



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: 07-09-2026

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 3839 MIS2700000003 1	Change Order No:	Procurement Folder:	2012229
Document Name:	IFM Application and Printing Negative Responses		Reason for Modification:	
Document Description:	IFM Application and Printing Negative Responses			
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 HHR1800000007 1	
Free on Board:	FOB Dest, Freight Prepaid			

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000184667 OPTUMINSIGHT INC 11000 OPTUM CIR EDEN PRAIRIE MN 55344 US Vendor Contact Phone: 612-642-7749 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: Kimberly A Beckett Requestor Phone: (304) 558-5854 Requestor Email: kimberly.a.beckett@wv.gov 2027 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE ONE DAVIS SQUARE, RM 211 CHARLESTON WV 25301 US	BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES MANAGEMENT INFORMATION SERVICE 321 CAPITOL ST, STE 200 CHARLESTON WV 25301 US

Purchasing Division's File Copy

Total Order Amount: \$372,640.00

CH 7/14/26
PURCHASING DIVISION AUTHORIZATION
DATE: 7/14/26
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: 7-14-26
ELECTRONIC SIGNATURE ON FILE

2027

FILE LOCKED

Extended Description:

This SoW is for Optum to update the Common Application Form (CAF) and the CAFP (Client Portal PDF) to reflect no response, affirmative response and negative response, align the page numbers when a CAF is printed and retain the collected data in the CAF for future reprints.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$372,640.00
Service From	Service To	Manufacturer		Model No	Delivery Date
2026-07-15	2026-11-16				2026-07-15

Commodity Line Description: Modifications and Enhancements Year 9 Hourly Rate

Extended Description:

2,740 hours @\$136 per hour.



OptumInsight, Inc.
11000 Optum Circle
Eden Prairie, MN 55344

July 6, 2026

West Virginia Department of Human Services (WV DoHS)
Office of Management Information Services
1 Davis Square, Suite 200
Charleston, WV 25301
Attn: Mr. Andrew Neely, Chief Information Officer, Office of Shared Administration

RE: CMA 0511 3084 HHR 1800000007: Statement of Work FA IFM Application and Printing

Mr. Neely:

Optum submits the above referenced Statement of Work (SOW) in accordance with the terms and conditions of the WV IES master contract (CMA 0511 3084 HHR 1800000007) to perform enhancements outlined within the SOW.

Optum understands and accepts the effective start date of this SOW will be the date in the executed Delivery Order and the effective end date will be through November 16th, 2026, which is the expiration date of the Delivery Order. All work associated with this SOW will be in accordance with the pricing, terms, and conditions of the WV IES master contract.

Sincerely,



W. Mark Youngman
Associate Director of Finance

CC: Donna McCormick
Melanie Clark

Agreed



West Virginia DoHS

**Statement of Work (SOW) 65 Family Assistance
IFM Application and Printing Negative Responses**



WEST VIRGINIA DEPARTMENT OF

**HUMAN
SERVICES**

Project

DoHS WV IES Project

WV PATH Enhancements

SOW 65 IFM Application and Printing Negative Responses
WV PATH Integrated Eligibility Enhancement

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 7/6/2026

Version 1.0

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Review and Revision History

This chart contains the history of document revisions. Changes after the final publication of this document require a change request.

Date	Version	Description	Modified By
03/18/2026	1.0	Initial Version	Optum

1. Introduction

The following sections in this Statement of Work 65 (SOW) represent the background, scope, and schedule of the enhancements and/or modifications as allowed under the WV Integrated Eligibility System (IES) Project, as well as high-level pricing and work estimate by Optum, a plan for staffing by Optum, and assumptions made by Optum in connection with the work.

WV Department of Human Services (DoHS) has requested that Optum update the Common Application Form (CAF) and the CAFP (Client Portal PDF) to reflect no response, affirmative response and negative response, align the page numbers when a CAF is printed and retain the collected data in the CAF for future reprints.

The specific work for each area is contained in section 2.0

1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
CAF	Common Application Form
CAFP	Common Application Form Portal
MIS	Management Information Services
M&O	Maintenance and Operations of the WV PATH
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
SOW	Statement of Work
WV DoHS	West Virginia Department of Human Services
WV PATH	West Virginia People's Access to Help

1.2. Pricing and Payment

All work activity as outlined in this SOW is on a Time and Material basis and will be billed to WV DoHS starting at \$136.00 per hour in Contract Year 9 (CY 9) (November 17, 2025, until November 16, 2026).

The estimate of hours listed herein is based on tasks that will be assigned to Optum resources in the Project Plan. As this is a time and materials arrangement, the specific task assignments may be adjusted as approved by the WV DoHS Project Manager. The

effort required above the totals herein will require a mutually accepted change request, the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

1.3. Invoicing

1.3.1. Generally

Invoices for Services provided under this SOW shall be in a form approved by the WV DoHS. The Optum invoice will identify the Delivery Order and the Central Master Agreement numbers, the completed task/deliverable, the work hours completed the previous month, reflect the dates of service and the date of completion, and may also include supporting documentation to verify that the task/deliverable was completed.

1.3.2. Retainage

- The State shall retain **10%** of each monthly SOW invoice as a retainage until the Optum deliverables under this SOW have been accepted by the State.
- Once deliverables, as outlined in the SOW have been accepted by the State, Optum shall submit a written formal request for SOW approval (a "SOW Approval Form"), which the State will review and respond to within five (5) business days with any proposed corrections, otherwise the Optum SOW will be deemed approved.
- If a change to the entrance and exit criteria occurs for this SOW, the mutually agreed upon change will be documented within project artifacts such as IRAAD and/or the Project Timeline.
- The retainage will be released upon submission of the SOW Approval Form that has been signed by the DoHS. The SOW Approval Form will include a statement of acceptance of deliverables, defined within the SOW, and confirmation that the in-scope contractual obligations have been met in accordance with criteria outlined in the SOW.
- The invoice seeking release of the 10% retainage will be submitted to the DoHS with a copy of the executed SOW Approval Form.

If the scope stated within an SOW is not completed due to the DoHS or a third party (where such third party is not a subcontractor to contractor) or if the SOW is requested to be cancelled by the DoHS, the retainage will be released without an executed SOW Approval Form, and the invoice will include a statement that reflects this circumstance.

The DoHS shall pay Optum for the Services under this SOW, per Section 1.2 above.

2. Scope of Work

The period of performance for this SOW shall commence on the effective date as described in the applicable Commodity Line found in the Delivery Order (“Effective Date”) or as otherwise authorized by the parties and continue under Section 3.2 (Project Activities).

The WV DoHS has requested that Optum update the Common Application Form (CAF) and the CAFP (Client Portal PDF) to a) display a third ‘no response’ category when a question is left unanswered (i.e., blank/not selected), in addition to affirmative (yes) or negative (no) responses, and b) align page numbers when the CAF is printed.

To accommodate this request Optum will implement changes to the CAF and the CAFP to a) display a third ‘no response’ category when a question is left unanswered (i.e. blank/not selected) in addition to affirmative (yes) or negative (no) responses, and b) align page numbers when a CAF is printed and collect and retain the data in the CAF for future reprints.

The tasks to be completed for this change are contained in table 2.1 Optum Specific Tasks.

2.1 Optum Specific Tasks

#	Tasks
1.0	AEM Notice Development Details:
1.1	Update Notice Data Model & Mappings Modify AEM data ingestion logic to accept and persist to the third (3 rd) response category/status(es). Adjust mapping logic from CAF payload to AEM
1.2	Modify Business Rules & Conditional Rendering Update AEM conditions to consider all three (3) response categories/statuses. Update conditional components that currently rely on “answered only”
1.3	Template & Fragment Updates Modify all AEM dynamic text components where a question response is rendered
1.4	Notice PDF Rendering Updates Adjust static fields, dynamic components, and conditional layout. Confirm rendering for CAF notice
1.5	Dev-Level Unit & Component Tests Perform Unit tests and component-level tests. Validate mappings, rendering, and rules.

2.0	Client Portal Development Details
2.1	Add/verify question to PDF XML mapping
2.2	Update logic to save "N/A" to visible questions that are unanswered
2.3	Unit Test
3.0	Java and COBOL Changes
3.1	Update question mapping in Java and COBOL
3.2	Modify business rules and conditional logic to ingest updated text changes
3.3	Update xml template
4.0	Unit & Component Tests
4.1	Perform Unit tests and component-level tests
4.2	Validate mappings, rendering, and rules

2.2. SOW Project Artifacts

In addition to the Services, Optum will update and provide the following documentation inclusive of modifications in this SOW to the WV DoHS:

- Project Milestones: This document will contain milestones of key tasks and documentation.
- The following documentation deliverables:
 - D040 FDS Updates
 - D053 User Documentation

2.3. SOW Document Approvals

Optum, (or as the case may be regarding a Delivery Order, WV DoHS) will formally submit the following documentation for final review and approval:

- Delivery Order – The WV DoHS will provide Optum formal documentation from the WV DoHS Procurement Office, entitled either the Agency Delivery Order (ADO) or the Central Delivery Order (CDO). Either of these documents may initiate the agreement so that work can begin on this SOW.
- SOW Approval Form – Optum will submit to the WV DoHS upon completion of services and deliverables, a form that seeks confirmation and approval that Optum has completed services and deliverables in accordance to Attachment 1, the WV

PATH M&O Maintenance Release Guidelines (herein after, "Attachment 1"), which is incorporated by reference. Attachment 1 defines the entrance and exit criteria for each phase of the Software Development Life Cycle (SDLC).

- Upon confirmation and approval, the DoHS will execute the SOW Approval Form and provide back to Optum.
- If a change to the entrance and exit criteria occurs for this SOW, the mutually agreed upon change will be documented within project artifacts such as IRAAD and/or the Project Timeline.
- The WV DoHS shall review and approve the artifacts and deliverables, in accordance with the 10-5-10 review schedule, and shall notify Optum of any deficiency(ies).

3. Estimate of Effort

Based on an industry-standard “Waterfall” Systems Development Life Cycle, the estimate of hours for this Statement of Work is shown below and not to exceed unless documented and approved upon in a subsequent change request submitted to the WV DoHS by Optum, the process being outlined in the WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

These changes will require Design, Development, Testing and Implementation while including Documentation and Training, where applicable. The following table reflects the estimated level of work effort by Optum:

Cost Estimate		
ROLE/ITEM	Year 9 (\$136/hr.) HOURS	TOTALS
Design and Development	1370	\$186,320.00
Testing	548	\$74,528.00
Project Management/Release Management	137	\$18,632.00
Business Analyst	411	\$55,896.00
Training	274	\$37,264.00
TOTALS	2740	\$372,640.00

Work Estimate Based on WV IES Contract Year (runs Nov 17 – Nov 16 per contract year)		
Statement of Work Estimate:	Contract Year Hours	Amount
Statement of Work Estimate for Contract Year 9 @ \$136/hr, (07/15/2026 to 11/16/2026)	2740	\$372,640.00
Total Statement of Work Estimate:	2740	\$372,640.00

Work Estimate Based on WV State Fiscal Year (runs July 1 – June 30 per year)		
WV State Fiscal Year:	Est. Work Hours	Amount
WV FY 2027 (07/01/2026 to 06/30/2027)	2740	\$372,640.00
Total	2740	\$372,640.00

3.1. Staffing Plan

Below is the staffing plan for this SOW, by role.

Resource Skill	Role on Enhancement	Hours for the Enhancements
Project Manager/Release Manager	SharePoint Management, Project Plan, Manages the Roll Out of Update	137
Design and Development	Significant work on Design Validation	1370
QA/Testing	System Integrated Testing	548
Business Analyst	Requirements Gathering, User Stories, Screen Design, Document Mapping	411
Documentation and Deliverables	Documentation and Deliverables	274
	Total	2740

3.2. Project Activities – Estimated Duration

The following represents the estimated duration of the activities associated with this SOW. As the Project progresses, estimates may be updated by mutual agreement of the parties.

The Project schedule will follow a Project Management Book of Knowledge (PMBOK recommended “rolling wave”) project planning process, i.e., as each phase of the Project occurs, additional details will be added to the Project Plan.

Project Activities are not necessarily sequential; the start date for a given Project Activity will not be dependent in whole/part upon the completion of a preceding Project Activity.

Project Activity	Activity Duration
Requirements Definition and Design Phase	3 weeks
Development Phase	8 weeks
Validation	6 weeks
Regression	1 week
Deploy to Production	1 week

4. Project Assumptions

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of either the Delivery Order by the WV DoHS or an authorization to proceed letter issued by the WV DoHS.
- Both Optum and WV DoHS will share details, on a bi-weekly/monthly basis, of project hours worked for this SOW, so that the overall pool of hours can be jointly managed.
- The rates proposed for CY 9 are valid through November 16, 2026.
- The WV DoHS will provide user acceptance testing personnel and scenarios to execute User Acceptance Testing in accordance with the estimated timeline in Section 3.2.
- The estimated timelines assume that the authorized representatives from the West Virginia Office of Technology and the MIS Staff respond to Optum requests and provide necessary input and/or approvals in a timely manner so Optum may continue to meet the requirements and timeframes identified herein.
- The WV DoHS will provide Optum with as much notice as possible regarding potential delays in work progress within the project plan.
- Optum will not be held responsible for missed deadlines held up by the completion of State-owned tasks or those tasks with dependencies on State-owned tasks as documented in the project plan.
- If any of this work is not able to be fully absorbed with the current schedule for the upcoming WV PATH Maintenance Releases, whether it is due to a shortage of enhancement hours or to the current schedule, there will be downstream impacts and/or prioritization of the enhancements that can be completed will need to be outlined for the WV PATH IE-FA Maintenance Releases.
- Any significant delays in the approval of this Statement of Work which prevents the start of the Optum work may delay and/or impact the delivery date.
- Any other enhancement and/or modifications requested to be made to WV PATH that are not otherwise contemplated in this SOW must be mutually agreed by the parties in writing. Optum will communicate any concerns or risks to the WV DoHS in making additional enhancements and/or modifications to either budget or schedule.
- The WV DoHS understands that ongoing support for the development of these requirements may require additional maintenance and support, which would be subject to an amendment.

5. Project Roles and Responsibilities

5.1. DoHS Roles and Responsibilities

WV DoHS roles and responsibilities are described below:

- Approve and execute the Delivery Order and the SOW prior to work commencing.
- At conclusion of the Planning and Requirements phase, review and approve the Maintenance Release (MR) Scope and the Design Timeline.
- At conclusion of the Design Phase, review and approve the submitted Maintenance Release (MR) Scope, the applicable criteria for acceptance, and the Implementation Timeline.
- Approve the software requirements specifications and provide the Business Requirement Document.
- Review and approve all Project Documents, including the Business Requirement Document in a timely manner.
- Prepare User Acceptance Test plan/scenarios.
- Execute User Acceptance Testing.
- Approve applicable Deliverable(s) for this SOW prior to production deployment.
- Provide approval via the SOW Approval Form and release all retainage in accordance with Section 1.3 (Invoicing).

5.2. Optum Roles and Responsibilities

The Optum team and their roles and responsibilities are described below:

- Provide expertise in system design, project management, code development, testing and deployment.
- At conclusion of Design Phase, submit the Maintenance Release (MR) Scope, applicable criteria for acceptance, and the Implementation Timeline to the State for review and approval.
- Oversee assigned resources.
- Designate a single Optum resource as the Project Lead and as the single point of contact for the West Virginia Project Manager.
- Submit SOW Approval Form to the WV DoHS for approval.

6. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, WV DoHS hereby confirms agreement with the provisions set forth in this SOW and approves commencement of the Project.



Signed for and on behalf of
**The State of West Virginia, Department of
Human Services,
Andrew Neely**



Signed for and on behalf of
**OptumInsight, Inc.,
W. Mark Youngman**

Name: Andrew Neely

Title: Chief Information Officer,
Office of Shared Administration

Date: July 7, 2026

Name: W. Mark Youngman

Title: Associate Director of
Finance

Date: July 7, 2026



Attachment 1 to the SOW

People's Access to Help (PATH)

Maintenance and Operations (M&O)

Maintenance Release (MR)

Guidelines

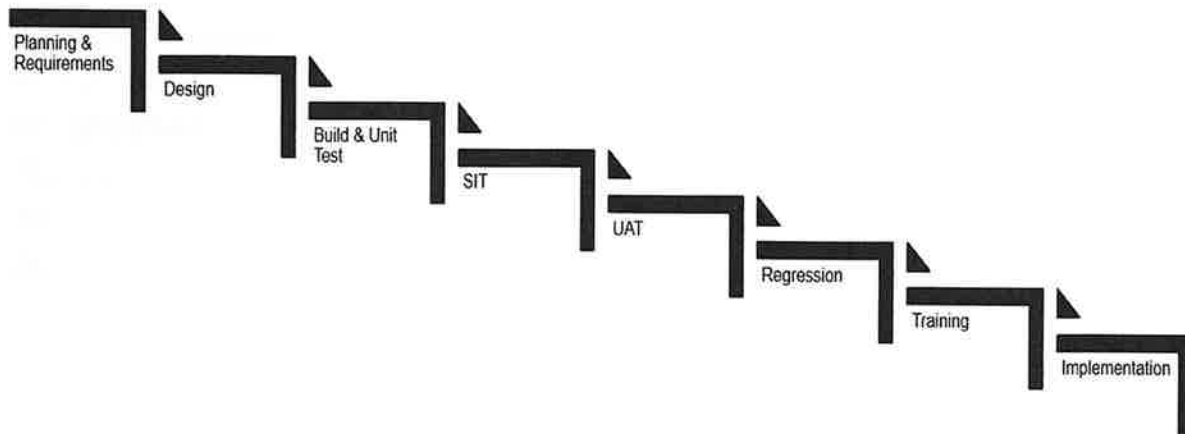
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1. Maintenance Release Phases



2. Planning and Requirements

2.1. Entrance Criteria

- Department of Human Services (DoHS) Prioritization Complete and Sent to Optum.

Notes
• Ongoing prioritization for MR(s) should take place as part of the release level M&O processes. • Both DoHS and State Project Management Office (PMO) shall identify upcoming priorities: requirements, system enhancements, and problem fixes. • Determination of MR vs HotFix where considerations include, but are not limited to: priority/timing, scope of testing, and/or how self-contained the change is and how many other components it may affect. • Any Change Requests (CRs) requiring funding should be on the “Executive Steering Committee (ESC) List” and planned for approval.

2.2. Execution

- Optum analyzes the priority list and begins to build a draft of both the Scope and Timeline for the MR.
- Known requirements are provided to Optum by the DoHS.
- Requirement gathering/scoping sessions are held (as needed).
- CRs and Statement of Work (SOWs) are submitted, reviewed, and all comments are resolved.
- Known Risks (both standard and ad-hoc) are logged.
- An MR Scope and Design Timeline is submitted to the Release Lead, accepted and includes:
 - Start and end dates for design.
 - Deliverables to be updated and initial submission dates:

- Deliverable submission should align with Phase Entrance/Exit Criteria.
- Ensure Training Deliverables are being considered and planned for submission as early as possible.
- Design Timeline dates are expected to be adhered to by Release Teams and if any changes occur, they should be tracked and submitted to an updated schedule. Risks should also be tracked and mitigations updated.

Notes
After the Release Lead has accepted the MR Scope and Timeline, the State PMO shall send to the Bureau Commissioner(s) for approval.

2.3. Exit Criteria

- MR Scope and Design Timeline delivered to and approved by DoHS.

Notes
After the Release Lead has accepted the MR Scope and Timeline, the State PMO shall send to the Bureau Commissioner(s) for approval.

3. Design Phase

3.1. Entrance Criteria

1. Planning Exit Criteria is met.
2. The DoHS Subject Matter Experts (SMEs) have been identified for design sessions.
3. All CRs that are included in the scope have been approved.
4. All SOWs that are included in the scope have been approved.

Notes
• If a CR/SOW has not been approved, and a risk was previously logged, the Risk will be moved to a Project Issue • If a CR/SOW has not been approved and a Risk was not logged, a Project Issue will be opened

3.2. Execution

- Optum to facilitate design sessions, as needed.
- Design Deliverables (*D039 - Business Process Models – D046 - Interface Inventory*) are tracked for submission.
- The DoHS to confirm requirements are met by the planned design.
- Optum may begin development on design that has DoHS approval.
 - In cases where an MR includes multiple scope items, the overall MR design, and development phases, these multiple items and/or phases may occur concurrently.
 - Design documents and a formal MR timeline have been submitted for approval to initiate development.

3.3. Exit Criteria

1. The DoHS accepts the design for scope included in the MR and Optum has begun building tasks (see note below).
2. Optum has submitted all relevant Design Deliverables (*D039 - Business Process Models – D046 - Interface Inventory*) to DoHS for review and acceptance.

3. Final MR Timeline is submitted to and accepted by the Release Lead and includes:
- a. Start and end dates for all MR phases (including End-User Training)
 - b. Sufficient defect resolution and re-test time for testing Phases (State PMO recommends ≥ 5 days)
 - c. Deliverables to be updated and initial submission dates.
 - d. Deliverable submission should align with Phase Entrance/Exit Criteria
 - e. Ensure Training Deliverables are being considered and planned for submission as early as possible

Notes
The Release Team should align on how design acceptance will be achieved; while Deliverables are required to be submitted and accepted, design acceptance could potentially be achieved through demonstrations or other methods.

4. Development Phase

4.1. Entrance Criteria

1. Design acceptance.

Notes
• If design has not been accepted, and a Risk was previously logged, the Risk will be moved to a Project Issue • If design has not been accepted, and a Risk was not logged, a Project Issue will be opened

4.2. Execution

- Optum will begin/continue developing design that has been accepted by the DoHS.

4.3. Exit Criteria

1. Development completed according to accepted Design Deliverables (*D039 - Business Process Models – D046 - Interface Inventory*)

5. System Integration Testing (SIT) Phase

5.1. Planning and Preparation

- The SIT environment is available.
- The DoHS may provide Test Scenarios for possible inclusion within SIT.
- SIT Test Cases (TCs) are being created and shared with the DoHS for review and acceptance (see SIT Entrance Criteria)

Notes

The SIT Planning/Preparation Phase will typically occur in parallel with the Development Phase.

5.2. Execution Entrance Criteria

1. The Development Exit Criteria has been met.
2. The SIT TCs have been accepted by the DoHS including expected results and also loaded within Application Lifecycle Management (ALM).
3. Weekly SIT/User Acceptance Testing (UAT) touchpoints have been scheduled or are included in weekly M&O calls.

Notes

The DoHS may continue to review the SIT TCs and request additional TCs related to relevant functionality, as needed. If additional TCs and/or changes to functionality are added, such changes may impact schedule/timeline and should be tracked via Risk/Issue log.

5.3. Execution

- Optum executes SIT TCs
- Optum provides a daily distribution of the SIT Execution Report
- The DoHS completes a daily review of the SIT Execution Report

5.4. Exit Criteria

1. SIT Exit Criteria:
 - a. All Severity 1 defects are in Closed status.

- b. All Severity 2 defects are in Closed status. If there are outstanding Severity 2 defects, they have an associated work around that is agreed upon by the DoHS.
 - c. Outstanding Severity 3 and Severity 4 defects are reviewed and approved by the DoHS to ensure that there is no business impact for Production (Prod) deployment prior to the Go/No-Go Decision Meeting.
 - d. All written/documented SIT TCs in scope for the release/plan are executed. Any TCs which are not in a "Passed" status have been documented and agreed to, they should not be a hinderance for completion of work among Optum or the DoHS.
2. SIT Exit Supplemental Criteria:
- a. Not Applicable (N/A) TCs reviewed and approved.
 - b. On Hold Defects reviewed and approved
 - c. Deferred Defects reviewed and approved.
3. Regression completed.
4. Final SIT Execution Report has been submitted.
5. *D056- System Integration Test Cases* are reviewed and accepted by DoHS.
6. *D057- System Integration Test Results* are submitted.

6. User Acceptance Testing Phase

6.1. Planning and Preparation

- UAT planning sessions may be held or included in a weekly M&O call.
- UAT testers are determined and notified.
- State PMO begins to hold DoHS ALM/UAT Trainings.
- DoHS to provide UAT Test Scenarios.
- UAT Environment is available and configured for successful testing.

Notes
• The UAT Planning/Preparation Phase will typically occur in parallel with the SIT Phase. • All new DoHS Testers should attend ALM/UAT trainings. • UAT planning sessions may be held among the DoHS/State PMO and Optum.

6.2. Execution Entrance Criteria

1. UAT Execution Entrance Criteria:
 - a. SIT Exit Criteria has been met.
 - b. *D057- System Integration Test Results* have been reviewed and accepted by DoHS.
 - c. UAT TCs have been reviewed and accepted by DoHS, including expected results and loaded within the ALM.
 - d. The Environment being used has been updated with the necessary build and/or configuration, and smoke tested with acceptable results.
 - e. UAT Stakeholder/Testers identified.
 - f. Coordination/scheduling/availability of UAT Stakeholders/Testers.
 - g. UAT Stakeholder Training completed no sooner than 30 days from UAT start (Testing tools and Testing procedures).
 - h. UAT Test Scenarios identified/scripted/uploaded to the ALM.

- i. UAT test data required for execution has been populated into the UAT Environment wherever applicable.
- j. The final code release prior to UAT is in the applicable Release plan and Release notes are published.

2. UAT Execution Go/No-Go Approved by the DoHS

Notes
• The Go/No-Go approval will be requested from Optum through submission of the UAT Entrance Criteria. The State PMO will seek the UAT Go/No-Go approval from the DoHS Release Lead. Approval can be made via email or verbally during a release meeting. • The DoHS may continue to review the UAT TCs and request additional TCs related to relevant functionality, as needed. If additional TCs and/or changes to functionality are added, changes may impact schedule/timeline and should be tracked via Risk/Issue log.

6.3. Execution

- UAT Testers conduct testing within the UAT Environment.
- The State PMO will deliver daily distribution of UAT Execution Report and burndown.
- Defect triage meetings should be held among Optum, the DoHS, and the State PMO.

Notes
• The DoHS Testers should attend all ALM/UAT trainings and should have dedicated time blocked to complete testing. Testers should be utilizing ALM to document their testing processes/findings. • UAT should begin on the first day of UAT. The best practice is to allot ≥ 5 days of time for retesting defects prior to the conclusion of UAT. • Testers who log defects should attend the defect triage meeting to review and close outstanding defects with Optum and the State PMO.

6.4. Exit Criteria

1. UAT Exit Criteria has been met:

- a. All severity 1 and priority 1 defects are in a closed status.
- b. All severity 2 defects are in a closed status.
 - i. If there are outstanding severity 2 defects, they have associated workarounds that are agreed upon by DoHS.
- c. Outstanding severity 3 and severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Prod deployment prior to the Go/No-Go Decision Meeting.
- d. All planned TCs have been executed.
 - i. All TCs are complete; any that are not in a Passed status have been documented and approved by the DoHS.
- e. *D065- User Acceptance Test Results* are reviewed and accepted by the DoHS.

7. Regression Phase

7.1. Entrance Criteria

1. UAT Exit Criteria has been met.
2. Regression TCs submitted by Optum.

7.2. Execution

- Optum conducts Regression Testing.
- Optum will provide a daily distribution of the SIT Execution Report.
- The DoHS will complete a daily review of the SIT Execution Report.

Notes
• One full week (5 business days) should be allocated to complete Regression Testing. ➤ Planned timeline will be included in release schedule. The timeline may vary based on the Release and Regression test bed. • If any defects are found in Regression, defects are communicated to the DoHS/State PMO. ➤ If defects are found and a rebuild is needed, the rebuild release notes are delivered to the DoHS/State PMO.

7.3. Exit Criteria

1. Regression Exit Criteria has been met:
 - a. All severity 1 and priority 1 defects are in a Closed status.
 - b. All severity 2 defects are in a Closed status.
 - i. If there are outstanding severity 2 defects, they have associated workarounds that are agreed upon by DoHS.
 - c. Outstanding severity 3 and severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Prod deployment prior to the Go/No-Go Decision Meeting.
 - d. All planned TCs have been executed.

2. All TCs are complete; any that are not in a Passed status have been documented and approved by the DoHS. *D058 - Regression Test Cases / D059- Regression Test Results* are submitted by Optum.

8. Training Phase

8.1. Entrance Criteria

1. End User Training materials have been identified and submitted to the DoHS.

Notes
➤ DoHS completes their own training utilizing Optum created Job Aids and facilitator materials. ➤ Optum may complete training as part of the annual required Train the Trainer (T3) OR if training is a contracted service in a CR/SOW for the Release.

8.2. Execution

1. End User Training is completed by DoHS (or Optum, if required).

8.3. Exit Criteria

1. End User Training is complete.

9. Implementation Phase

9.1. Entrance Criteria

1. All MR phases exit criteria have been met.
2. *D075 - Cut-Over Play Book* is accepted by the DoHS.

9.2. Execution Criteria

- Optum requests the Go/No-Go approval from DoHS. The Go/No-Go approval Decision is obtained from State Commissioner(s).
- The Release Team will complete all implementation activities in *D075 - Cut-Over Play Book*.

9.3. Exit Criteria

1. All implementation activities have been completed, including application checkout.
2. Optum has scheduled enhanced system monitoring and/or bridge lines as necessary and agreed upon.
3. Final (with actual dates/times) *D075 - Cut-Over Play Book* and release notes have been submitted.

10. Additional Information

10.1. Milestone and Approvals: Timeline Changes

- Any time the timeline is changed during an MR, a new timeline should be delivered to DoHS/State PMO by Optum.
 - Implementation date changes require the State Commissioner(s) approval.
 - All other changes to the timeline require approval from the Release Lead and the PATH Project Sponsor.
 - Project Risks and Issues will be logged if/when Milestones are at risk of being delayed or are delayed.

10.2. Best Practices: Intra-Phase Activities and Buffers

- It is recommended to allow one week (5 days) between SIT and UAT for the DoHS to review and accept the SIT results.
- It is recommended to allow one week (5 days) for Regression Testing.
- It is recommended to allow one week (5 days) of overall “buffer” in the MR schedule.
- Smoke Testing should be completed at the end of each deployment.

10.3. Risk and Issues: Standard and Release-Specific Risk and Issue Logging

- Standard Risks:
 - Design End
 - Development End
 - SIT End
 - UAT End
 - Training (if applicable)
- As-needed Risks:

- Partner testing
- Partner/other system changes needed in alignment with this MR.
- Partner/other system guidance/information needed
- If Centers for Medicare and Medicaid Services (CMS) Guidance is still needed
- If DoHS regulatory/policy guidance is still needed

Appendix

Appendix A – Acronyms

Table Appendix-A: Acronyms

Acronym	Term
ALM	Application Lifecycle Management
CMS	Centers for Medicare and Medicaid Services
CR	Change Request
DoHS	Department of Human Services
ESC	Executive Steering Committee
M&O	Maintenance and Operations
MR	Maintenance Release
N/A	Not Applicable
PATH	People's Access to Help
PMO	Project Management Office
PROD	Production
SIT	System Integration Testing
SME	Subject Matter Expert
SOW	Statement of Work
TCs	Test Cases
T3	Train the Trainer
UAT	User Acceptance Testing

Appendix B – Deliverables

- D039 Business Process Models
- D040 Detailed System Design
- D041 Data Dictionary
- D042 Data Models
- D043 Reports Inventory
- D044 Correspondence Inventory
- D045 Forms Inventory
- D046 Interface Inventory

1 Cost Proposal Introduction

Optum is pleased to submit this Cost Proposal for West Virginia's Integrated Eligibility Solution (IES) RFP. Our solution is truly modular, modern, and outcomes driven using partners and products that are known and used by DHHR and the State of West Virginia. We have taken an approach to reuse and COTS that is very different from a traditional transfer approach. The traditional approach requires customization of previously delivered monolithic systems that are glued together for use in a new state. Our modular approach achieves a much lower total cost of ownership and reduced operations and maintenance (O&M) costs using a loosely coupled integration through a common integration framework.

Optum developed our cost estimate for the WV IES by following a bottoms-up approach that considered all of the requirements in the RFP. We matched the requirements against our existing IE product functionality and solutions from our partner organizations. We then sized the remaining requirements that require configuration or development. This sizing and estimation process was based on our experience developing large scale health and human services systems. Industry standards were applied to arrive at the full DDI cost that spans all phases of the software development lifecycle. Costs were reviewed and refined based on feedback from subject matter experts as well as our existing knowledge of the size and complexity of current systems supporting West Virginia.

Similarly, M&O costs were modeled and estimated based on our experience and expertise managing large scale systems. We have many years' of actual M&O activity data, and we used that data to model the WV IES work effort. This model is based on similar system profiles and implementations and takes into account cross-module efficiencies. These costs were also vetted extensively to confirm that Optum is keeping costs as low as possible while still ensuring we are providing a fully ITIL-compliant operation.

Infrastructure costs were based on models of the computing power needed to host the WV IES, and take advantage of the economies of scale Optum can provide through our own data centers that currently support thousands of customer applications.

Our Purchasing Affidavit is provided in Appendix 3 of our Technical Proposal response.

2 Costing Assumptions

In the following table, we document the assumptions we used while developing our cost proposal.

	Cost Assumption
1	Tools and accelerators may be deployed and used during the transformation of the OSCAR application. Any customization to these tools and accelerators by Optum or its subcontractors will be at our own cost, and will be completed to support the automated transformation of programs written in the Natural programming language. The State of West Virginia shall not claim any ownership rights to these tools and accelerators.
2	All sizing, user counts, current system configuration detail, and software licensing counts are based on information from the RFP, the Procurement Library, and the subsequent answers to vendor questions provided by DHHR.
3	We will leverage West Virginia's Northwood's document management solution, which includes the State's current document repository (Hyland Onbase), and the State's current document imaging and workflow (Compass).
4	We assumed that the State's mailroom will capture and scan all paper documents in the same manner they do today in support of the legacy solution.
5	The project plan is contingent upon timely State decisions, availability of subject matter experts, and provision of requested data (e.g. for data conversion) throughout the life of the contract.
6	Optum assumes that a remote backup facility means a place where full and incremental backups of the system will be stored.
7	The DDI schedule assumed a start date of September 25, 2017. Any deviation from this start date may result in changes to the milestone and delivery dates shown in the proposal and in the draft Detailed Project Schedule.
8	The DDI schedule assumes a pilot for most of the releases, consisting of 1-2 counties per pilot, and assumes that the State resources for the selected pilot counties will be able to participate and provide feedback during the pilot period.
9	Sample Natural programs of the OSCAR system shall be supplied to Optum during customization to verify the effectiveness of transformation and further fine-tuning to derive maximum efficiency of automation.
10	After acceptance of the design of the new WV IES domain model, any changes to that domain model or data conversion scripts due to subsequent changes to the legacy applications (e.g. OSCAR, FACTS, RAPIDS) will be handled through a change management process.
11	Entrance and exit criteria for each DDI phase will be mutually agreed upon and will be the basis for determining the commencement/conclusion for each phase. For example, the entry point for the pilots will assume a certain level of acceptable defects (e.g., zero Severity 1 and 2 defects).
12	Our pricing assumes we are afforded an opportunity to discuss with the State payment terms that includes the approval process around deliverable acceptance of milestones, and to have the resulting contract reflect these terms and process.
13	In the event specifications only reference "based on West Virginia business rules" or "defined by the state", and are not further defined, our interpretation is that such specifications meet federal regulations and requirements.

Cost Assumption	
14	Optum is proposing a complete solution for the State's acceptance in year three. Optum is assuming responsibility for those expenses required to obtain and maintain access to State systems, such as the hardware/software, network infrastructure, and any licensing costs. Consistent with the State's instruction to include maintenance and operations costs only after acceptance of the complete solution, Optum has included those expenses as part of the DDI cost in contract years one and two.
15	Optum will take over existing computing costs, as necessary, through modernization. We assumed the current West Virginia mainframe chargeback is: • \$70k/month for Mainframe Batch Cost • \$143k/month for Mainframe Online Cost These costs are reflected as part of the modernization effort.
16	We assume we will be allowed use the State's licenses until they expire. Upon expiration, we will assume the cost of the new licenses. The State will transfer the legacy licenses where permissible. Otherwise, Optum will manage and pay the maintenance cost of software licenses on behalf of the State.
17	Legacy system licensing fees paid by Optum will continue until respective systems go-live into production.
18	Based on materials provided in the procurement library, West Virginia has a benefit population of 750,000. We assumed that 300,000 documents will require e-signatures.
19	We assume the State will continue to provide M&O support for legacy FACTS and OSCAR until the modernization of these systems is implemented. At that time, Optum will provide M&O services for child welfare and child support functionality.
20	Based on the "DOC064_Alerts, Reports, Letters, Forms, Notices, and Interfaces Inventory" worksheet provided in the procurement library and on the requirement specified in Section 4.3.11 that we should assume a five percent reduction in the number of reports, forms/notices/letters, and alerts, we have estimated the number of reports that will need to be converted or developed for use with the existing data marts is 796, of which 319 are currently Cognos reports and 477 are either not currently Cognos reports or are new reports.
21	We are assuming we will use the state's existing Informatica MDM solution.
22	Optum and the State will work together to optimize data processing in legacy systems prior to conversion, with the objective of minimizing additional conversion activities later.
23	Once legacy data has been migrated to the WV IES, that same data will not be migrated back to any legacy systems.
24	Any delays or inability to meet the project plan due to current DHHR third-party vendors' existing contractual obligations, which are outside Optum's control, are the State's responsibility to resolve.
25	The State will supply telephone and access numbers for the State AVRS/IVR solution at their cost.
26	We assumed that the AVRS/IVR will route calls to the existing State AVRS/IVR via the existing toll- free number used by the State.
27	Call volume estimates are based on information provided in the RFP and in the Procurement Library. Optum has projected 3,000 Technical Support Call Center contacts monthly.



#	Cost Assumption
28	Our pricing assumes that software whose functionality must be accessed by the State, licensing shall be for external use. For software that is simply part of Optum's set of tools provided to deliver RFP-required services, Optum will obtain licenses for our internal use but in support of the State.
29	License assumptions are based on the quantities provided in the license inventory list in the Procurement Library. Additional users required to accommodate growth may be subject to RFP Sections 5.25 and 5.50.
30	Optum assumes that the license access rights provided by Optum to the State for software provided under a software-as-a-service model will be used by the State solely in conjunction with the WV IES project, and not used independent of such services or applications unless mutually agreed.
31	Optum assumes that existing external integrations present in the Oracle SOA ESB will be reused as part of the WV IES, in conjunction with Optum's integration layer.
32	Optum can make no claims nor retain responsibility for public Internet performance or failures of individual users' private ISP performance or failures. Optum will make every effort to design solutions with normal Internet functioning in mind.
33	We are assuming that we will leverage West Virginia's provider management solution for all Medicaid and non-Medicaid providers, with the exception of the Childcare providers.
34	Our proposed security approach will be used for the new WV IES platform and does not implement new security to legacy FACTS, OSCAR or RAPIDS application environments.
35	Optum assumed a maximum of 2,000 Child Care Provider log-ins/month when sizing this portion of the IES.

3. Attachment C: Cost Sheet

Our approach includes a separate pool capped at \$50,000 per year, as per Mandatory Requirement 5.50, reserved for modifications and enhancements that translate to direct costs rather than hours. The Agency would approve such costs through the change management process to be agreed upon after contract award.

Table 12: Design, Development & Implementation (DDI) Cost

Design, Development & Implementation (DDI)	
Item	Total
Total DDI Costs (See Appendix II: Deliverables, Milestones, and Payments)	\$ 162,675,000

Table 13: Maintenance and Operations (M&O) Cost

Maintenance and Operations (M&O)		
Period	Monthly Cost	Total (Monthly Cost x 12 Months)
Year 1*	\$ 0.00	\$ 0.00
Year 2	\$ 0.00	\$ 0.00
Year 3	\$ 1,432,667	\$ 17,192,000
Year 4	\$ 1,251,500	\$ 15,018,000
Year 5	\$ 1,162,083	\$ 13,945,000
Year 6	\$ 1,083,500	\$ 13,002,000
Year 7	\$ 1,076,667	\$ 12,920,000
Year 8	\$ 1,089,500	\$ 13,074,000
Year 9	\$ 1,117,833	\$ 13,414,000
Year 10	\$ 1,147,083	\$ 13,765,000
All Inclusive Maintenance and Operations Cost	GRAND TOTAL	\$ 112,330,000

*As described above, for purposes of proposal and evaluation, all vendors should estimate operations cost for Year 1 at zero dollars (\$0) in order to provide consistent evaluation of all cost bids. The Vendor should begin to include Operations and Maintenance costs in the year they plan to submit the complete solution (all modules and supporting functionality) for DHHR acceptance.

Table 14: Modifications and Enhancements Cost

Modifications and Enhancements			
Period	Hourly Rate	Hours	Total (Hourly Rate x 30,000 Hours)
Year 1*	\$ 0.00	0	\$ 0.00
Year 2	\$ 114	30,000	\$ 3,420,000
Year 3	\$ 116	30,000	\$ 3,480,000
Year 4	\$ 118	30,000	\$ 3,540,000
Year 5	\$ 121	30,000	\$ 3,630,000
Year 6	\$ 124	30,000	\$ 3,720,000
Year 7	\$ 128	30,000	\$ 3,840,000
Year 8	\$ 132	30,000	\$ 3,960,000
Year 9	\$ 136	30,000	\$ 4,080,000
Year 10	\$ 140	30,000	\$ 4,200,000
All Inclusive Maintenance and Operations Cost		GRAND TOTAL	\$ 33,870,000

*For purposes of proposal and evaluation, all vendors should estimate enhancement cost for Year 1 at zero dollars (\$0).

Table 15: All-Inclusive Total Cost

All-Inclusive Total Cost	
Service	Cost
Total DDI Costs (Table 12 Total Cost)	\$ 162,675,000
Total Maintenance and Operations Cost: (Table 13 Grand Total)	\$ 112,330,000
Total Enhancement Cost: (Table 14 Grand Total)	\$ 33,870,000
Grand Total Project Cost	\$ 308,875,000



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OPTUMINSIGHT, INC.

** See Attached **

Organization Information									
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason	
C Corporation	12/2/1998		12/2/1998	Foreign	Profit				

Organization Information			
Business Purpose	6214 - Health Care and Social Assistance - Ambulatory Health Care Services - Outpatient Care Centers (family planning, mental health, substance abuse, HMO, kidney dialysis, freestanding ambulatory surgical & emergency centers)		Capital Stock 0.0000
Charter County			Control Number 0
Charter State	DE		Excess Acres 0
At Will Term			Member Managed
At Will Term Years			Par Value 0.000000
Authorized Shares	0		Young Entrepreneur Not Specified

Addresses	
Type	Address
Notice of Process Address	UNITED AGENT GROUP INC. 126 EAST BURKE STREET MARTINSBURG, WV, 25401
Principal Office Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 USA
Principal Office Mailing Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Address × Close

Officers	
Type	Name/Address
Director	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344

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President	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Secretary	ELIZABETH ANN SODERBERG 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Treasurer	MARILYN VICTORIA HIRSCH 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Name/Address

DBA			
DBA Name	Description	Effective Date	Termination Date
INGENIX	TRADENAME	1/4/2012	5/11/2022
DBA Name	Description	Effective Date	Termination Date

Name Changes	
Date	Old Name
1/4/2012	INGENIX, INC.
Date	Old Name

Mergers				
Merger Date	Merged	Merged State	Survived	Survived State
7/21/2008	GEOACCESS, INC.	KS	INGENIX, INC.	DE
7/21/2008	HWT, INC.	DE	INGENIX, INC.	DE
1/23/2009	INGENIX HEALTH INTELLIGENCE, INC.	DE	INGENIX, INC.	DE
4/8/2010	J.W. HUTTON, INC.	IA	INGENIX, INC.	DE
5/10/2010	INGENIX MERGERCO, INC.	DE	INGENIX, INC.	DE
6/3/2010	GLOBAL WORKS SYSTEMS, INC.	CA	INGENIX, INC.	DE
Merger Date	Merged	Merged State	Survived	Survived State

Date	Amendment
1/4/2012	NAME CHANGE: FROM INGENIX, INC.
6/3/2010	MERGER: MERGING GLOBAL WORKS SYSTEMS, INC., A QUALIFIED CA CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
5/10/2010	MERGER: MERGING INGENIX MERGERCO, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
4/8/2010	MERGER: MERGING J.W. HUTTON, INC., A NON-QUALIFIED IA ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
1/23/2009	MERGER: MERGING INGENIX HEALTH INTELLIGENCE, INC., A NON-QUALIFIED DE ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING GEOACCESS, INC., A NON-QUALIFIED KS ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING HWT, INC., A QUALIFIED DE CORP QUALIFIED DE CORPORATION, THE SURVIVOR
Date	Amendment

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Document Number	F97000000189
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Date Filed	01/10/1997
State	DE
Status	ACTIVE
Last Event	AMENDMENT
Event Date Filed	11/22/2022
Event Effective Date	NONE

Principal Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Mailing Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Registered Agent Name & Address

C T CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Officer/Director Detail

Name & Address

Title Director

Shumacher M.D, Ronald Joel

11000 Optum Circle
Eden Prairie, MN 55344

Title Assistant Secretary

Extended Description:

This SoW is for Optum to update the Common Application Form (CAF) and the CAFP (Client Portal PDF) to reflect no response, affirmative response and negative response, align the page numbers when a CAF is printed and retain the collected data in the CAF for future reprints.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$372,640.00
Service From	Service To	Manufacturer		Model No	Delivery Date
2026-07-15	2026-11-16				2026-07-15

Commodity Line Description: Modifications and Enhancements Year 9 Hourly Rate

Extended Description:

2,740 hours @\$136 per hour.



OptumInsight, Inc.
11000 Optum Circle
Eden Prairie, MN 55344

July 6, 2026

West Virginia Department of Human Services (WV DoHS)
Office of Management Information Services
1 Davis Square, Suite 200
Charleston, WV 25301
Attn: Mr. Andrew Neely, Chief Information Officer, Office of Shared Administration

RE: CMA 0511 3084 HHR 1800000007: Statement of Work FA IFM Application and Printing

Mr. Neely:

Optum submits the above referenced Statement of Work (SOW) in accordance with the terms and conditions of the WV IES master contract (CMA 0511 3084 HHR 1800000007) to perform enhancements outlined within the SOW.

Optum understands and accepts the effective start date of this SOW will be the date in the executed Delivery Order and the effective end date will be through November 16th, 2026, which is the expiration date of the Delivery Order. All work associated with this SOW will be in accordance with the pricing, terms, and conditions of the WV IES master contract.

Sincerely,

W. Mark Youngman
Associate Director of Finance

CC: Donna McCormick
Melanie Clark

Agreed

West Virginia DoHS

**Statement of Work (SOW) 65 Family Assistance
IFM Application and Printing Negative Responses**



WEST VIRGINIA DEPARTMENT OF

**HUMAN
SERVICES**

Project

DoHS WV IES Project

WV PATH Enhancements

SOW 65 IFM Application and Printing Negative Responses

WV PATH Integrated Eligibility Enhancement

Contract Name: WV IES CMA 0511 3084 HHR1800000007

Last Modified Date: 7/6/2026

Version 1.0

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Review and Revision History

This chart contains the history of document revisions. Changes after the final publication of this document require a change request.

Date	Version	Description	Modified By
03/18/2026	1.0	Initial Version	Optum

1. Introduction

The following sections in this Statement of Work 65 (SOW) represent the background, scope, and schedule of the enhancements and/or modifications as allowed under the WV Integrated Eligibility System (IES) Project, as well as high-level pricing and work estimate by Optum, a plan for staffing by Optum, and assumptions made by Optum in connection with the work.

WV Department of Human Services (DoHS) has requested that Optum update the Common Application Form (CAF) and the CAFP (Client Portal PDF) to reflect no response, affirmative response and negative response, align the page numbers when a CAF is printed and retain the collected data in the CAF for future reprints.

The specific work for each area is contained in section 2.0

1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
CAF	Common Application Form
CAFP	Common Application Form Portal
MIS	Management Information Services
M&O	Maintenance and Operations of the WV PATH
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
SOW	Statement of Work
WV DoHS	West Virginia Department of Human Services
WV PATH	West Virginia People's Access to Help

1.2. Pricing and Payment

All work activity as outlined in this SOW is on a Time and Material basis and will be billed to WV DoHS starting at \$136.00 per hour in Contract Year 9 (CY 9) (November 17, 2025, until November 16, 2026).

The estimate of hours listed herein is based on tasks that will be assigned to Optum resources in the Project Plan. As this is a time and materials arrangement, the specific task assignments may be adjusted as approved by the WV DoHS Project Manager. The

effort required above the totals herein will require a mutually accepted change request, the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

1.3. Invoicing

1.3.1. Generally

Invoices for Services provided under this SOW shall be in a form approved by the WV DoHS. The Optum invoice will identify the Delivery Order and the Central Master Agreement numbers, the completed task/deliverable, the work hours completed the previous month, reflect the dates of service and the date of completion, and may also include supporting documentation to verify that the task/deliverable was completed.

1.3.2. Retainage

- The State shall retain **10%** of each monthly SOW invoice as a retainage until the Optum deliverables under this SOW have been accepted by the State.
- Once deliverables, as outlined in the SOW have been accepted by the State, Optum shall submit a written formal request for SOW approval (a “SOW Approval Form”), which the State will review and respond to within five (5) business days with any proposed corrections, otherwise the Optum SOW will be deemed approved.
- If a change to the entrance and exit criteria occurs for this SOW, the mutually agreed upon change will be documented within project artifacts such as IRAAD and/or the Project Timeline.
- The retainage will be released upon submission of the SOW Approval Form that has been signed by the DoHS. The SOW Approval Form will include a statement of acceptance of deliverables, defined within the SOW, and confirmation that the in-scope contractual obligations have been met in accordance with criteria outlined in the SOW.
- The invoice seeking release of the 10% retainage will be submitted to the DoHS with a copy of the executed SOW Approval Form.

If the scope stated within an SOW is not completed due to the DoHS or a third party (where such third party is not a subcontractor to contractor) or if the SOW is requested to be cancelled by the DoHS, the retainage will be released without an executed SOW Approval Form, and the invoice will include a statement that reflects this circumstance.

The DoHS shall pay Optum for the Services under this SOW, per Section 1.2 above.

2. Scope of Work

The period of performance for this SOW shall commence on the effective date as described in the applicable Commodity Line found in the Delivery Order (“Effective Date”) or as otherwise authorized by the parties and continue under Section 3.2 (Project Activities).

The WV DoHS has requested that Optum update the Common Application Form (CAF) and the CAFP (Client Portal PDF) to a) display a third ‘no response’ category when a question is left unanswered (i.e., blank/not selected), in addition to affirmative (yes) or negative (no) responses, and b) align page numbers when the CAF is printed.

To accommodate this request Optum will implement changes to the CAF and the CAFP to a) display a third ‘no response’ category when a question is left unanswered (i.e. blank/not selected) in addition to affirmative (yes) or negative (no) responses, and b) align page numbers when a CAF is printed and collect and retain the data in the CAF for future reprints.

The tasks to be completed for this change are contained in table 2.1 Optum Specific Tasks.

2.1 Optum Specific Tasks

#	Tasks
1.0	AEM Notice Development Details:
1.1	Update Notice Data Model & Mappings Modify AEM data ingestion logic to accept and persist to the third (3 rd) response category/status(es). Adjust mapping logic from CAF payload to AEM
1.2	Modify Business Rules & Conditional Rendering Update AEM conditions to consider all three (3) response categories/statuses. Update conditional components that currently rely on “answered only”
1.3	Template & Fragment Updates Modify all AEM dynamic text components where a question response is rendered
1.4	Notice PDF Rendering Updates Adjust static fields, dynamic components, and conditional layout. Confirm rendering for CAF notice
1.5	Dev-Level Unit & Component Tests Perform Unit tests and component-level tests. Validate mappings, rendering, and rules.

2.0	Client Portal Development Details
2.1	Add/verify question to PDF XML mapping
2.2	Update logic to save "N/A" to visible questions that are unanswered
2.3	Unit Test
3.0	Java and COBOL Changes
3.1	Update question mapping in Java and COBOL
3.2	Modify business rules and conditional logic to ingest updated text changes
3.3	Update xml template
4.0	Unit & Component Tests
4.1	Perform Unit tests and component-level tests
4.2	Validate mappings, rendering, and rules

2.2. SOW Project Artifacts

In addition to the Services, Optum will update and provide the following documentation inclusive of modifications in this SOW to the WV DoHS:

- Project Milestones: This document will contain milestones of key tasks and documentation.
- The following documentation deliverables:
 - D040 FDS Updates
 - D053 User Documentation

2.3. SOW Document Approvals

Optum, (or as the case may be regarding a Delivery Order, WV DoHS) will formally submit the following documentation for final review and approval:

- Delivery Order – The WV DoHS will provide Optum formal documentation from the WV DoHS Procurement Office, entitled either the Agency Delivery Order (ADO) or the Central Delivery Order (CDO). Either of these documents may initiate the agreement so that work can begin on this SOW.
- SOW Approval Form – Optum will submit to the WV DoHS upon completion of services and deliverables, a form that seeks confirmation and approval that Optum has completed services and deliverables in accordance to Attachment 1, the WV

PATH M&O Maintenance Release Guidelines (herein after, "Attachment 1"), which is incorporated by reference. Attachment 1 defines the entrance and exit criteria for each phase of the Software Development Life Cycle (SDLC).

- Upon confirmation and approval, the DoHS will execute the SOW Approval Form and provide back to Optum.
- If a change to the entrance and exit criteria occurs for this SOW, the mutually agreed upon change will be documented within project artifacts such as IRAAD and/or the Project Timeline.
- The WV DoHS shall review and approve the artifacts and deliverables, in accordance with the 10-5-10 review schedule, and shall notify Optum of any deficiency(ies).

3. Estimate of Effort

Based on an industry-standard “Waterfall” Systems Development Life Cycle, the estimate of hours for this Statement of Work is shown below and not to exceed unless documented and approved upon in a subsequent change request submitted to the WV DoHS by Optum, the process being outlined in the WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

These changes will require Design, Development, Testing and Implementation while including Documentation and Training, where applicable. The following table reflects the estimated level of work effort by Optum:

Cost Estimate		
ROLE/ITEM	Year 9 (\$136/hr.) HOURS	TOTALS
Design and Development	1370	\$186,320.00
Testing	548	\$74,528.00
Project Management/Release Management	137	\$18,632.00
Business Analyst	411	\$55,896.00
Training	274	\$37,264.00
TOTALS	2740	\$372,640.00

Work Estimate Based on WV IES Contract Year (runs Nov 17 – Nov 16 per contract year)		
Statement of Work Estimate:	Contract Year Hours	Amount
Statement of Work Estimate for Contract Year 9 @ \$136/hr, (07/15/2026 to 11/16/2026)	2740	\$372,640.00
Total Statement of Work Estimate:	2740	\$372,640.00

Work Estimate Based on WV State Fiscal Year (runs July 1 – June 30 per year)		
WV State Fiscal Year:	Est. Work Hours	Amount
WV FY 2027 (07/01/2026 to 06/30/2027)	2740	\$372,640.00
Total	2740	\$372,640.00

3.1. Staffing Plan

Below is the staffing plan for this SOW, by role.

Resource Skill	Role on Enhancement	Hours for the Enhancements
Project Manager/Release Manager	SharePoint Management, Project Plan, Manages the Roll Out of Update	137
Design and Development	Significant work on Design Validation	1370
QA/Testing	System Integrated Testing	548
Business Analyst	Requirements Gathering, User Stories, Screen Design, Document Mapping	411
Documentation and Deliverables	Documentation and Deliverables	274
	Total	2740

3.2. Project Activities – Estimated Duration

The following represents the estimated duration of the activities associated with this SOW. As the Project progresses, estimates may be updated by mutual agreement of the parties.

The Project schedule will follow a Project Management Book of Knowledge (PMBOK recommended “rolling wave”) project planning process, i.e., as each phase of the Project occurs, additional details will be added to the Project Plan.

Project Activities are not necessarily sequential; the start date for a given Project Activity will not be dependent in whole/part upon the completion of a preceding Project Activity.

Project Activity	Activity Duration
Requirements Definition and Design Phase	3 weeks
Development Phase	8 weeks
Validation	6 weeks
Regression	1 week
Deploy to Production	1 week

4. Project Assumptions

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of either the Delivery Order by the WV DoHS or an authorization to proceed letter issued by the WV DoHS.
- Both Optum and WV DoHS will share details, on a bi-weekly/monthly basis, of project hours worked for this SOW, so that the overall pool of hours can be jointly managed.
- The rates proposed for CY 9 are valid through November 16, 2026.
- The WV DoHS will provide user acceptance testing personnel and scenarios to execute User Acceptance Testing in accordance with the estimated timeline in Section 3.2.
- The estimated timelines assume that the authorized representatives from the West Virginia Office of Technology and the MIS Staff respond to Optum requests and provide necessary input and/or approvals in a timely manner so Optum may continue to meet the requirements and timeframes identified herein.
- The WV DoHS will provide Optum with as much notice as possible regarding potential delays in work progress within the project plan.
- Optum will not be held responsible for missed deadlines held up by the completion of State-owned tasks or those tasks with dependencies on State-owned tasks as documented in the project plan.
- If any of this work is not able to be fully absorbed with the current schedule for the upcoming WV PATH Maintenance Releases, whether it is due to a shortage of enhancement hours or to the current schedule, there will be downstream impacts and/or prioritization of the enhancements that can be completed will need to be outlined for the WV PATH IE-FA Maintenance Releases.
- Any significant delays in the approval of this Statement of Work which prevents the start of the Optum work may delay and/or impact the delivery date.
- Any other enhancement and/or modifications requested to be made to WV PATH that are not otherwise contemplated in this SOW must be mutually agreed by the parties in writing. Optum will communicate any concerns or risks to the WV DoHS in making additional enhancements and/or modifications to either budget or schedule.
- The WV DoHS understands that ongoing support for the development of these requirements may require additional maintenance and support, which would be subject to an amendment.

5. Project Roles and Responsibilities

5.1. DoHS Roles and Responsibilities

WV DoHS roles and responsibilities are described below:

- Approve and execute the Delivery Order and the SOW prior to work commencing.
- At conclusion of the Planning and Requirements phase, review and approve the Maintenance Release (MR) Scope and the Design Timeline.
- At conclusion of the Design Phase, review and approve the submitted Maintenance Release (MR) Scope, the applicable criteria for acceptance, and the Implementation Timeline.
- Approve the software requirements specifications and provide the Business Requirement Document.
- Review and approve all Project Documents, including the Business Requirement Document in a timely manner.
- Prepare User Acceptance Test plan/scenarios.
- Execute User Acceptance Testing.
- Approve applicable Deliverable(s) for this SOW prior to production deployment.
- Provide approval via the SOW Approval Form and release all retainage in accordance with Section 1.3 (Invoicing).

5.2. Optum Roles and Responsibilities

The Optum team and their roles and responsibilities are described below:

- Provide expertise in system design, project management, code development, testing and deployment.
- At conclusion of Design Phase, submit the Maintenance Release (MR) Scope, applicable criteria for acceptance, and the Implementation Timeline to the State for review and approval.
- Oversee assigned resources.
- Designate a single Optum resource as the Project Lead and as the single point of contact for the West Virginia Project Manager.
- Submit SOW Approval Form to the WV DoHS for approval.

6. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, WV DoHS hereby confirms agreement with the provisions set forth in this SOW and approves commencement of the Project.



Signed for and on behalf of
**The State of West Virginia, Department of
Human Services,
Andrew Neely**



Signed for and on behalf of
**OptumInsight, Inc.,
W. Mark Youngman**

Name: Andrew Neely

Title: Chief Information Officer,
Office of Shared Administration

Date: July 7, 2026

Name: W. Mark Youngman

Title: Associate Director of
Finance

Date: July 7, 2026



Attachment 1 to the SOW

People's Access to Help (PATH)

Maintenance and Operations (M&O)

Maintenance Release (MR)

Guidelines

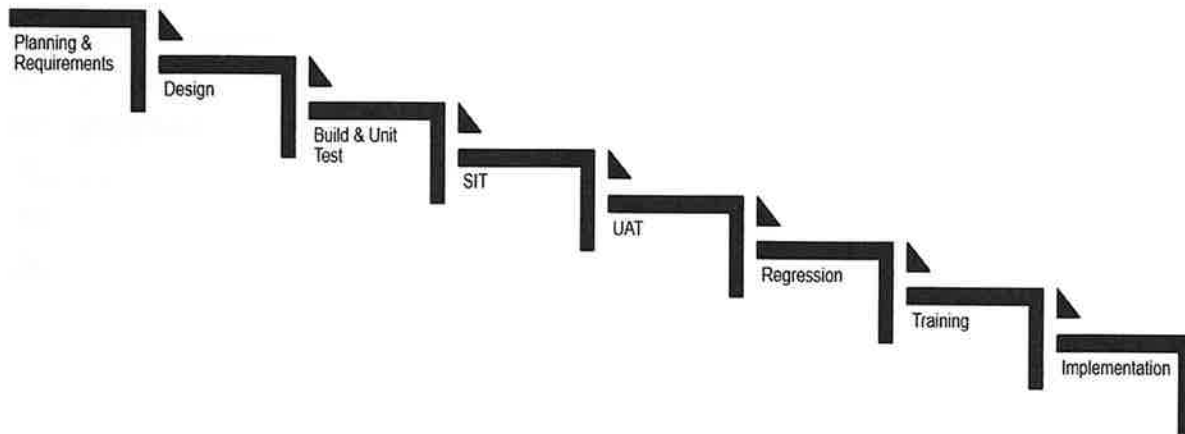
Version 1.0

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1. Maintenance Release Phases



2. Planning and Requirements

2.1. Entrance Criteria

- Department of Human Services (DoHS) Prioritization Complete and Sent to Optum.

Notes
• Ongoing prioritization for MR(s) should take place as part of the release level M&O processes. • Both DoHS and State Project Management Office (PMO) shall identify upcoming priorities: requirements, system enhancements, and problem fixes. • Determination of MR vs HotFix where considerations include, but are not limited to: priority/timing, scope of testing, and/or how self-contained the change is and how many other components it may affect. • Any Change Requests (CRs) requiring funding should be on the “Executive Steering Committee (ESC) List” and planned for approval.

2.2. Execution

- Optum analyzes the priority list and begins to build a draft of both the Scope and Timeline for the MR.
- Known requirements are provided to Optum by the DoHS.
- Requirement gathering/scoping sessions are held (as needed).
- CRs and Statement of Work (SOWs) are submitted, reviewed, and all comments are resolved.
- Known Risks (both standard and ad-hoc) are logged.
- An MR Scope and Design Timeline is submitted to the Release Lead, accepted and includes:
 - Start and end dates for design.
 - Deliverables to be updated and initial submission dates:

- Deliverable submission should align with Phase Entrance/Exit Criteria.
- Ensure Training Deliverables are being considered and planned for submission as early as possible.
- Design Timeline dates are expected to be adhered to by Release Teams and if any changes occur, they should be tracked and submitted to an updated schedule. Risks should also be tracked and mitigations updated.

Notes
After the Release Lead has accepted the MR Scope and Timeline, the State PMO shall send to the Bureau Commissioner(s) for approval.

2.3. Exit Criteria

- MR Scope and Design Timeline delivered to and approved by DoHS.

Notes
After the Release Lead has accepted the MR Scope and Timeline, the State PMO shall send to the Bureau Commissioner(s) for approval.

3. Design Phase

3.1. Entrance Criteria

1. Planning Exit Criteria is met.
2. The DoHS Subject Matter Experts (SMEs) have been identified for design sessions.
3. All CRs that are included in the scope have been approved.
4. All SOWs that are included in the scope have been approved.

Notes
• If a CR/SOW has not been approved, and a risk was previously logged, the Risk will be moved to a Project Issue • If a CR/SOW has not been approved and a Risk was not logged, a Project Issue will be opened

3.2. Execution

- Optum to facilitate design sessions, as needed.
- Design Deliverables (*D039 - Business Process Models – D046 - Interface Inventory*) are tracked for submission.
- The DoHS to confirm requirements are met by the planned design.
- Optum may begin development on design that has DoHS approval.
 - In cases where an MR includes multiple scope items, the overall MR design, and development phases, these multiple items and/or phases may occur concurrently.
 - Design documents and a formal MR timeline have been submitted for approval to initiate development.

3.3. Exit Criteria

1. The DoHS accepts the design for scope included in the MR and Optum has begun building tasks (see note below).
2. Optum has submitted all relevant Design Deliverables (*D039 - Business Process Models – D046 - Interface Inventory*) to DoHS for review and acceptance.

3. Final MR Timeline is submitted to and accepted by the Release Lead and includes:
- a. Start and end dates for all MR phases (including End-User Training)
 - b. Sufficient defect resolution and re-test time for testing Phases (State PMO recommends ≥ 5 days)
 - c. Deliverables to be updated and initial submission dates.
 - d. Deliverable submission should align with Phase Entrance/Exit Criteria
 - e. Ensure Training Deliverables are being considered and planned for submission as early as possible

Notes
The Release Team should align on how design acceptance will be achieved; while Deliverables are required to be submitted and accepted, design acceptance could potentially be achieved through demonstrations or other methods.

4. Development Phase

4.1. Entrance Criteria

1. Design acceptance.

Notes
• If design has not been accepted, and a Risk was previously logged, the Risk will be moved to a Project Issue • If design has not been accepted, and a Risk was not logged, a Project Issue will be opened

4.2. Execution

- Optum will begin/continue developing design that has been accepted by the DoHS.

4.3. Exit Criteria

1. Development completed according to accepted Design Deliverables (*D039 - Business Process Models – D046 - Interface Inventory*)

5. System Integration Testing (SIT) Phase

5.1. Planning and Preparation

- The SIT environment is available.
- The DoHS may provide Test Scenarios for possible inclusion within SIT.
- SIT Test Cases (TCs) are being created and shared with the DoHS for review and acceptance (see SIT Entrance Criteria)

Notes

The SIT Planning/Preparation Phase will typically occur in parallel with the Development Phase.

5.2. Execution Entrance Criteria

1. The Development Exit Criteria has been met.
2. The SIT TCs have been accepted by the DoHS including expected results and also loaded within Application Lifecycle Management (ALM).
3. Weekly SIT/User Acceptance Testing (UAT) touchpoints have been scheduled or are included in weekly M&O calls.

Notes

The DoHS may continue to review the SIT TCs and request additional TCs related to relevant functionality, as needed. If additional TCs and/or changes to functionality are added, such changes may impact schedule/timeline and should be tracked via Risk/Issue log.

5.3. Execution

- Optum executes SIT TCs
- Optum provides a daily distribution of the SIT Execution Report
- The DoHS completes a daily review of the SIT Execution Report

5.4. Exit Criteria

1. SIT Exit Criteria:
 - a. All Severity 1 defects are in Closed status.

- b. All Severity 2 defects are in Closed status. If there are outstanding Severity 2 defects, they have an associated work around that is agreed upon by the DoHS.
 - c. Outstanding Severity 3 and Severity 4 defects are reviewed and approved by the DoHS to ensure that there is no business impact for Production (Prod) deployment prior to the Go/No-Go Decision Meeting.
 - d. All written/documented SIT TCs in scope for the release/plan are executed. Any TCs which are not in a "Passed" status have been documented and agreed to, they should not be a hinderance for completion of work among Optum or the DoHS.
2. SIT Exit Supplemental Criteria:
- a. Not Applicable (N/A) TCs reviewed and approved.
 - b. On Hold Defects reviewed and approved
 - c. Deferred Defects reviewed and approved.
3. Regression completed.
4. Final SIT Execution Report has been submitted.
5. *D056- System Integration Test Cases* are reviewed and accepted by DoHS.
6. *D057- System Integration Test Results* are submitted.

6. User Acceptance Testing Phase

6.1. Planning and Preparation

- UAT planning sessions may be held or included in a weekly M&O call.
- UAT testers are determined and notified.
- State PMO begins to hold DoHS ALM/UAT Trainings.
- DoHS to provide UAT Test Scenarios.
- UAT Environment is available and configured for successful testing.

Notes
• The UAT Planning/Preparation Phase will typically occur in parallel with the SIT Phase. • All new DoHS Testers should attend ALM/UAT trainings. • UAT planning sessions may be held among the DoHS/State PMO and Optum.

6.2. Execution Entrance Criteria

1. UAT Execution Entrance Criteria:
 - a. SIT Exit Criteria has been met.
 - b. *D057- System Integration Test Results* have been reviewed and accepted by DoHS.
 - c. UAT TCs have been reviewed and accepted by DoHS, including expected results and loaded within the ALM.
 - d. The Environment being used has been updated with the necessary build and/or configuration, and smoke tested with acceptable results.
 - e. UAT Stakeholder/Testers identified.
 - f. Coordination/scheduling/availability of UAT Stakeholders/Testers.
 - g. UAT Stakeholder Training completed no sooner than 30 days from UAT start (Testing tools and Testing procedures).
 - h. UAT Test Scenarios identified/scripted/uploaded to the ALM.

- i. UAT test data required for execution has been populated into the UAT Environment wherever applicable.
- j. The final code release prior to UAT is in the applicable Release plan and Release notes are published.

2. UAT Execution Go/No-Go Approved by the DoHS

Notes
• The Go/No-Go approval will be requested from Optum through submission of the UAT Entrance Criteria. The State PMO will seek the UAT Go/No-Go approval from the DoHS Release Lead. Approval can be made via email or verbally during a release meeting. • The DoHS may continue to review the UAT TCs and request additional TCs related to relevant functionality, as needed. If additional TCs and/or changes to functionality are added, changes may impact schedule/timeline and should be tracked via Risk/Issue log.

6.3. Execution

- UAT Testers conduct testing within the UAT Environment.
- The State PMO will deliver daily distribution of UAT Execution Report and burndown.
- Defect triage meetings should be held among Optum, the DoHS, and the State PMO.

Notes
• The DoHS Testers should attend all ALM/UAT trainings and should have dedicated time blocked to complete testing. Testers should be utilizing ALM to document their testing processes/findings. • UAT should begin on the first day of UAT. The best practice is to allot ≥ 5 days of time for retesting defects prior to the conclusion of UAT. • Testers who log defects should attend the defect triage meeting to review and close outstanding defects with Optum and the State PMO.

6.4. Exit Criteria

1. UAT Exit Criteria has been met:

- a. All severity 1 and priority 1 defects are in a closed status.
- b. All severity 2 defects are in a closed status.
 - i. If there are outstanding severity 2 defects, they have associated workarounds that are agreed upon by DoHS.
- c. Outstanding severity 3 and severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Prod deployment prior to the Go/No-Go Decision Meeting.
- d. All planned TCs have been executed.
 - i. All TCs are complete; any that are not in a Passed status have been documented and approved by the DoHS.
- e. *D065- User Acceptance Test Results* are reviewed and accepted by the DoHS.

7. Regression Phase

7.1. Entrance Criteria

1. UAT Exit Criteria has been met.
2. Regression TCs submitted by Optum.

7.2. Execution

- Optum conducts Regression Testing.
- Optum will provide a daily distribution of the SIT Execution Report.
- The DoHS will complete a daily review of the SIT Execution Report.

Notes
• One full week (5 business days) should be allocated to complete Regression Testing. ➤ Planned timeline will be included in release schedule. The timeline may vary based on the Release and Regression test bed. • If any defects are found in Regression, defects are communicated to the DoHS/State PMO. ➤ If defects are found and a rebuild is needed, the rebuild release notes are delivered to the DoHS/State PMO.

7.3. Exit Criteria

1. Regression Exit Criteria has been met:
 - a. All severity 1 and priority 1 defects are in a Closed status.
 - b. All severity 2 defects are in a Closed status.
 - i. If there are outstanding severity 2 defects, they have associated workarounds that are agreed upon by DoHS.
 - c. Outstanding severity 3 and severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Prod deployment prior to the Go/No-Go Decision Meeting.
 - d. All planned TCs have been executed.

2. All TCs are complete; any that are not in a Passed status have been documented and approved by the DoHS. *D058 - Regression Test Cases / D059- Regression Test Results* are submitted by Optum.

8. Training Phase

8.1. Entrance Criteria

1. End User Training materials have been identified and submitted to the DoHS.

Notes
➤ DoHS completes their own training utilizing Optum created Job Aids and facilitator materials. ➤ Optum may complete training as part of the annual required Train the Trainer (T3) OR if training is a contracted service in a CR/SOW for the Release.

8.2. Execution

1. End User Training is completed by DoHS (or Optum, if required).

8.3. Exit Criteria

1. End User Training is complete.

9. Implementation Phase

9.1. Entrance Criteria

1. All MR phases exit criteria have been met.
2. *D075 - Cut-Over Play Book* is accepted by the DoHS.

9.2. Execution Criteria

- Optum requests the Go/No-Go approval from DoHS. The Go/No-Go approval Decision is obtained from State Commissioner(s).
- The Release Team will complete all implementation activities in *D075 - Cut-Over Play Book*.

9.3. Exit Criteria

1. All implementation activities have been completed, including application checkout.
2. Optum has scheduled enhanced system monitoring and/or bridge lines as necessary and agreed upon.
3. Final (with actual dates/times) *D075 - Cut-Over Play Book* and release notes have been submitted.

10. Additional Information

10.1. Milestone and Approvals: Timeline Changes

- Any time the timeline is changed during an MR, a new timeline should be delivered to DoHS/State PMO by Optum.
 - Implementation date changes require the State Commissioner(s) approval.
 - All other changes to the timeline require approval from the Release Lead and the PATH Project Sponsor.
 - Project Risks and Issues will be logged if/when Milestones are at risk of being delayed or are delayed.

10.2. Best Practices: Intra-Phase Activities and Buffers

- It is recommended to allow one week (5 days) between SIT and UAT for the DoHS to review and accept the SIT results.
- It is recommended to allow one week (5 days) for Regression Testing.
- It is recommended to allow one week (5 days) of overall “buffer” in the MR schedule.
- Smoke Testing should be completed at the end of each deployment.

10.3. Risk and Issues: Standard and Release-Specific Risk and Issue Logging

- Standard Risks:
 - Design End
 - Development End
 - SIT End
 - UAT End
 - Training (if applicable)
- As-needed Risks:

- Partner testing
- Partner/other system changes needed in alignment with this MR.
- Partner/other system guidance/information needed
- If Centers for Medicare and Medicaid Services (CMS) Guidance is still needed
- If DoHS regulatory/policy guidance is still needed

Appendix

Appendix A – Acronyms

Table Appendix-A: Acronyms

Acronym	Term
ALM	Application Lifecycle Management
CMS	Centers for Medicare and Medicaid Services
CR	Change Request
DoHS	Department of Human Services
ESC	Executive Steering Committee
M&O	Maintenance and Operations
MR	Maintenance Release
N/A	Not Applicable
PATH	People's Access to Help
PMO	Project Management Office
PROD	Production
SIT	System Integration Testing
SME	Subject Matter Expert
SOW	Statement of Work
TCs	Test Cases
T3	Train the Trainer
UAT	User Acceptance Testing

Appendix B – Deliverables

- D039 Business Process Models
- D040 Detailed System Design
- D041 Data Dictionary
- D042 Data Models
- D043 Reports Inventory
- D044 Correspondence Inventory
- D045 Forms Inventory
- D046 Interface Inventory

1 Cost Proposal Introduction

Optum is pleased to submit this Cost Proposal for West Virginia's Integrated Eligibility Solution (IES) RFP. Our solution is truly modular, modern, and outcomes driven using partners and products that are known and used by DHHR and the State of West Virginia. We have taken an approach to reuse and COTS that is very different from a traditional transfer approach. The traditional approach requires customization of previously delivered monolithic systems that are glued together for use in a new state. Our modular approach achieves a much lower total cost of ownership and reduced operations and maintenance (O&M) costs using a loosely coupled integration through a common integration framework.

Optum developed our cost estimate for the WV IES by following a bottoms-up approach that considered all of the requirements in the RFP. We matched the requirements against our existing IE product functionality and solutions from our partner organizations. We then sized the remaining requirements that require configuration or development. This sizing and estimation process was based on our experience developing large scale health and human services systems. Industry standards were applied to arrive at the full DDI cost that spans all phases of the software development lifecycle. Costs were reviewed and refined based on feedback from subject matter experts as well as our existing knowledge of the size and complexity of current systems supporting West Virginia.

Similarly, M&O costs were modeled and estimated based on our experience and expertise managing large scale systems. We have many years' of actual M&O activity data, and we used that data to model the WV IES work effort. This model is based on similar system profiles and implementations and takes into account cross-module efficiencies. These costs were also vetted extensively to confirm that Optum is keeping costs as low as possible while still ensuring we are providing a fully ITIL-compliant operation.

Infrastructure costs were based on models of the computing power needed to host the WV IES, and take advantage of the economies of scale Optum can provide through our own data centers that currently support thousands of customer applications.

Our Purchasing Affidavit is provided in Appendix 3 of our Technical Proposal response.

2 Costing Assumptions

In the following table, we document the assumptions we used while developing our cost proposal.

	Cost Assumption
1	Tools and accelerators may be deployed and used during the transformation of the OSCAR application. Any customization to these tools and accelerators by Optum or its subcontractors will be at our own cost, and will be completed to support the automated transformation of programs written in the Natural programming language. The State of West Virginia shall not claim any ownership rights to these tools and accelerators.
2	All sizing, user counts, current system configuration detail, and software licensing counts are based on information from the RFP, the Procurement Library, and the subsequent answers to vendor questions provided by DHHR.
3	We will leverage West Virginia's Northwood's document management solution, which includes the State's current document repository (Hyland Onbase), and the State's current document imaging and workflow (Compass).
4	We assumed that the State's mailroom will capture and scan all paper documents in the same manner they do today in support of the legacy solution.
5	The project plan is contingent upon timely State decisions, availability of subject matter experts, and provision of requested data (e.g. for data conversion) throughout the life of the contract.
6	Optum assumes that a remote backup facility means a place where full and incremental backups of the system will be stored.
7	The DDI schedule assumed a start date of September 25, 2017. Any deviation from this start date may result in changes to the milestone and delivery dates shown in the proposal and in the draft Detailed Project Schedule.
8	The DDI schedule assumes a pilot for most of the releases, consisting of 1-2 counties per pilot, and assumes that the State resources for the selected pilot counties will be able to participate and provide feedback during the pilot period.
9	Sample Natural programs of the OSCAR system shall be supplied to Optum during customization to verify the effectiveness of transformation and further fine-tuning to derive maximum efficiency of automation.
10	After acceptance of the design of the new WV IES domain model, any changes to that domain model or data conversion scripts due to subsequent changes to the legacy applications (e.g. OSCAR, FACTS, RAPIDS) will be handled through a change management process.
11	Entrance and exit criteria for each DDI phase will be mutually agreed upon and will be the basis for determining the commencement/conclusion for each phase. For example, the entry point for the pilots will assume a certain level of acceptable defects (e.g., zero Severity 1 and 2 defects).
12	Our pricing assumes we are afforded an opportunity to discuss with the State payment terms that includes the approval process around deliverable acceptance of milestones, and to have the resulting contract reflect these terms and process.
13	In the event specifications only reference "based on West Virginia business rules" or "defined by the state", and are not further defined, our interpretation is that such specifications meet federal regulations and requirements.

Cost Assumption	
14	Optum is proposing a complete solution for the State's acceptance in year three. Optum is assuming responsibility for those expenses required to obtain and maintain access to State systems, such as the hardware/software, network infrastructure, and any licensing costs. Consistent with the State's instruction to include maintenance and operations costs only after acceptance of the complete solution, Optum has included those expenses as part of the DDI cost in contract years one and two.
15	Optum will take over existing computing costs, as necessary, through modernization. We assumed the current West Virginia mainframe chargeback is: • \$70k/month for Mainframe Batch Cost • \$143k/month for Mainframe Online Cost These costs are reflected as part of the modernization effort.
16	We assume we will be allowed use the State's licenses until they expire. Upon expiration, we will assume the cost of the new licenses. The State will transfer the legacy licenses where permissible. Otherwise, Optum will manage and pay the maintenance cost of software licenses on behalf of the State.
17	Legacy system licensing fees paid by Optum will continue until respective systems go-live into production.
18	Based on materials provided in the procurement library, West Virginia has a benefit population of 750,000. We assumed that 300,000 documents will require e-signatures.
19	We assume the State will continue to provide M&O support for legacy FACTS and OSCAR until the modernization of these systems is implemented. At that time, Optum will provide M&O services for child welfare and child support functionality.
20	Based on the "DOC064_Alerts, Reports, Letters, Forms, Notices, and Interfaces Inventory" worksheet provided in the procurement library and on the requirement specified in Section 4.3.11 that we should assume a five percent reduction in the number of reports, forms/notices/letters, and alerts, we have estimated the number of reports that will need to be converted or developed for use with the existing data marts is 796, of which 319 are currently Cognos reports and 477 are either not currently Cognos reports or are new reports.
21	We are assuming we will use the state's existing Informatica MDM solution.
22	Optum and the State will work together to optimize data processing in legacy systems prior to conversion, with the objective of minimizing additional conversion activities later.
23	Once legacy data has been migrated to the WV IES, that same data will not be migrated back to any legacy systems.
24	Any delays or inability to meet the project plan due to current DHHR third-party vendors' existing contractual obligations, which are outside Optum's control, are the State's responsibility to resolve.
25	The State will supply telephone and access numbers for the State AVRS/IVR solution at their cost.
26	We assumed that the AVRS/IVR will route calls to the existing State AVRS/IVR via the existing toll- free number used by the State.
27	Call volume estimates are based on information provided in the RFP and in the Procurement Library. Optum has projected 3,000 Technical Support Call Center contacts monthly.



#	Cost Assumption
28	Our pricing assumes that software whose functionality must be accessed by the State, licensing shall be for external use. For software that is simply part of Optum's set of tools provided to deliver RFP-required services, Optum will obtain licenses for our internal use but in support of the State.
29	License assumptions are based on the quantities provided in the license inventory list in the Procurement Library. Additional users required to accommodate growth may be subject to RFP Sections 5.25 and 5.50.
30	Optum assumes that the license access rights provided by Optum to the State for software provided under a software-as-a-service model will be used by the State solely in conjunction with the WV IES project, and not used independent of such services or applications unless mutually agreed.
31	Optum assumes that existing external integrations present in the Oracle SOA ESB will be reused as part of the WV IES, in conjunction with Optum's integration layer.
32	Optum can make no claims nor retain responsibility for public Internet performance or failures of individual users' private ISP performance or failures. Optum will make every effort to design solutions with normal Internet functioning in mind.
33	We are assuming that we will leverage West Virginia's provider management solution for all Medicaid and non-Medicaid providers, with the exception of the Childcare providers.
34	Our proposed security approach will be used for the new WV IES platform and does not implement new security to legacy FACTS, OSCAR or RAPIDS application environments.
35	Optum assumed a maximum of 2,000 Child Care Provider log-ins/month when sizing this portion of the IES.

3. Attachment C: Cost Sheet

Our approach includes a separate pool capped at \$50,000 per year, as per Mandatory Requirement 5.50, reserved for modifications and enhancements that translate to direct costs rather than hours. The Agency would approve such costs through the change management process to be agreed upon after contract award.

Table 12: Design, Development & Implementation (DDI) Cost

Design, Development & Implementation (DDI)	
Item	Total
Total DDI Costs (See Appendix II: Deliverables, Milestones, and Payments)	\$ 162,675,000

Table 13: Maintenance and Operations (M&O) Cost

Maintenance and Operations (M&O)		
Period	Monthly Cost	Total (Monthly Cost x 12 Months)
Year 1*	\$ 0.00	\$ 0.00
Year 2	\$ 0.00	\$ 0.00
Year 3	\$ 1,432,667	\$ 17,192,000
Year 4	\$ 1,251,500	\$ 15,018,000
Year 5	\$ 1,162,083	\$ 13,945,000
Year 6	\$ 1,083,500	\$ 13,002,000
Year 7	\$ 1,076,667	\$ 12,920,000
Year 8	\$ 1,089,500	\$ 13,074,000
Year 9	\$ 1,117,833	\$ 13,414,000
Year 10	\$ 1,147,083	\$ 13,765,000
All Inclusive Maintenance and Operations Cost	GRAND TOTAL	\$ 112,330,000

*As described above, for purposes of proposal and evaluation, all vendors should estimate operations cost for Year 1 at zero dollars (\$0) in order to provide consistent evaluation of all cost bids. The Vendor should begin to include Operations and Maintenance costs in the year they plan to submit the complete solution (all modules and supporting functionality) for DHHR acceptance.

Table 14: Modifications and Enhancements Cost

Modifications and Enhancements			
Period	Hourly Rate	Hours	Total (Hourly Rate x 30,000 Hours)
Year 1*	\$ 0.00	0	\$ 0.00
Year 2	\$ 114	30,000	\$ 3,420,000
Year 3	\$ 116	30,000	\$ 3,480,000
Year 4	\$ 118	30,000	\$ 3,540,000
Year 5	\$ 121	30,000	\$ 3,630,000
Year 6	\$ 124	30,000	\$ 3,720,000
Year 7	\$ 128	30,000	\$ 3,840,000
Year 8	\$ 132	30,000	\$ 3,960,000
Year 9	\$ 136	30,000	\$ 4,080,000
Year 10	\$ 140	30,000	\$ 4,200,000
All Inclusive Maintenance and Operations Cost		GRAND TOTAL	\$ 33,870,000

*For purposes of proposal and evaluation, all vendors should estimate enhancement cost for Year 1 at zero dollars (\$0).

Table 15: All-Inclusive Total Cost

All-Inclusive Total Cost	
Service	Cost
Total DDI Costs (Table 12 Total Cost)	\$ 162,675,000
Total Maintenance and Operations Cost: (Table 13 Grand Total)	\$ 112,330,000
Total Enhancement Cost: (Table 14 Grand Total)	\$ 33,870,000
Grand Total Project Cost	\$ 308,875,000



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OPTUMINSIGHT, INC.

** See Attached **

Organization Information								
Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C Corporation	12/2/1998		12/2/1998	Foreign	Profit			

Organization Information			
Business Purpose	6214 - Health Care and Social Assistance - Ambulatory Health Care Services - Outpatient Care Centers (family planning, mental health, substance abuse, HMO, kidney dialysis, freestanding ambulatory surgical & emergency centers)		Capital Stock 0.0000
Charter County			Control Number 0
Charter State	DE		Excess Acres 0
At Will Term			Member Managed
At Will Term Years			Par Value 0.000000
Authorized Shares	0		Young Entrepreneur Not Specified

Addresses	
Type	Address
Notice of Process Address	UNITED AGENT GROUP INC. 126 EAST BURKE STREET MARTINSBURG, WV, 25401
Principal Office Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 USA
Principal Office Mailing Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Address × Close

Officers	
Type	Name/Address
Director	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344

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President	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Secretary	ELIZABETH ANN SODERBERG 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Treasurer	MARILYN VICTORIA HIRSCH 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	Name/Address

DBA			
DBA Name	Description	Effective Date	Termination Date
INGENIX	TRADENAME	1/4/2012	5/11/2022
DBA Name	Description	Effective Date	Termination Date

Name Changes	
Date	Old Name
1/4/2012	INGENIX, INC.
Date	Old Name

Mergers				
Merger Date	Merged	Merged State	Survived	Survived State
7/21/2008	GEOACCESS, INC.	KS	INGENIX, INC.	DE
7/21/2008	HWT, INC.	DE	INGENIX, INC.	DE
1/23/2009	INGENIX HEALTH INTELLIGENCE, INC.	DE	INGENIX, INC.	DE
4/8/2010	J.W. HUTTON, INC.	IA	INGENIX, INC.	DE
5/10/2010	INGENIX MERGERCO, INC.	DE	INGENIX, INC.	DE
6/3/2010	GLOBAL WORKS SYSTEMS, INC.	CA	INGENIX, INC.	DE
Merger Date	Merged	Merged State	Survived	Survived State

Date	Amendment
1/4/2012	NAME CHANGE: FROM INGENIX, INC.
6/3/2010	MERGER: MERGING GLOBAL WORKS SYSTEMS, INC., A QUALIFIED CA CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
5/10/2010	MERGER: MERGING INGENIX MERGERCO, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
4/8/2010	MERGER: MERGING J.W. HUTTON, INC., A NON-QUALIFIED IA ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
1/23/2009	MERGER: MERGING INGENIX HEALTH INTELLIGENCE, INC., A NON-QUALIFIED DE ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING GEOACCESS, INC., A NON-QUALIFIED KS ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING HWT, INC., A QUALIFIED DE CORP QUALIFIED DE CORPORATION, THE SURVIVOR
Date	Amendment

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Document Number	F97000000189
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Date Filed	01/10/1997
State	DE
Status	ACTIVE
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Event Effective Date	NONE

Principal Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Mailing Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Registered Agent Name & Address

C T CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Officer/Director Detail

Name & Address

Title Director

Shumacher M.D, Ronald Joel

11000 Optum Circle
Eden Prairie, MN 55344

Title Assistant Secretary