US Government Federally protected data and allow the user to confirm and proceed with such actions.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	145
SM006	4244	1	The Vendor should provide a secure web-based method to receive requests for authorization to access the solution.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	145
SM007	4246	1	The Vendor should provide Single Sign-On (SSO) capability for authentication and authorization across the solution.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	146

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
SM008	4254	1	The solution should provide Department-approved multi-factor authentication for Vendor remote access to solution environment or their contractors, if applicable.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	146
SM009	3977	1	The solution should use role-based access for data and system functionality.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	146
SM010	3978	1	The solution should have configurable roles by state plan and waiver program that may be created and modified by the Department through a change request as outlined in the Department approved Change Management Plan.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	146
SM011	3983	1	The solution should have the ability to record specific access by users to confidential personal information (CPI) contained within the solution. The mechanism should record the following data elements and allow a role-based user to search this log for matching criteria to discern what was accessed including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM012	5043	2	User name	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM013	5044	2	Date of access	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM014	5045	2	Time of access	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM015	5046	2	Name of Individual (First and Last) whose confidential personal information (CPI) was accessed	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM016	5047	2	Name of computer system used to access confidential personal information (CPI)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM017	5048	2	Query/Transaction used	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
SM018	4082	1	The solution should provide users role-based access to reporting functionality.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM019	5218	1	The solution should allow correspondence to be viewed based on role based access.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	147
SM020	4664	1	The solution should allow authorized users to remove view or edit access rights to any data fields or data elements within the solution based on user role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM021	4229	1	The solution should provide role-based security through various methods, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM022	5052	2	Unique identifiers (IDs)	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM023	5053	2	Mandatory password standards and policies for length, character requirements, and updates for all users as defined within National Institute of Standards and Technology (NIST) 800-63-3: Digital Identity Guidelines, or equivalent. <a href="https://doi.org/10.6028/NIST.SP.800-63-3">https://doi.org/10.6028/NIST.SP.800-63-3</a>	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM024	5054	2	Profile or group access assignments	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM025	4235	1	The solution should provide a mechanism to limit access to information based on user roles and program rules.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM026	4236	1	The solution should provide role-based access to all system components and control access through various methods, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	148
SM027	5055	2	Blocking specific window or screen access	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149

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SM028	5056	2	Blocking specific report views or analytics	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM029	5057	2	Restrict data elements	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM030	5058	2	Restrict viewing of specific members	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM031	5059	2	Limit access to other fields within the system as determined by the Department	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM032	4237	1	The solution should update all security roles automatically when a change in the master role is made.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM033	4238	1	The solution should allow user access and role changes to be made in real-time.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM034	4240	1	The solution should have the ability to restrict concurrent logons.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM035	5167	1	The solution should have the ability to configure the timeout requirements for each system environment and user role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	149
SM036	4204	1	The solution should have the ability to create multi-level escalating alerts for Department-defined events.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM037	4207	1	The solution should identify the recipients of alerts by alert type and user role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150

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SM038	3990	1	The solution should have the ability to allow the Department to define which edits and rules may be overridden within the solution by the direct care worker or provider agency and how the solution will respond with warnings, alerts, or denials of the requested user action.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM039	4319	1	The solution should utilize a Security Information and Event Management (SIEM) solution that generates alerts for events. Copies will be made available to the Department, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM040	5060	2	Alert generation for attempts to access unauthorized databases from internal and external systems	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM041	5061	2	Monitoring and reporting of events on an ongoing basis	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	150
SM042	5156	1	The Vendor should provide a report outlining applicable National Institute of Standards and Technology (NIST) SP 800-53 moderate security control responsibilities (reference: <a href="https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf">https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r4.pdf</a> ) noting which security controls are implemented and/or inherited by the Vendor, implemented by the Department, or shared by both parties. This report should be maintained by the Vendor and outline the following information, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM043	5157	2	Non-compliant and required security and privacy controls	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM044	5158	2	Applied mitigations	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM045	5159	2	Plan to correct deficiencies	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM046	4572	1	The solution should maintain a list of users and owners of each stored report.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
SM047	4573	1	The solution should retain and maintain access to reports as specified by the Department's Retention Policy. (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM048	4568	1	The solution should allow, initially, up to fifteen (15) State users to create ad hoc reports. Additional users should be added at no additional cost to the State,	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM049	4590	1	The solution should track and store detailed information regarding all reporting requests, including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM050	4591	2	Who requested the information	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	152
SM051	4592	2	Date of request	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM052	4593	2	Time of request	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM053	4594	2	What data the report included	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM054	4595	2	Report storage upon completion	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM055	4757	1	The solution should generate a periodic report of upcoming user account terminations on a schedule approved by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM056	4801	1	The solution should maintain a record of all Integrated Eligibility Solution (IES) member information accessed.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153

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SM057	4802	1	The solution should maintain a record, including an audit trail, of all manually entered data queries by user, communications, and report distributions.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM058	5275	1	The Vendor should supply, on an annual basis, a report of the results of all security, privacy, and risk assessments, including all tools used, and an action plan detailing the approach for remediation of security risk vulnerabilities. Data and testing results, including reports, should be retained for 10 years per CMS guidelines.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	153
SM059	4228	1	The solution should log manual overrides and report on them at timed intervals determined by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM060	4249	1	The solution should create a log of access attempts and generate a monthly user lock out report to the Vendor's security management team and to the Department, upon request.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM061	4281	1	The solution should have the ability to provide authorized requestors a report containing the security profile for an individual or role.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM062	4300	1	The solution should monitor, detect, and report impermissible use or disclosure under the Privacy Rule that compromises the security or privacy of the protected health information.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM063	4301	1	The Vendor should conduct annual penetration testing of the solution and provide results to the Department within 30 days of completion.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM064	4303	1	The Vendor should provide all incident reporting to the Department immediately upon discovery per Department guidelines.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	154
SM065	4469	1	The solution should be able to redact information contained in any form, correspondence, or report and save the redacted version as a new file.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155
SM066	4488	1	The solution should allow users to override and change pre-populated information in forms, when appropriate.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155

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			Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section		
SM067	4524	1	The solution should maintain an inventory and store all system-generated correspondence based on Bureau for Medical Services' (BMS) Retention Policy (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155	
SM068	4722	1	The solution should ensure that data, including hard copy documents, are retained, stored, imaged, archived, and protected from destruction. All data should be available according to Department and federal requirements, and in accordance with the Department's Data Retention Policy (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155	
SM069	4723	1	The Vendor should ensure that hard copy documents are retained, stored, imaged, archived, and destroyed in accordance with applicable federal requirements and in accordance with the Department's Data Retention Policy (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1013_DataBackup_Mar2019.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	155	
SM070	4660	1	The solution should prevent certain decisions and fields from having the ability to be overridden by users.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156	
SM071	4837	1	The Vendor should ensure that information captured via the web portal meets the relevant data management specifications, including, but not limited to, access, inquiry, update, retention, and archival.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156	
SM072	4844	1	The solution should have the ability to display and require the user to accept web-site terms of agreement when entering the web portal.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156	
SM073	4846	1	The solution should have the ability to establish user access to predefined Department levels including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156	
SM074	5016	2	Page level	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156	

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SM075	5017	2	Field level	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM076	5018	2	Data element level	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM077	4847	1	The Vendor should provide a public facing website that provides access to a secure portal including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM078	4848	2	Instructions on how to use the secure site	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	156
SM079	4849	2	Site map	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM080	4850	2	Contact information	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM081	4851	1	The solution should have the ability to send users their initial auto-generated password via email and require that they change their password upon their next sign-on.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM082	4856	1	The solution should have the ability to require qualifying information to access system records via the web portal including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM083	5021	2	Provider number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM084	5022	2	Prior authorization number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM085	5023	2	Medicaid ID number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157

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SM086	5024	2	Date of service	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM087	5025	2	Claim number	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM088	4755	1	The solution should allow a system administrator to reset user passwords.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	157
SM089	4756	1	The solution should allow users to change their passwords on demand.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM090	4852	1	The solution should have the ability to set and adjust password expiration dates.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM091	5226	1	The solution should have the ability to warn the user that the Caps Lock is on when entering sign-on passwords.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM092	4231	1	The Vendor should establish an expiration schedule for system component required passwords to minimize system or user disruption.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM093	4232	1	The solution should store passwords in encrypted form. The Advanced Encryption Standard (AES) 256-bit standard or equivalent should be used. (Reference: <a href="https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf">https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM094	4234	1	The solution should enforce password policies for length, character requirements, and updates for all users as agreed upon by the Department	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	158
SM095	4241	1	The solution should allow self-service password resets.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM096	4243	1	The solution should send system-generated email notifications of password change events and expiration warnings at Department approved intervals.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159

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SM097	4242	1	The Vendor should deactivate all system access for users immediately upon notification of termination, departure, or reassignment.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM098	4248	1	The solution should have the ability to lock out a user after a pre-determined number of unsuccessful login attempts.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM099	4251	1	The solution should automatically suspend all users who have not accessed the solution within a specified period of time as requested by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	159
SM100	5166	1	The solution should have the ability to close accounts that have been suspended more than a predetermined number of days as requested by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	
SM101	4252	1	The solution should have the ability to terminate authorized sessions after predetermined time period of inactivity, as requested by the Department, after a warning message is displayed to the user informing them that the session will terminate in an identified period of time.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM102	4749	1	The solution should provide three types of controls to maintain the integrity, availability, and confidentiality of protected health information (PHI) data contained within the system. These controls should be in place at all appropriate points of processing as follows:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM103	4750	2	Preventive Controls: Controls designed to prevent errors and unauthorized events from occurring	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM104	4751	2	Detective Controls: Controls designed to identify errors and unauthorized transactions that have occurred in the system.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	160
SM105	4752	2	Corrective Controls: Controls designed to ensure that the problems identified by the detective controls are corrected.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161

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			Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
SM106	4250	1	Upon login, the solution should inform users of privacy policy, including the logging of users' access attempts to personally identifiable information (PII) and/or protected health information (PHI) and other actions taken within the application that are subject to privacy reporting and disclosure notification, including the legal sanctions imposed for improper disclosure and use to be approved by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM107	4295	1	The Vendor should deliver reporting on all unauthorized disclosures of personally identifiable information (PII) and/or protected health information (PHI) immediately upon discovery.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM108	4296	1	The Vendor should perform data mapping to identify confidential data and Protected Health Information (PHI) contained in the system, the flow of that data through the system, and where that data resides.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	161
SM109	4258	1	The Vendor staff should adhere to all Department security requirements when on-site at Department facilities and as required by the facility's security requirements.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	
SM110	4262	1	The Vendor should protect the Vendor's data center location(s) against intrusion at all times and maintain a surveillance alarm system that is linked to a manned monitoring center.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM111	4263	1	The Vendor should provide the Department access to all facilities to conduct announced and unannounced visits of the Vendor's facilities.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM112	4264	1	The Vendor should maintain a current database of individuals who have access to its facilities and the database should be available for the Department's inspection upon request.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM113	3976	1	The solution should have the ability to reassign existing records from one user identifier (ID) to another user ID in the case of fraud, errors, and omissions that affect data integrity and reporting according to the Department's business rules. All reassignment of records should be captured in audit logs.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM114	4265	1	The solution should audit and track all activity specific to each user including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162

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SM115	4266	2	Invalid login attempts	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM116	4267	2	Transaction activities	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	162
SM117	4268	2	Track adds, changes, and deletes of individual member visit verification data	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM118	4269	2	Password changes	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM119	4270	2	Security question and/or Key creation	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM120	4271	2	Updates to security questions	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM121	4272	2	User navigation history	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM122	4225	1	The Vendor should ensure that its employees and subcontractors complete and maintain required security training and follow State and Department policies regarding security. This should be done, at a minimum, on an annual basis and for all new hires within five (5) business days of being hired (Reference: <a href="https://www.wv.gov/Policies/Pages/default.aspx#undefined">https://www.wv.gov/Policies/Pages/default.aspx#undefined</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM123	4275	1	The solution should collect sufficient detail to produce an immutable audit log of all manual and automated system activity including, but not limited to the following elements:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM124	4276	2	User Identification	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163

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SM125	4277	2	Machine/Internet Protocol Address Identification	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM126	4278	2	Time and Date of Action	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	163
SM127	4279	2	Actions Performed	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	
SM128	4282	1	The solution should record an immutable audit log of security role assignment and revocation activities performed within the solution and changes to security role assignments on servers and in databases.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM129	4257	1	The Vendor should disable building and system access in real-time for staff upon termination, departure, or reassignment from the project.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM130	4283	1	The solution should generate audit reports based on a request from authorized requestors at the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM131	5288	1	The solution should have the ability to control access to member records based on user roles and system credentials.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM132	4247	1	The solution should support member-delegated authority including, but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM133	5161	2	Assistors	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	164
SM134	5162	2	Authorized representatives	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	

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SM135	5295	1	The Vendor should require that all employees accessing sensitive and critical member data successfully pass State and Federal fingerprint-based background checks prior to potential or actual data access. See request for proposal (RFP) Section 3: General Terms and Conditions for more information.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165
SM136	4315	1	The Vendor should conduct information security assessments and audits of the solution to be conducted by the Vendor, by the Department, or by an external entity hired by the Department as directed by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165
SM137	4318	1	The Vendor should conduct all security, privacy, and/or risk assessments inclusive of vulnerability scans of the solution and the results of the vulnerability scan should be included with the assessment results.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	165
SM138	3989	1	The Vendor should allow for only Department approved users to enter and/or approve change request activities, per the Change Management Plan.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM139	5151	1	The solution should comply with the standards and protocols under sections 1104 and 1561 of the Affordable Care Act (ACA). (Reference: <a href="https://www.caqh.org/core/operating-rules-mandate">https://www.caqh.org/core/operating-rules-mandate</a> ) (Reference: <a href="https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf">https://www.healthit.gov/sites/default/files/rules-regulation/aca-1561-recommendations-final2.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM140	5154	1	The Vendor should follow Federal, State, and Department policies for receipt and removal of hardware and electronic media that contain electronic protected health information according to 45 CFR164.310. (Reference: <a href="https://www.hhs.gov/sites/default/files/patient-protection.pdf">HTTPS://www.hhs.gov/sites/default/files/patient-protection.pdf</a> )	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM141	4754	1	The solution should allow local and central system security administrators to add and change permissions for local and central system access.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166
SM142	4288	1	The Vendor should maintain the same level of security compliance during any interruption of normal operations as outlined in the RFP Contract Deliverables and applicable federal requirements.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	166

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SM143	4289	1	The solution should have the ability to securely access all data in the event of an emergency without any impacts to the confidentiality or integrity of the data.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM144	4305	1	The Vendor should deliver the system architectural activity and process diagrams that detail security and privacy controls to the Department upon request.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM145	4307	1	The Vendor should ensure that all Vendor-owned hardware and software are configured securely, including but not limited to:	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM146	4308	2	Being protected by industry standard virus protection software, which is automatically updated according to a Department-approved schedule.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM147	4309	2	Having all security patches installed that are relevant to the applicable operating system and all other system software and hardware.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM148	4310	2	Maintaining compatibility with Department software and systems.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM149	4311	2	Utilizing only licensed software and hardware solutions that have not been classified as End-of-Life (EOL).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM150	4312	1	The Vendor should ensure they are in compliance with the State and Department Information Technology Security and Privacy Policies.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	167
SM151	4320	1	The Vendor should maintain documentation of encryption keys, interface credentials, and service account credentials, and provide the Department with updated documentation every time an update is made.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM152	4321	1	The Vendor should provide continuous monitoring of the solution using intrusion detection software (IDS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM153	4322	1	The Vendor should provide reports at intervals as agreed upon by the Bureau from the intrusion detection software (IDS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168



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SM154	4323	1	The Vendor should provide continuous monitoring of the solution using industry standard intrusion prevention software (IPS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM155	4324	1	The Vendor should provide reports at intervals agreed upon by the Department from the intrusion prevention software (IPS).	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM156	4328	1	The solution should have the ability to support non-disclosure of information.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM157	4429	1	The Vendor's Technical Call Center should have the ability to authenticate the caller/user as required by the Department.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
SM158	4313	1	The solution should provide complete logical and physical segregation of electronic visit verification (EVV) data and files from the data and files of other Vendor/Vendor customers.	Security Management	Will Meet	Attachment 8 - Technical Specifications Approach	Security Management	168
PM001	3963	1	The solution should have the ability to modify settings through the approved Change Management Plan to configure the business rules engine performing tasks, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	184
PM002	5036	2	Rule deletion	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	
PM003	5037	2	Rule modification	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	
PM004	5038	2	Addition of new rules	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	
PM005	5146	2	Business edits	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	
PM006	5147	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	

Req ID #	RTM ID	Hierarchy Level	Specifications		Vendor Response			Page #
			Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	
PM007	3979	1	The Vendor should collaborate with the Department to establish the initial roles and level of access and responsibility for each class of user.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	
PM008	3982	1	The solution and supporting processes should comply with the Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards and the most current version of CMS Medicaid Information Technology Architecture (MITA). (Reference: <a href="https://www.medicare.gov/Medicare-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf">https://www.medicare.gov/Medicare-CHIP-Program-Information/By-Topics/Data-and-Systems/Downloads/EFR-Seven-Conditions-and-Standards.pdf</a> )	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	
PM009	4130	1	The Vendor should conduct an overview with the Department of solution changes that are ready to be moved into the production environment as directed in the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	186
PM010	4711	1	The Vendor should request authorization in writing from the Department prior to promoting any system changes to the production environment or solution as agreed upon by the department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM011	4199	1	The solution should have the ability to allow the modification of edits per the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM012	4212	1	The Vendor should provide a manual visit verification process that is adaptable to changes in program requirements throughout the contract period as directed by the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM013	4083	1	The solution reporting should be configurable so that standard reports and recipients of reports can be changed easily over the life of the contract without additional cost, as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM014	4174	1	The Vendor should update the user manual and receive Department approval each time a solution change or upgrade is implemented as directed by the Change Management Plan and within an agreed upon time-frame by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	187
PM015	4175	1	The Vendor should provide updates to the user manual and have the updated manual available to users no later than thirty (30) days prior to the date a solution change is implemented as directed by the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188



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PM016	3999	1	The Vendor should configure the solution for specific Medicaid waivers/services at no additional cost to the Department, per the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM017	5113	1	The solution should have the ability to support data integrity through system controls for software program changes and promotion to production as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM018	4676	1	The solution should support workflow development by the vendor based on new processes defined by the Department according to business needs as identified in the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM019	4712	1	The solution should have the ability for the Department to control and monitor system change requests as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	188
PM020	4714	1	The solution should have the ability for the Department to set and change priority levels on individual change requests as defined in the approved Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM021	4317	1	The Vendor should conduct a security, privacy, and/or risk assessment of any new functionality prior to its deployment to production , the results of which should be delivered to the Department within an agreed upon timeframe by the Department. The Vendor should obtain Department approval for proposed resolutions to all assessment findings prior to deployment to production per the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM022	4116	1	The Vendor should coordinate all testing activities as agreed upon by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM023	4117	1	The Vendor should prepare a comprehensive set of test scenarios, within a timeframe as agreed upon by the Department, including but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM024	5198	2	Applicable test cases	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189
PM025	5199	2	Expected test results	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	189

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			Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PM026	5200	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM027	4118	1	The Vendor should provide the Department and/or its designees access to test cases and test data to facilitate execution of applicable testing cycles.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM028	4119	1	The Vendor should provide the Department with a fully tested and operations-ready User Acceptance Test environment that is isolated and separate from all other environments.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM029	4129	1	The Vendor should discuss and finalize with the Department the level of testing required based on the significance of the change as directed in the Change Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM030	4131	1	The Vendor should provide the Department weekly reports of testing status, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM031	5201	2	Metrics on the number of tests completed	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM032	5202	2	Number of deferred or canceled tests	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM033	5203	2	Results of the tests executed	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	190
PM034	5204	2	Defects identified by severity level	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM035	5205	2	Corrective actions taken	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM036	5206	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PM037	4141	1	The Vendor should conduct Pilot Testing to validate the capacity and processing capabilities of the solution in a tightly controlled production environment.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM038	4142	1	The Vendor should include a test of actual data processing in a full operational environment, with successful end-to-end solution functionality during Pilot Testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM039	4144	1	The Vendor should provide written test results of the Pilot Testing to the Department within an agreed upon timeframe.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM040	4145	1	The Vendor should provide the Department official written notification of readiness for full production operations after completion of Pilot Testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	191
PM041	3986	1	The Vendor should work with the Department to develop an interface testing acceptance standard to outline the minimum requirements that must be met prior to allowing external electronic visit verification (EVV) data partners to submit data to the EVV solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192
PM042	3987	1	The Vendor should conduct interface testing with external electronic visit verification (EVV) data partners approved by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192
PM043	4785	1	The Vendor should provide testing and training environments that include sufficient, representative data elements that are in the production environment. The Vendor should not invoke or charge the Department for license fees for any of the testing or training environments.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192
PM044	4786	1	The Vendor should use a User Acceptance Testing (UAT) environment that mirrors all programs in production to allow the Department to conduct testing prior to new software updates and to serve as an ongoing training platform for users.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192
PM045	4788	1	The Vendor should create, use, and make available to the Department, representative samples for testing edits, business rules, and workflow processing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	192

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PM046	4789	1	The Vendor should create or modify existing data as needed for testing in a test environment, in compliance with federal guidelines. (Reference: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/XLC/Downloads/TestingFramework.pdf</a> )	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM047	4790	1	The Vendor should maintain a clearly organized test case library that can be accessed by all testers, including Department users, with search capability that is cross-referenced to the code that it tests.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM048	4836	1	The Vendor should ensure web portal design, development, implementation (DDI) and operations are in accordance with Department and federal regulations and guidelines related to security, accessibility, confidentiality, and auditing. (Reference: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf</a> )	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM049	5227	1	The solution should be developed and implemented in accordance with the project work plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	193
PM050	5244	1	The Vendor should conduct the following types of testing in support of the solution:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM051	5245	2	Unit testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM052	5247	2	Iterative functional testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM053	5248	2	System integration testing (SIT)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM054	5249	2	Interface testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194



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PM055	5250	2	Regression testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM056	5251	2	End-to-end testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	194
PM057	5252	2	Security testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM058	5253	2	Performance testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM059	5254	2	Usability/Accessibility testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM060	5255	2	Browser testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM061	5256	2	User acceptance testing (UAT)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM062	5257	2	Data conversion testing	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM063	5258	2	Operational readiness testing (ORT)	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	195
PM064	5259	2	Other testing as identified by the Department and/or Vendor	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM065	5260	1	The Vendor should be prepared to assist the Department, as necessary, with User acceptance testing (UAT).	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196

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PM066	5261	1	The Vendor should be prepared to conduct User acceptance testing (UAT) in all cases whereby the Department does not elect to conduct UAT.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM067	5262	1	The Vendor should complete regression testing subsequent to, but not limited to, the following:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM068	5263	2	Deployment of new solution components	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM069	5264	2	Integration of each solution component into the primary solution	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM070	5265	2	Every migration of new build versions to each test environment	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM071	5266	2	Solution fixes	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM072	5267	2	Solution patches	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM073	5268	2	Solution releases	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM074	5269	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	196
PM075	5270	1	The Vendor should utilize a subset of system integration testing (SIT) scenarios representative of maximum functional and technical solution coverage for the purposes of regression testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM076	5271	1	The Vendor should obtain approval from the Department on which scenarios should be used for regression testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197

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PM077	5272	1	The Vendor should utilize end-to-end test cases in support of regression testing.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM078	5273	1	The Vendor should perform privacy and security testing on functional, technical, and infrastructure components to ensure the solution meets all State, Department, and Federal privacy and security requirements. (Reference: <a href="https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf">https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Downloads/IS_Policy-.pdf</a> )	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM079	5274	1	The Vendor should propose testing scenarios and/or cases to the Department for their approval.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	197
PM080	5276	1	The Vendor's performance testing methodology should allow for performance tests to be representative of the expected peak period volumes for solution operation.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM081	5277	1	The Vendor's performance testing should occur on a production ready version of the solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM082	5278	1	The solution's performance testing environment should mirror the final production solution specifications.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM083	5279	1	The Vendor should perform usability/ accessibility testing for various types of users, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM084	5280	2	Internal users	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM085	5281	2	External users	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM086	5283	2	Users with limited computer skills	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198

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PM087	5284	2	New user registration	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM088	5286	2	Users with disabilities	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM089	5287	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM090	4133	1	The Vendor should conduct an Operational Readiness Review (ORR) prior to statewide implementation of the solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	198
PM091	4136	1	The Vendor's Operational Readiness Review (ORR) testing should include a volume/stress test of at least 30 calendar days of production-capacity volumes to demonstrate that the solution and Vendor staff members are prepared for full production.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM092	4138	1	The Vendor should document and propose solutions, and timeframes for corrective actions to all issues, problems, and defects identified through the Operational Readiness Review (ORR).	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM093	4140	1	The Vendor should prepare and submit to the Department an Operational Readiness Review (ORR) Report that demonstrates that the Vendor and solution are ready to begin operations.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM094	4566	1	The Vendor should correct any report errors identified by the Department or the Vendor and correct the report within an agreed upon timeframe, through additional steps as defined in the Change Management Plan, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM095	4969	2	Correct the report	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM096	4970	2	Verify the report	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199



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PM097	4971	2	Distribute or re-distribute the report	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM098	4972	2	Others actions as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	199
PM099	4089	1	The Vendor should assist the Department with specialized research and reporting as requested.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM100	4787	1	The Vendor should be able to test edits, business rules, and workflow processing and report on results.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM101	5171	1	The Vendor should support either the transition of the solution to an entity designated by the Department and/or support the retirement of the solution at the end of the term of the contract, including all contract extensions as defined in the Turnover and Closeout Management Plan.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM102	4448	1	The Vendor should obtain Department approval of all scripts prior to implementation that will be used in the Technical Call Center.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM103	4508	1	The Vendor should identify and be responsible for the implementation and integration of all third-party software used in support of the solution.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM104	5228	1	The Vendor should conduct requirements validation and joint application design in support of requirements analysis and solution design activities as agreed upon by the Department.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	200
PM105	5229	1	The Vendor should maintain a requirements traceability matrix (RTM) throughout the lifecycle of the project.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM106	5230	1	The Vendor should provide all stakeholders identified by the Department access to the requirements traceability matrix (RTM).	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201

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PM107	5231	1	The Vendor should document in the requirements traceability matrix (RTM) where each requirement is accounted for, including, but not limited to:	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM108	5232	2	Design documentation	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM109	5233	2	Code modules	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM110	5234	2	Test conditions	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM111	5235	2	Test scenarios	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM112	5236	2	Test cases	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM113	5237	2	Certification criteria	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM114	5238	2	Medicaid Information Technology Architecture (MITA) business areas and processes	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM115	5239	2	Medicaid Information Technology Architecture (MITA) Standards and Conditions	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM116	5240	2	Others as defined by the Department	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	201
PM117	5241	1	The Vendor should demonstrate through the requirements traceability matrix (RTM) that all documented and approved specifications have been traced throughout the development lifecycle.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	202

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
PM118	5242	1	The Vendor should work with the Department during joint application design (JAD) sessions to validate the scope, purpose, and implications of each Request for Proposal (RFP) specification.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	202
PM119	5243	1	The Vendor should identify and work to resolve gaps between the Vendor's and the Department's understanding of a specification(s) during joint application design (JAD) sessions.	Project Management	Will Meet	Attachment 9 - Implementation Specifications Approach	Project Management	202
TN001	3973	1	The Vendor should provide outreach to users to ensure and document their readiness to begin using the solution. The outreach should include all user groups including, but not limited to:	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	242
TN002	5176	2	Members or Legal Representative	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	242
TN003	5177	2	Direct Care Workers	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	242
TN004	5178	2	Provider Agencies	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	242
TN005	5197	2	The Department	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	242
TN006	5179	2	Other as defined by the Department	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	242
TN007	3974	1	The Vendor should provide training at the time of registration.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	243
TN008	4146	1	The Vendor should collaborate with the Department and the stakeholder community to develop strategies to train members receiving services.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	243
TN009	4149	1	The Vendor should provide both web-based and ten (10) state-wide in-person trainings to users prior to the initial implementation of the solution based on a schedule and locations as agreed upon by the Department.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	243

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TN010	4152	1	The Vendor should provide written training materials for both in-person and web-based training options.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	244
TN011	4153	1	The Vendor should submit all training materials to the Department for review and approval at least 45 calendar days prior to the date of the first training session.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	244
TN012	4154	1	The Vendor should provide training materials offered in accessible formats consistent with requirements of the Americans with Disabilities Act (ADA) throughout the life of the solution. (Reference: <a href="https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf">https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf</a> )	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	244
TN013	4155	1	The Vendor should provide training materials and training courses that are accessible for users who do not speak, read, or write the English language, upon request by the Department according to <a href="https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html">https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html</a> .	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	244
TN014	4156	1	The Vendor should obtain independent verification of the accuracy of all translations made pursuant to language and accessibility requirements.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	245
TN015	4158	1	The Vendor should provide web-based training available to users throughout the life of the solution.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	245
TN016	4160	1	The Vendor should provide a detailed approach to user training with respect to solution modifications.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	245
TN017	4161	1	The solution should maintain a record of all user training, including the name of the individual trained, the date of training, the specific training completed, and whether the training was in-person or web-based.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	245
TN018	4162	1	The Vendor's training records should be included in the data available for reporting.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	246
TN019	4168	1	The Vendor should provide a user manual to all users.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	246

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Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
TN020	4169	1	The user manual should be subject to Department approval.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	246
TN021	4170	1	The user manual should be available online and in hard copy upon request of the user.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	246
TN022	4171	1	The user manual should be offered in accessible formats consistent with requirements of the Americans with Disabilities Act. (Reference: <a href="https://www.ada.gov/regs2010/titleI_2010/titleI_2010_regulations.pdf">https://www.ada.gov/regs2010/titleI_2010/titleI_2010_regulations.pdf</a> )	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	246
TN023	4172	1	The user manual should be available in at least those languages the Department is required to accommodate, in addition to English, pursuant to 45 Code of Regulations (CFR) Section 80.3(b)(2). (Reference: <a href="https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html">https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html</a> )	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	246
TN024	5289	1	The solution should support workforce security awareness through such methods including, but not limited to:	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	247
TN025	5290	2	Security reminders (at login or screen access)	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	247
TN026	5291	2	Training reminders	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	247
TN027	5292	2	Online training capabilities	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	247
TN028	5293	2	Training tracking	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	247
TN029	5294	2	Others as defined by the Department.	Training	Will Meet	Attachment 9 - Implementation Specifications Approach	Training	247

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DR001	4735	1	The solution should provide sufficient transaction logging and database back-up to allow it to be restored. If multiple databases are used for work item routing and program data, restoring the solution should ensure that databases are synchronized to prevent data corruption.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	276
DR002	4453	1	The solution should have the ability to perform online backups without interruption to production operations, according to a schedule agreed upon by the Department.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	277
DR003	4737	1	The solution should allow continued use of the system during back-up and perform back-ups during non-peak processing hours, to minimize the impact to operational activities.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	277
DR004	4331	1	The solution should support data freezing.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	277
DR005	4261	1	The Vendor should maintain an operational back-up power supply capable of supporting vital functions.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	277
DR006	4290	1	The Vendor should equip facilities with proper safeguards for fire prevention, fire detection, and fire suppression that are consistent with local fire codes.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	278
DR007	4291	1	The Vendor should equip fire detection and alarm systems with uninterruptable power supply.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	278
DR008	4293	1	The Vendor should have a remote backup facility at least one hundred (100) miles away from the primary data center.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	278



Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
DR009	4292	1	The Vendor should conduct an annual disaster recovery exercise at a mutually agreed upon time and provide the results to the designated Department staff. Department staff should be invited to be included in these exercises.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	278
DR010	5114	1	The Vendor should store all backup copies in a Department-approved backup storage location for a period of time specified by the Department.	Solution Back-up, Disaster Recovery, and Failover	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Solution Back-up, Disaster Recovery, and Failover	278
OP001	4715	1	The Vendor should track, and provide the Department access to, process metrics and other detail as defined in the approved Change Management Plan, including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	256
OP002	4716	2	The estimated and actual hours allocated to each change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	256
OP003	4717	2	Specific personnel assigned to each change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	256
OP004	4718	2	Scheduled completion date for each change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	256
OP005	4719	2	Total cost if the maximum allowed hours are exceeded on any approved change request	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	256
OP006	4720	2	Any change to current operational costs	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	256
OP007	4721	2	A separate total for equipment requirements (if applicable) related to the modification	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
OP008	5008	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257
OP009	4743	1	The Vendor should assure all production software updates, releases, and patches are evaluated and approved by the Department prior to implementation as defined in the Change Management Plan.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257
OP010	4744	1	The Vendor should send notification to the Department when releases are available to be evaluated as defined in the Change Management Plan.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257
OP011	4745	1	The Vendor should provide the Department with detailed documentation that provides all fixes and functionality for each release.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257
OP012	4747	1	The Vendor should maintain version control and provide the Department with current system and user documentation.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257
OP013	3988	1	The Vendor should perform all maintenance and product upgrades for all operational and test environments and hardware at no additional cost so that the system is operating on currently supported version of each product and maintain software and security patches, based on a schedule approved by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	257
OP014	3960	1	The solution should provide the ability for the provider agency to review billing prior to submitting for payment.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP015	5130	1	The solution should provide the ability for the provider agency to review and correct billing errors prior to submission.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258



Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
OP016	3961	1	The solution should provide the Department and provider agencies with reports of unbilled encounters through front-end edits including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP017	5131	2	No authorization	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP018	5132	2	Expired authorization	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP019	5133	2	Reasons that prevented claims from filing	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP020	5134	2	Edits made to claims	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP021	5135	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	258
OP022	3955	1	The Vendor should provide a report of all daily transactions, including interactions via the call center, available to the Department in a variety of formats, including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP023	5100	2	Browser-based	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP024	5101	2	Portable Document Format (PDF)	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
OP025	5102	2	Excel	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP026	5103	2	Comma-Separated Value (CSV)	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP027	5172	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP028	4522	1	The solution should track metrics for each type of correspondence generated in the solution.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP029	4526	1	The solution should track the status of notices that are moving through the generation process.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP030	4528	1	The solution should notify the Department when an undelivered scheduled system-generated correspondence is approaching the predetermined delivery timeframe as agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP031	4534	1	The solution should have the ability to track when any correspondence or form has been reissued or revised as agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259
OP032	4902	1	The Vendor should pay and arrange for an annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit, using the most current version of the audit, which should cover work performed by the Vendor at the Vendor's facility and data center sites. (Reference: <a href="https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf">https://technology.wv.gov/SiteCollectionDocuments/Policies%20Issued%20by%20the%20CTO/2019/PO1008_Audit_Mar2019.pdf</a> )	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	259



Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
OP033	4903	1	The Vendor should submit the annual Statement on Standards for Attestation Engagements, System, and Organization Controls (SOC) 1, Type II audit report, using the most current version of the audit, to the Department for approval with an action plan to remediate findings within a timeframe agreed upon by the Vendor and the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	260
OP034	4253	1	The solution should archive and store user profiles for a period of time agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	260
OP035	5214	1	The Vendor should provide its incident reporting procedures to the Department for review and approval within a timeframe agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	260
OP036	4164	1	The Vendor should detail the performance metrics and targets used to monitor the effectiveness of technical support by phone.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	260
OP037	4165	1	The solution should have the ability to provide an immediate response acknowledging all email inquiries and establishing a timeframe for the response.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	261
OP038	4166	1	The solution should have the ability to resolve all email inquiries to the Vendor's technical support within one 24 hour business day from initial receipt.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	261
OP039	4167	1	The Vendor should document inquiries and provide the Department with routine reports regarding reasons for technical support requests.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	261
OP040	4178	1	The Vendor should document any procedural action that occurred as a result of a complaint to the helpdesk and submit this documentation to the Department on an agreed upon schedule.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	261

Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
OP041	4447	1	<p>The Vendor's Technical Call Center should provide a toll-free voice messaging system that is compliant with the Americans with Disabilities Act (ADA) and supports limited English proficiency as defined by the Department of Health and Human Services (HHS). (References: <a href="https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf">https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf</a>, <a href="https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html">https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html</a>).</p> <p>The Technical Call Center should function 24 hours per day, 365 days per year, and provides callers information including, but not limited to:</p>	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	261
OP042	4928	2	Hours of operation	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP043	4929	2	Options for leaving messages after hours	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP044	4930	2	Options for leaving messages based on queue hold times and designated intervals as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP045	4931	2	Recording of informational messages as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP046	5107	1	The solution should have the ability to record and report on the performance and utilization of resources within the overall system, including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP047	5108	2	Average speed of answer	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262

Specifications					Vendor Response			
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OP048	5109	2	Interface processing time	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP049	5110	2	Request time for report generation	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP050	5111	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP051	4500	1	The Vendor should document and maintain technical specifications associated with the solution including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP052	4501	2	Complete listing of all software, hardware, and configurations that are required to establish fully functional installations in each of the required environments.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	262
OP053	4502	2	Complete specifications for all software, environments, and hardware used to support the solution.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP054	4939	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP055	4504	1	The Vendor should provide the Department with a capacity analysis report for the solution and the hosted environment including, but not limited to:	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP056	4940	2	Hardware	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263

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OP057	4941	2	Environment	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP058	4942	2	Network specifications	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP059	5106	2	Others as defined by the Department	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP060	4661	1	The solution should provide real-time solution performance data.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP061	4663	1	The solution should report on total processing times based on user-defined queries.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	263
OP062	4739	1	The solution should write all errors to an error log in a standard format and make it available for Department review upon request.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	264
OP063	4740	1	The solution should allow the Department's administrator to view, filter, sort, and search the error log(s).	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	264
OP064	4746	1	The Vendor should notify the Department regarding which releases of third-party software (JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the Vendor software.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	264
OP065	4773	1	The solution should schedule and support file transfers as requested and agreed upon by the Department.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	264



Specifications					Vendor Response			
Req ID #	RTM ID	Hierarchy Level	Specification Text	Subject Matter Area	Capability Assessment	Attachment	Section	Page #
OP066	3946	1	The solution's data aggregation component should send each provider agency a verified visit report, at least once a calendar day.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	264
OP067	3948	1	The solution's data aggregation component should send each provider agency a visit not verified report showing visits that were not verified by the provider agency, at least once each calendar day.	Operations	Will Meet	Attachment 10 - Maintenance and Operations Specifications Approach	Operations	264