



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia Delivery Order

Order Date: 07-08-2022

CORRECT ORDER NUMBER MUST APPEAR
ON ALL PACKAGES, INVOICES, AND
SHIPPING PAPERS. QUESTIONS
CONCERNING THIS ORDER SHOULD BE
DIRECTED TO THE DEPARTMENT
CONTACT.

Order Number:	CDO 0511 2680 BMS2300000002 1	Procurement Folder:	1069219
Document Name:	CR106-Gainwell Member Void File Layout Changes	Reason for Modification:	
Document Description:	CR106-Gainwell Member Void File Layout Changes		
Procurement Type:	Central Delivery Order		
Buyer Name:	Crystal G Hustead		
Telephone:	(304) 558-2402		
Email:	crystal.g.hustead@wv.gov		
Shipping Method:	Best Way	Master Agreement Number:	CMA 0511 HHR2100000002 1
Free on Board:	FOB Dest, Freight Prepaid		

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000103433 INTERNATIONAL BUSINESS MACHINES CORPORATION NEW ORCHARD RD ARMONK NY 10504 US Vendor Contact Phone: 999-999-9999 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Kelly (Jimmy) Dowden Requestor Phone: (304) 356-4861 Requestor Email: jimmy.k.dowden@wv.gov 23 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
PROCUREMENT OFFICER: 304-352-4286 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US	PROCUREMENT OFFICER: 304-352-4286 HEALTH AND HUMAN RESOURCES BUREAU FOR MEDICAL SERVICES 350 CAPITOL ST, RM 251 CHARLESTON WV 25301-3709 US

Total Order Amount: \$868,653.00

Purchasing Division's File Copy

CH 7/11/22
PURCHASING DIVISION AUTHORIZATION
DATE: 7/13/2022
ELECTRONIC SIGNATURE ON FILE

ENTERED
ENCUMBRANCE CERTIFICATION
DATE: 7/13/2022
ELECTRONIC SIGNATURE ON FILE

Extended Description:

CR106-Gainwell Member Void File Layout Changes

Service Period: 07/28/22-11/30/22

Total Cost: \$868,653.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	80101606	0.00000		\$0.0000	\$434,324.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-07-28	2022-11-30				

Commodity Line Description: Milestone 1-Analytic Layer Complete**Extended Description:**

Project monitoring and evaluation

See attached pricing pages.

Milestone 1-Analytic Layer Complete

Account Manager: 36 Hours @ \$265=\$9,540
Project Manager: 169 Hours @ \$219=\$37,011
Business Lead: 45 Hours @ \$219=\$9,855
Technical Lead: 57 Hours @ \$265=\$15,105
Implementation Manager: 67 Hours @ \$265=\$17,755
Operations Manager: 42 Hours @ \$219=\$9,198
Quality Assurance Manager: 29 Hours @ \$219=\$6,351
Testing Manager: 69 Hours @ \$219=\$15,111
Certification Lead: 28 Hours @ \$219=\$6,132
Document Management Lead: 24 Hours @ \$219=\$5,256
Information Security Architect/Privacy Data Protection Officer: 14 Hours @ \$219=\$3,066
Analytic Consultant: 69 Hours @ \$219=\$15,111
Application Admin: 27 Hours @ \$178=\$4,806
BI Developer: 333 Hours @ \$178=\$59,274
Business Analyst: 254 Hours @ \$151=\$38,354
Data Architect: 100 Hours @ \$219=\$21,900
Data Management Consultant: 249 Hours @ \$219=\$54,531
Data Warehouse Analyst: 52 Hours @ \$219=\$11,388
Database Administrator: 39 Hours @ \$178=\$6,942
ETL Engineers: 248 Hours @ \$151=\$37,448
Project Coordinator: 57 Hours @ \$178=\$10,146
Project Manager, Sr.: 98 Hours @ \$265=\$25,970
Technical Writer: 52 Hours @ \$178=\$9,256
Training Consultant: 22 Hours @ \$219=\$4,818

Total: 2,180 Hours, \$434,324.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	80101606	0.00000		\$0.0000	\$434,329.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2022-07-28	2022-11-30				

Commodity Line Description: Milestone 2-Implementation

Extended Description:

Project monitoring and evaluation

See attached pricing pages.

Milestone 2-Implementation

Account Manager: 36 Hours @ \$265=\$9,540
 Project Manager: 169 Hours @ \$219=\$37,011
 Business Lead: 45 Hours @ \$219=\$9,855
 Technical Lead: 57 Hours @ \$265=\$15,105
 Implementation Manager: 68 Hours @ \$265=\$18,020
 Operations Manager: 41 Hours @ \$219=\$8,979
 Quality Assurance Manager: 28 Hours @ \$219=\$6,132
 Testing Manager: 70 Hours @ \$219=\$15,330
 Certification Lead: 28 Hours @ \$219=\$6,132
 Document Management Lead: 23 Hours @ \$219=\$5,037
 Information Security Architect/Privacy Data Protection Officer: 15 Hours @ \$219=\$3,285
 Analytic Consultant: 70 Hours @ \$219=\$15,330
 Application Admin: 28 Hours @ \$178=\$4,984
 BI Developer: 334 Hours @ \$178=\$59,452
 Business Analyst: 254 Hours @ \$151=\$38,354
 Data Architect: 99 Hours @ \$219=\$21,681
 Data Management Consultant: 249 Hours @ \$219=\$54,531
 Data Warehouse Analyst: 51 Hours @ \$219=\$11,169
 Database Administrator: 38 Hours @ \$178=\$6,764
 ETL Engineers: 248 Hours @ \$151=\$37,448
 Project Coordinator: 56 Hours @ \$178=\$9,968
 Project Manager, Sr.: 98 Hours @ \$265=\$25,970
 Technical Writer: 53 Hours @ \$178=\$9,434
 Training Consultant: 22 Hours @ \$219=\$4,818

Total: 2,180 Hours, \$434,329.00




STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
BUREAU FOR MEDICAL SERVICES

Bill J. Crouch
Cabinet Secretary

Procurement Services
350 Capitol Street, Room 251
Charleston, West Virginia 25301-3712
Telephone: (304) 558-1700 Fax: (304) 558-4398

Cynthia E. Beane
Commissioner

TO: Robert L. Price, CPPO, CPPB, NIGP-CPP
Administrative Services Manager II
WVDHHR-Office of Purchasing

FROM: Kelly J. Dowden, WVPBC 
Director, BMS Procurement Services

DATE: July 6, 2022

RE: PF 1069219, CDO BMS23*02

The West Virginia Bureau for Medical Services (BMS) respectfully requests approval of the above-referenced CDO with International Business Machines Corporation for Gainwell Member Void File Layout Changes. The service period for this project is 07/28/2022-11/30/2022. The total cost is \$868,653.00

If you have questions or need additional information, please feel free to contact me at 304-352-4286 or jimmy.k.dowden@wv.gov.


Agree

WV DHHR MEDICAID ENTERPRISE DATA SOLUTION CHANGE REQUEST FORM

Change Request (CR) Information

Refer to the Change Management Plan for additional information and guidance on completing the form.

Table 1: Change Request Registration and General Information

CR Number	CR106
CR Name	Gainwell Member Void File Layout Changes
Request Date	06/03/2022
Requested By	Shaun Charles
Requestor's Project Role	DHHR CIO, WV EDS Project Sponsor
Requestor's Email	shaun.l.charles@wv.gov
Requestor's Phone #	304-558-5851
Contract Reference	CFTV6HS WV DHHR Medicaid Enterprise Data Solution (EDS) CMA 0511 2672 HHR2100000002
Change Control Log (Jama)	https://ibm-watsonhealth.iamacloud.com/perspective.rec?docId=1271895&projectId=175

Table 2: Change Request Submission Information

Item	Details
Change Type	Standard
Issue Addressed by the Change	Member extract files received from the Medicaid Management Information System (MMIS) operated by Gainwell for the State of West Virginia do not contain sufficient data elements for the WV EDS to identify and properly handle voided member records.
Change Description	DHHR has requested Gainwell to modify the MMIS member extract files received by the WV EDS to add data elements that will allow the WV EDS discern member voids from active records. These changes require IBM to modify design and development of all data warehouse layers as described in the Scope Definition section below, including changes to processing 8 out of the 9 member-related input files. The changes also impact the design and development of 70% of the custom reports and dashboards and push the start of analytic layer design by 52 business days.
Impact of NOT Implementing Proposed Change	<ul style="list-style-type: none"> The WV EDS would be unable to accurately identify the active Medicaid member population IBM could not complete the Member and TPL database design activities required by the Contract Would result in compromised referential integrity between member and other subject areas in the WV EDS

Item	Details
	<ul style="list-style-type: none"> Would result in inaccurate reporting and analytics in the WV EDS
Alternative to Proposed Change	<p>IBM provided DHHR with 3 options to resolve the member void issue within the EDS. On 03/18/2022 DHHR chose the option described in this Change Request (Option 3) as documented in Project Issue <u>WV-ISS-7</u>.</p> <p>The other options were:</p> <ul style="list-style-type: none"> Option 1 – Gainwell to regenerate all historical files impacted by the voids issue Option 2 – Gainwell to generate full member extracts as of today which exclude void records
Schedule Dependencies	<ol style="list-style-type: none"> Timely completion of Gainwell's changes to 7 of the 8 the extract files and delivery of updated files to IBM on or before 04/22/2022 Delivery of the final extract file on or before 05/06/2022 Successful validation of the updated extract files by IBM
Affected Contract Requirements	None
Change Priority	Standard
Change Category	Scope
Requested Timing	<p>Estimated Start Date: July 28, 2022</p> <p>Estimated End Date: November 30, 2022</p> <p>Change request must be executed on or before July 28, 2022, to meet the 11/14/2022 WV EDS Go Live date</p>

Table 3: Formal Change Analysis

Scope Definition	<p>Project 2: EDS Data Warehouse</p> <ol style="list-style-type: none"> IBM will implement changes to accommodate the new member file layouts across the following subject areas in the WV EDS: Member, TPL, MDM Deterministic Update Source to Target mappings to reflect additional fields for Member and TPL subject areas for both staging layer and integration layer Update the MMIS Interface Control Document (ICD) to include the new data elements Update the Data Dictionary in the Information Data governance (IGC) tool Update the ETL code for both staging and integration layers Perform additional testing of the changes, including validation of the file layout changes upon receipt from Gainwell The table below outlines the files that are impacted by the new data elements:
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#	Functional Area	Filename Format	Enhancement
1	Member Attributes (RECATT)	74529042T85868_MM_CC YY.TXT	Add SEGTYPE, Update Lastupdate Enhance data pull to reduce duplicate records
2	Member Demographics (RECDEMO)	74529042T85869_MM_CC YY.TXT	Add MMIS_MEMBER_STATUS, Update Lastupdate
3	Member Eligibility (RECELIG)	74529042T85891_MM_CC YY.TXT	Add SEGTYPE and RATEID, Update Lastupdate
4	Member MCO Eligibility (RECMCO)	74529042T85888_MM_CC YY.TXT	Add SEGTYPE, Update Lastupdate
5	Member Provider Lock-In (RELOCK)	74529042T85871_MM_CC YY.TXT	Add SEGTYPE, Update Lastupdate
6	Member Medicare Eligibility (RECMCARE)	74529042T85887_MM_CC YY.TXT	Add SEGTYPE, Update Lastupdate
7	Member Ratecode Lookup (RECLKUP)	74529042T85870_MM_CC YY.TXT	<No Change>
8	Member TPL Eligibility (RECTPL)	74529042T85889_MM_CC YY.TXT	Add SEGTYPE, Update Lastupdate
9	Member MEMID-CARRIERMEMID Crosswalk (REXREF)	74529042T85890_MM_CC YY.TXT	Add SEGTYPE

Project 3: Analytics & Reporting

1. IBM will make updates to design and mappings for the additional fields for Member and TPL subject areas within the analytic layer
2. IBM will modify the project schedule to reprioritize affected reports and dashboards impacted by this change based on subject area completion in the integration layer
3. IBM will modify the project schedule for development of reports and dashboards impacted by this change based on subject area completion in the integration layer
4. The following custom dashboards, reports, and modules are delayed at least 52 business days due to the Gainwell member void issue:
 - o Custom Dashboards
 1. Executive Dashboard
 2. BMS Financial Dashboard
 3. Mountain Health Promise
 4. EPSDT Dashboards
 5. Comparison Dashboard
 6. Pregnant Women
 7. SUD Dashboards
 8. HCBS Dashboard
 9. Services for Newborns
 - o Custom Reports
 1. TPL Billing

	<ol style="list-style-type: none"> 2. Eligibility/Enrollment by Category 3. Enrollment/Eligibility Rate Code 4. Medicaid Monthly Eligibility Churn 5. MCO Monthly Movement 6. Member Detailed 7. Claims Detail 8. PI Bundled Services 9. Budget Projection 10. Pharmacy Aggregated & Details 11. MCO Enrollment - Gap in Coverage 12. HCBS Utilization Report 13. PI Dental <ul style="list-style-type: none"> o Other Modules <ol style="list-style-type: none"> 1. Flexible Analytics Rules Engine 2. MPI Dashboards 3. SUD CMS 1115 Waiver Report <p>Project 6: Deliverables</p> <p>The following Implementation deliverables require updates as part of these changes:</p> <ul style="list-style-type: none"> • D023 Requirements Specification Document (RSD) • D024 Requirements Traceability Matrix (RTM) • D034 Data Conversion Test Cases • D035 Data Test Results • D036 Database Design Document and Data Models • D037 Detailed System Design • D050 System Integration Test Cases • D051 System Integration Test Results
Scope Dependencies	<ol style="list-style-type: none"> 1. Gainwell will deliver updated extract files on 4/22/22 and 5/6/22 with no data quality issues 2. The extract file updates described in this Change Request and agreed upon by Gainwell will provide IBM sufficient data to navigate historical complexities in the MMIS member eligibility data. IBM will not rely on other historical data to interpret Medicaid eligibility in the WV EDS 3. Unforeseen data quality issues from 3rd party data sources may result in changes to the WV EDS that would be processed through Change Management 4. DHHR has not identified any specific reporting and analytic calculation needs required for the reporting layer as a result of this change 5. DHHR will provide sufficient resources to meet the timelines in the approved project schedule 6. DHHR will provide review and approvals to deliverables and work products per the approved project schedule
Cost	Total Estimated Hours: 4,360

Total Fixed Price: \$868,653

Role	Estimated Hours	Rate Card	Fixed Price
Account Manager	72	265	\$19,080
Project Manager	338	219	\$74,022
Business Lead	90	219	\$19,710
Technical Lead	114	265	\$30,210
Implementation Manager	135	265	\$35,775
Operations Manager	83	219	\$18,177
Quality Assurance Manager	57	219	\$12,483
Testing Manager	139	219	\$30,441
Certification Lead	56	219	\$12,264
Document Management Lead	47	219	\$10,293
Information Security Architect/Privacy Data Protection Officer	29	219	\$6,351
Analytic Consultant	139	219	\$30,441
Application Admin	55	178	\$9,790
BI Developer	667	178	\$118,726
Business Analyst	508	151	\$76,708
Data Architect	199	219	\$43,581
Data Management Consultant	498	219	\$109,062
Data Warehouse Analyst	103	219	\$22,557
Database Administrator	77	178	\$13,706
ETL Engineers	496	151	\$74,896
Project Coordinator	113	178	\$20,114
Project Manager, Sr.	196	265	\$51,940
Technical Writer	105	178	\$18,690
Training Consultant	44	219	\$9,636
Total	4,360		\$868,653

Payment Milestones

Milestone 1 - Analytic Layer Complete <i>This milestone is expected to be invoiced by 9/30/2022</i>			
Role	Estimated Hours	Rate Card	Fixed Price
Account Manager	36	265	\$9,540
Project Manager	169	219	\$37,011
Business Lead	45	219	\$9,855
Technical Lead	57	265	\$15,105
Implementation Manager	67	265	\$17,755
Operations Manager	42	219	\$9,198
Quality Assurance Manager	29	219	\$6,351
Testing Manager	69	219	\$15,111
Certification Lead	28	219	\$6,132
Document Management Lead	24	219	\$5,256
Information Security Architect/Privacy Data Protection Officer	14	219	\$3,066

Analytic Consultant	69	219	\$15,111
Application Admin	27	178	\$4,806
BI Developer	333	178	\$59,274
Business Analyst	254	151	\$38,354
Data Architect	100	219	\$21,900
Data Management Consultant	249	219	\$54,531
Data Warehouse Analyst	52	219	\$11,388
Database Administrator	39	178	\$6,942
ETL Engineers	248	151	\$37,448
Project Coordinator	57	178	\$10,146
Project Manager, Sr.	98	265	\$25,970
Technical Writer	52	178	\$9,256
Training Consultant	22	219	\$4,818
Total	2,180		\$434,324

Milestone 2 - Implementation

This milestone is expected to be invoiced by 11/30/2022

Role	Estimated Hours	Rate Card	Fixed Price
Account Manager	36	265	\$9,540
Project Manager	169	219	\$37,011
Business Lead	45	219	\$9,855
Technical Lead	57	265	\$15,105
Implementation Manager	68	265	\$18,020
Operations Manager	41	219	\$8,979
Quality Assurance Manager	28	219	\$6,132
Testing Manager	70	219	\$15,330
Certification Lead	28	219	\$6,132
Document Management Lead	23	219	\$5,037
Information Security Architect/Privacy Data Protection Officer	15	219	\$3,285
Analytic Consultant	70	219	\$15,330
Application Admin	28	178	\$4,984
BI Developer	334	178	\$59,452
Business Analyst	254	151	\$38,354
Data Architect	99	219	\$21,681
Data Management Consultant	249	219	\$54,531
Data Warehouse Analyst	51	219	\$11,169
Database Administrator	38	178	\$6,764
ETL Engineers	248	151	\$37,448
Project Coordinator	56	178	\$9,968
Project Manager, Sr.	98	265	\$25,970
Technical Writer	53	178	\$9,434
Training Consultant	22	219	\$4,818
Total	2,180		\$434,329

Schedule		Key dates to support CR 106		
#	Milestone	Expected Date	Actual Date	
1	Member Void Option Decision Date	03/08/22	03/08/22	
2	Gainwell Test File Delivery Start	04/22/22	04/22/22	
3	Gainwell Test File Delivery Completion	05/06/22	05/27/22*	
<p>* Gainwell resubmitted the member attribute file on 05/27/2022 due to duplicate records included in the initial submission. IBM will validate the files by 06/03/2022</p>				
Impact to the project schedule				
#	Project Milestone	Current Baseline	New Baseline	
1	Phase 2 Analytic Layer Start (Member)	04/08/22	06/22/22	
2	Phase 1 Release Complete	05/31/22	07/11/22	
3	Phase 2 UAT Start	08/18/22	09/15/22	
4	Phase 2 Analytic Layer Validation Complete	08/29/22	10/12/22	

Additional Information

None.


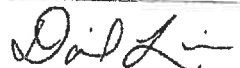
Change Request Disposition

In the table below, check the box that describes the CR disposition. If more details are appropriate, they appear in the Disposition Details section below the table. If details are not needed, indicate "Not applicable."

Table 4: Change Request Disposition

X	Approved to proceed	X	Not approved to proceed
X	Proceed with the implementation of the CR per the proposed plan.		One or more significant issues exist. CR should not be implemented.

Table 5: Change Request Approval

Project Role/Title	Name	Signature	Date
State of West Virginia DHHR	Shaun Charles, DHHR CIO		6/30/22
IBM Project Executive	David Losin		6/27/2022

Robert Price
Agree

Medicaid Enterprise Data Solution RFP

a Department of Health & Human Resources Medicaid Enterprise Data Solution 6/06

Vendor: **EMM Western Health**

Personnel Services Hourly Rates	
Position	Rate
Director	\$ 265.00
Senior Manager	\$ 219.00
Manager	\$ 219.00
Senior Analyst	\$ 265.00
Analyst	\$ 219.00
Administrative Assistant	\$ 219.00
Management Lead	\$ 219.00
Project Data	
Director	\$ 219.00
Senior Analyst	\$ 219.00
Analyst	\$ 178.00
Administrative Assistant	\$ 178.00
Senior Consultant	\$ 151.00
Consultant	\$ 219.00
Analyst	\$ 219.00
Strategic	\$ 178.00
Director	\$ 151.00
Senior Analyst	\$ 178.00
Analyst	\$ 265.00
Administrative Assistant	\$ 178.00
Senior Consultant	\$ 219.00
Consultant	\$ 178.00
Analyst	\$ 219.00
Strategic	\$ -
Director	\$ -

[illegible]

Notation

used to provide contractor/subcontractor hourly labor rates for the various classifications and grades of personnel. Applicable purchase, sales, safety, license, travel, per diem, Vendor's staff training, project facility, and any other expenses associated with the delivery and of the proposed items must be included in the Vendor's costs and fixed hourly rates.

WMR will use the "Labor Rates" supplied by the Vendor as a rate card for all future change requests leveraging the Software Modifications its Pool and statement of work covering the Delivery and Integration of Additional Data Sources not identified during the solution's initial

Use additional rows to describe the various classifications and grades of its personnel. Vendors may insert additional rows as required (e.g., a programmer and a Junior-Level Programmer require two separate rows).

Ability of the Vendor to ensure spreadsheet calculations are correct.



*

It is the responsibility of the Vendor to provide accurate and complete information and data.

It is the responsibility of the Vendor to provide accurate and complete information and data.

It is the responsibility of the Vendor to provide accurate and complete information and data.

* Implementation Services hourly rate is being utilized in the Year 1 Contract Service period