

West Virginia Department of Administration/Purchasing Division

on behalf of:

West Virginia Offices of Insurance Commissioner and Department of Health and Human Resources (DHHR)

Request for Information: Credentialing Verification Organization (CVO)
September 27, 2012

Submitted by:
Trey Harrison
Director, State Government Health Programs
LexisNexis Risk Solutions, a division of Reed Elsevier Inc.
trey.harrison@lexisnexis.com
770.605.8472

Joe DeSanzo
National Account Manager
Health Care Screening Solutions
LexisNexis | Risk Solutions
724.201.0341 Direct
joseph.desanzo@lexisnexis.com

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Results-Driven Solutions for Health Care



Risk Solutions
Health Care

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September 27, 2012

Connie Oswald
West Virginia Dept. of Administration, Purchasing Division
2019 Washington Street East
P.O. Box 50130
Charleston, WV 25305-0130

Re: RFI: Credentialing Verification Organization (CVO)

Dear Ms. Oswald,

LexisNexis appreciates the opportunity to provide the West Virginia Insurance Commission with a response to its Request for Information. We look forward to the chance to assist the Commission in its launch of a centralized, Statewide Credentialing Verification Organization within West Virginia. As described throughout the following pages, we believe that we offer a unique combination of systems solutions; experienced staff; and unparalleled, primary-source access to provider credentialing and background data. Each of these components is critical in the successful implementation of a Statewide CVO.

As the industry leader in Health Care Screening, LexisNexis looks forward to demonstrating our commitment to providing the highest level of service and support available. One example of our expertise is our most recent certification from NCQA (National Committee for Quality Assurance). Our NCQA certification demonstrates our commitment to providing the gold standard as well as understanding the complexity of the employment lifecycle. This provides LexisNexis the insight, training, regulatory guidance and expertise in all aspects of the solutions we provide to health care organizations. The more we know, train, understand and observe, about the health care industry above just screening, the more LexisNexis can help educate the industry on evolving trends, programs and best practices associated with this very complex and important process.

With LexisNexis offerings, West Virginia and the State's provider community will have access to a secure web-based solution with easy-to-follow screens and clearly labeled form fields, all designed to simplify the screening process. Users can monitor the status of each request, access reports electronically and configure management reports all in one place online.

Our experience base includes broad expertise in the commercial payer space - and also includes extensive experience with the new Medicaid/Medicare requirements as specified by the Affordable Care Act. In fact, LexisNexis data resources currently support the required screening and monitoring of Medicaid provider networks within Indiana and Arkansas. As we describe within our response, we can offer these fully-compliant, 42 CFR solutions as an integral component of the CVO offering.

Known for our strong compliance practices, LexisNexis has in-house legal and compliance departments as well as convenient communication options to help keep customers informed of changing legislation. Our customers regularly benefit from our email subscription center where they can select from a variety of updates on industry practices and innovations, which can be delivered to you conveniently via newsletters and notices.

We look forward to working with West Virginia on this important initiative. If you should have any questions throughout your evaluation, please contact me in any of the following ways:

Mail: **1000 Alderman Drive, B1/220, Alpharetta, GA 30005**
Telephone: (770) 605-8472
E-Mail: trey.harrison@lexisnexis.com

Sincerely,

Trey Harrison
Director, State Government Health Care Programs
LexisNexis Risk Solutions

Joe DeSanzo
National Account Manager,
Health Care Screening Solutions



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Contact Information

Company Name:	LexisNexis Risk Solutions FL, Inc.
Address:	1000 Alderman Drive, B1/220, Alpharetta, GA 30005
Name of the individual who will act as primary point of contact for inquiries	Trey Harrison
Contact Person's Telephone Number	(770) 605-8472
Contact Person's Email Address	trey.harrison@lexisnexis.com

Comments

All advice should be provided in the context of complying with all federal and state laws that are currently applicable to credentialing and the establishment of a statewide CVO.

Responses should include recommendations on how the state should proceed in procuring a statewide CVO capable of serving the credentialing verification needs and interest of the healthcare community. Please provide your evaluative comments on the project description and requirements outlined in this document. Include any suggestions or advice regarding the design, implementation, management, technology, etc. of this contemplated project.

Detail what additional information or clarification would be needed in order to prepare a comprehensive proposal in the future.

LexisNexis Risk Solutions FL, Inc. is part of LexisNexis, a division of Reed Elsevier Inc., a global leading publisher of information and solutions for professional users (hereinafter "LexisNexis"). For nearly 40 years, LexisNexis® has been a pioneer in secure data sharing, information policy, and personal privacy. LexisNexis is a leading provider of comprehensive information and business solutions to professionals in a variety of areas—health care, legal, risk management, corporate, government, law enforcement, accounting and academic. Customers include, without limitation, almost every Federal Government agency, the top 100 law firms, and Fortune 500 companies in the fields of national security, financial services, collection and recovery, insurance, telecommunications, e-commerce and retail.

LexisNexis has over 15,000 employees worldwide and combines the largest collection of public records available with innovative search processes, scoring and modeling and linking technology to provide industry leading risk and information solutions.

LexisNexis Screening Solutions Inc.'s achievement of certification under NCQA's Credentials Verification Organization Certification Program for all standards related to "Written Policies and Procedures" and "Protecting Credentialing Information" includes the following credentials elements:

• License to Practice	• Medicare/Medicaid Sanctions
• DEA Certification	• Medical Board Sanctions
• Education and Training	• Malpractice Claims History
• CVA Application and Attestation Content	• Ongoing Monitoring of Sanctions
• Application Processing	• Work History



Additionally, LexisNexis meets applicable hospital accreditation standards as outlined by Center for Medicare and Medicaid Services (CMS) and Joint Commissioner as appropriate for clients and maintains Maintain an errors and omissions insurance policy in amounts deemed necessary by Insurance Commissioner.

LexisNexis has supported the health care industry with traditional screening services for the past 14 years. In 2011/2012, LexisNexis strengthened our expertise by seeking NCQA certification as a Credential Verification Organization (CVO). To date, LexisNexis is the only certified screening/credentialing organization enabling us to provide substantial cost savings, compliance controls and patient safety initiatives by providing solutions for both Human Resources and Medical Staffing. Our Health Care customers comprise 7% of our screening solutions business portfolio.

Approach

Based on the project information provided to date, briefly describe the approach you would recommend for this project and why.

1.5.1 Request for Information

The state is seeking information and suggestions regarding possible means, processes and environments which would best serve the above stated goals in providing a statewide CVO as contemplated in the legislative enactment. The state is interested in receiving information regarding what CVO services, processes and platforms are available that would meet our needs with special interest in, but not limited to, the considerations listed below.

- a) Based on the large number of West Virginia health practitioners subject to credentialing for which the CVO would be responsible, what computer platform and network and data base capabilities would be required or be desirable to meet the organizations need.

LexisNexis Enterprise Edition, our flagship web solution, is recommended as the CVO solution because of its security features, customization capabilities and ease of use. Enterprise Edition can be used as a standalone solution or with our Candidate Data Capture option to enable practitioners to enter their own personal information. And, LexisNexis is proud to be first to market with a mobile version of our Enterprise Edition website, accessible via any Smartphone and most mobile devices. With LexisNexis, your agency will have a core web solution they can customize to fit the process that makes the most sense for you. A key advantage to the LexisNexis Program is that we provide a common service platform with central call tracking across the globe to ensure consistent and knowledgeable service. Customer service includes phone, email and chat support. Our combined goal is to transition practitioners from a cumbersome world where they are being credentialed by multiple agencies to a simpler world where they have a one-stop-shop through the state CVO.



- b) Due to the confidential nature of the information involved and being readily accessible and transmitted, what computer security systems or safe guards would be necessary to protect the integrity of the system, both for access and storage purposes.

As part of our standard account setup process, each requester or client location would be assigned a unique User ID and Password by LexisNexis to limit access to the Web site to authorized users only. Additionally, LexisNexis' Internet Web site employs at least 128-bit encryption technology to protect from unauthorized use of the information sent to or delivered from our Web server. Utilizing secure socket layers (SSL), information is encrypted before being sent across the Internet. Additional security measures include:

- Intrusion detection systems are monitored by internal staff and are positioned on Internet facing networks to detect and respond to attacks.
- External facing network interfaces and interfaces from subsidiary DMZs to the internal network are further protected using network intrusion detection systems that detect and report on attacks on our network.
- Other systems such as network monitors, host monitors, and security event log monitors alert our systems staff of suspicious events.
- LexisNexis monitors firewall, network hardware, web server, application server, and database servers with appropriate monitoring resources. The application collects SNMP read only statistics and syslog events and generates capacity planning graphs for systems. Historical utilization information as well as estimated use for new platforms are used to project growth rate and utilization/capacity ratio.

Front-end Identity Proofing

The establishment of a single authority to credential providers within the state demands the highest degree of security up front. With the depth of identity data available within our resources, LexisNexis is uniquely poised to support essential security procedures to validate that 1. Authentic, valid identities are being used to apply for credentialing and 2. Those accessing the system are indeed who they purport to be.

Through a multi-layered approach, the LexisNexis Identity Proofing process first validates that the person exists as an individual with the given name, SSN, and address using Instant Verify. Second, using a common multiple-choice format, the LexisNexis Instant Authenticate quiz provides a user-friendly means to obtain the necessary identity authentication data. The LexisNexis knowledge-based



authentication solution generates a series of random, multiple choice questions using public, private, and proprietary databases. As a result, these questions have a high likelihood of being correctly answered only by the proper individual. The system will then generate a pass or fail score for the individual based on the responses to the questions. If there is a pass score, the individual will be verified. If there is a fail score, the individual can be directed to the enrollment call center for further verification, if appropriate (e.g. additional set of questions). Hence, the mix of both historical and current public records data provides West Virginia with an increased assurance that you are working with the properly identified individual and additional assurance against fraudulent access due to identity theft.

LexisNexis' best-in-class solutions offer very wide (diverse) and extensive (historical) data. Our solutions reach far beyond credit bureau data, standard demographic information and "hot lists" to tap billions of public records from more than 44,000 diverse data sources. In addition, solutions with access to such an expanse of data sources provide more information about each individual. Plentiful "out-of-wallet" data points (information not usually carried in a customer's wallet), including time-sensitive data (e.g., the model of a car the consumer owned between 1995-97) can be used in generating challenge-response questions. Nonfinancial behavioral data (e.g., life events, acquisition events, government interactions, etc.) can fill in the nuanced detail necessary to better "know your provider." Our identity-proofing solutions integrate seamlessly into the workflow of the credentialing process, allowing every safeguard that those accessing the CVO are doing so with legitimate purpose. We look forward to the opportunity to discuss our identity –proofing solutions in greater detail.

- c) Based on scope of the statewide CVO and the incumbent reliance of the entire state health care system, what type of financial security and resources would be needed to insure continued and effective service over the long run.

LexisNexis, as part of the Reed Elsevier family of companies, is a financially stable organization. Please use the following link to access our most recent annual report:

<http://www.reedelsevier.com/investorcentre/reports%202007/Pages/2011.aspx>

In addition, LexisNexis holds many insurance policies including, but not limited to, liability, workers compensation, errors & omissions, and others.

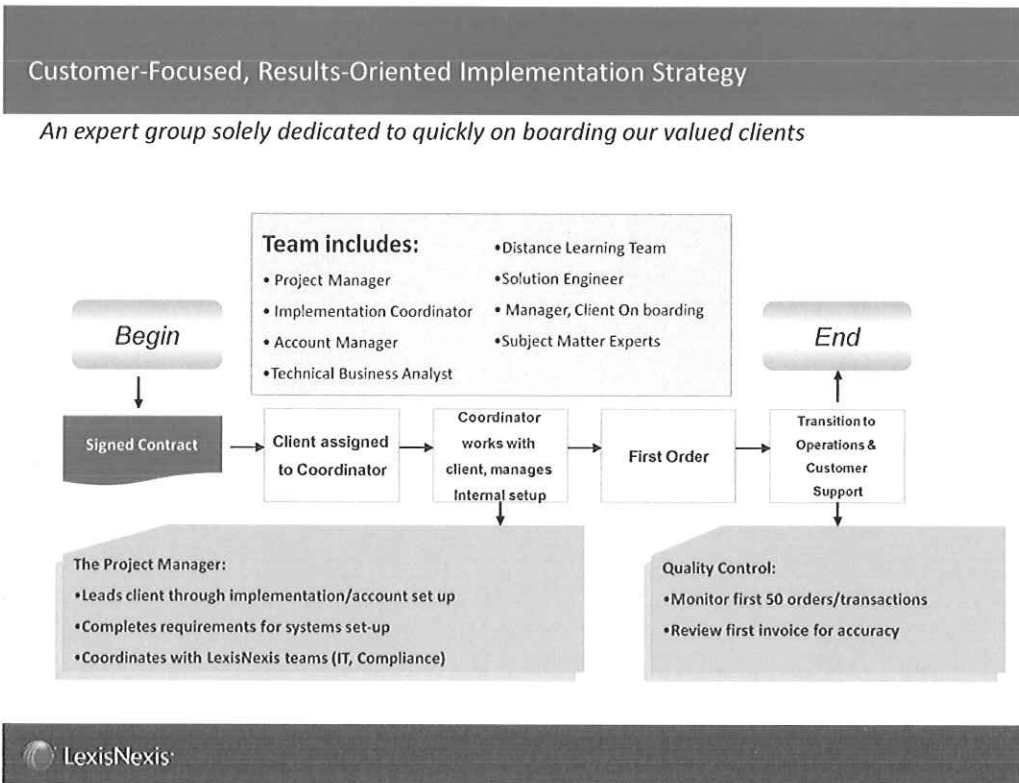
LexisNexis does not charge monthly maintenance fees or renewal fees. Use of the Enterprise Edition web solution is included with our services. West Virginia would pay for the searches requested and any access fees (pass through) required to obtain search information. Resources required from West Virginia may include project managers, IT security and technology resources, billing experts and human resources professionals to ensure the system is optimized and continues to meet the needs of each



agency. LexisNexis would provide the same professionals mentioned above with the addition of training professionals to ensure your users have all the information they need to process the verifications quickly and easily.

d) In terms of personnel and other resources, what types and how many personnel would need to be dedicated, wholly or partially, to support the services provided.

LexisNexis provides a team of experts for easy transition to our services. The chart below outlines our implementation strategy. Typical personnel involved include experts from implementation, account management, technology, training, product management and other departments as needed.



We anticipate that West Virginia would like to provide a dedicated project manager and availability for personnel from technology and information security to ensure consistent communication between our organizations. Other resources may be identified as the process is scoped in detail.

e) What credentialing processes or procedures, in general and specific, do you see as best serving the requirements and needs of the overall service provided and the flexibility to serve individual clients.

We recommend our web-based solution, Enterprise Edition. Enterprise Edition enables your users to have a unique login and password, request verifications, monitor verification status updates, view completed reports, and assemble management reports, all online. Since the solution is web-based, there are no complicated installation procedures and no user licenses required for each user.



Because Enterprise Edition has such great customization and flexibility features, LexisNexis can structure a client's account to allow multiple levels of access, as needed, to our report data. West Virginia can establish these levels geographically, by other criteria. In addition, regional or global access to multiple accounts can be established for upper or senior management. West Virginia can designate what aspects of the online system authorized users may view. For example, some users may be restricted to submit new search requests only and not have access to view results.

Credential Verification Processing Steps

To provide our clients with the most reliable information with the fastest turnaround possible, LexisNexis integrates robust quality control procedures and advanced technology throughout the credentialing process. The major steps below follow an order throughout the credentialing process:

1. Client submits an electronic request via our secure Web-based system.
2. All requests received by LexisNexis are reviewed for missing components of critical data. If the request is missing any pertinent information, LexisNexis immediately contacts the requester, via email.
3. The request is entered into LexisNexis' production system consistent with the client's process and scope requirements and checked against our Master Index for possible tips and leads from any previous reports.
4. LexisNexis verification and processing teams perform the required searches.
5. Optional adjudication service is performed on each report element by the department responsible for the original report, consistent with client rules for acceptance or rejection of applicants.
6. The report is then routed to a Quality Assurance Reviewer who reviews every report prior to being released to the customer.
7. Once the report passes the quality assurance review, it is delivered to the customer. The results of our verifications are summarized in a standardized, consistent, easy to read format. Through studying various reporting formats, we have found that such a standardized report format is very helpful, especially for those reviewing many reports, such as your agency would be. Our reports always include a summary section, which allows ease of initial review, pointing out any areas of our investigation that revealed information that may affect your hiring decision. Our reporting format is consistent whether provided as an electronic or hard copy document.
8. The completed report is sent to our billing department for processing.
9. An Internal Auditor randomly reviews closed cases to check for accuracy.



f) What direct source, or other, methods of verification of information best serve the credentialing process.

LexisNexis also provides sex offender searches, education, employment and criminal checks and other background verifications including SSN verification and global sanctions searches. LexisNexis performs primary source verifications. Healthcare specific verifications include, but are not limited to:

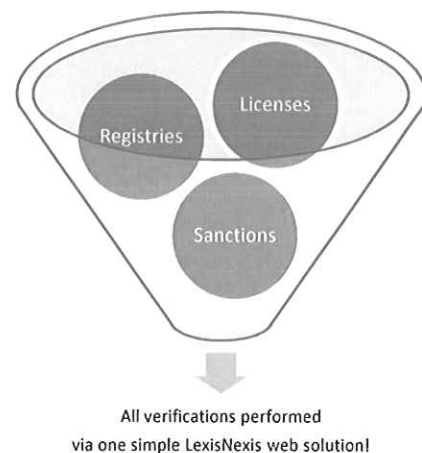
<ul style="list-style-type: none"> • National Practitioners Data Bank (NPDB) • FACIS • OIG • GSA • FDA • State OIG 	<ul style="list-style-type: none"> • Affiliations • Board Certifications • Nurse Aide Registry • Pharmacist Certification • Healthcare Integrity & Protection Data Bank (HIPDB) • State specific licensure searches
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g) What type of electronic interface or network, webpage, etc., do you see best facilitating electronic exchange of data and information. What type and nature of access would clients, both practitioners and credentialing entities, have. How would paper transactions be accommodated.

We recommend practitioners and credentialing entities use our Enterprise Edition web-based solution. Each user will have a unique ID and password for to access the system. And, using our Candidate Data Capture solution, practitioners have the ability to enter their own personal information into the system, save and come back to the verification process, and upload required paper documents for the verification process. Practitioners receive email reminders to complete the application and receive step-by-step instructions and help prompts. Online consent acknowledgement and electronic signature make Candidate Data Capture an even greater solution for practitioners to provide everything they need for verification processing. They can even preview and print the entered information before submitting.

h) What are possible methods of assimilating and transitioning all West Virginia practitioners into a single CVO process and practical time frames.

The LexisNexis solution is designed to take practitioner information for specific verifications, process the verifications and return results – all online through the one-stop Enterprise Edition solution. What was once a complex, time-consuming process will be simplified because practitioners will be required to enter their information once, and verifications can be processed from our web solution.





Heading your transition will be a LexisNexis implementation project manager. While every implementation is different, our expert team of technology professionals will collaborate with you to determine mutually agreeable timelines and project deliverables.

Below is a brief list of summarized tasks and milestones that are normally part of the implementation process. Many of these tasks occur simultaneously.

- Customize program such as web landing page, welcome emails, webinars, etc.
- Communications – communication plan to notify practitioners of the new system
- Training – training options such as webinars, tutorials, etc.

Depending on the complexity of the technology integration or program implementation, an aggressive timeline for final program launch can take up to 60-90 days following after contract is signed and IT resources are contracted. This is subject to additional business analysis and requirements gathering, and a discussion with the client on mutual task interdependencies. The diagram below summarizes the major implementation tasks.

Sample West Virginia-LexisNexis Transition Activities (for practitioners)	Days 1 – 45	Days 46 – 90
Total Implementation	[Gantt bar spanning Days 1 to 90]	
Customize Program	[Gantt bar Days 1 to 10]	
Communications	[Gantt bar Days 15 to 75]	
Training	[Gantt bar Days 45 to 90]	

i) Possible fee arrangement considering credentialing entities fees and possible annual fee for practitioners. LexisNexis is open to fee arrangements with your agencies and is happy to discuss the type(s) of arrangements that work best for the credentialing program and services you choose. Our systems are capable of accepting a fee if you choose that option.

j) What procedures would be useful to ensure confidentiality of information. As a leading industry advocate for enhanced data security and privacy standards, LexisNexis has devoted substantial resources to the ongoing evaluation, enhancement and management of policies and practices that help secure and protect sensitive data. As part of our stringent protocol for data protection and security, we have implemented standard procedures such as:



- Encryption of all externally transmitted sensitive information, such as Social Security numbers.
- Masking sensitive personally identifiable information (SPII) not provided by your organization's requestor.
- Credentialing all prospective new customers and users and ensuring permissible purposes for accessing LexisNexis information products and systems.
- Development of information security policies based on the International Standards Organization ISO 27002 standard.
- An independent third party completes annual SOC2 audits of key applications designated by the company's senior management.

All screening reports are assigned a unique Case Identifier Number (CID) and stored in an online database. LexisNexis retains all records indefinitely in our databases, with the exception of certain information that, due to state and/or federal regulations, must be purged after a specified retention period. We have a documented procedure for the appropriate methods for the proper destruction of data and for certifying these activities.

As an added layer of security and fraud prevention, LexisNexis provides an Identity Proofing Solution, described in our response to item b above.

k) What procedures are available to handle and resolve any disputes between practitioners and the CVO with regard to information verification results.

As part of our strong commitment to consumer protection and data security, LexisNexis provides a free, dedicated Consumer Center for consumer advocacy, with convenient toll-free telephone access for any applicant with questions about an investigation, or who disputes information contained in a report. Very few providers in our industry commit specific resources to this important aspect of compliance under the FCRA. We will provide the consumer with a copy of the report along with a form letter advising if the items disputed did or did not require revision.

The consumer dispute process is:

- Consumer calls the LexisNexis Consumer Center line to dispute information on the LexisNexis report.
- Once the call is received, the LexisNexis representative will get identification information from the consumer to validate the call.
- Then the LexisNexis representative will go through the entire report with the consumer to determine exactly what the consumer would like to dispute and provide a copy of the report if needed. Also, the dispute process is explained to the consumer.



- Once all information is received from the consumer, the information is entered into the system as a dispute ticket.
- On day one of the dispute process, a dispute ticket goes to the LexisNexis investigation team. The LexisNexis investigation team will re-investigate the disputed information at the source level. If the investigation determines the consumer report needs to be revised the report will be revised and the LexisNexis customer service team will notify the client of the revision.
- The dispute ticket will then be closed by the LexisNexis Consumer Center and the consumer will be contacted and notified regarding the results of the dispute. The consumer will then be mailed a copy of the report along with an explanatory cover letter and any appropriate consumer summary of rights.
- Law states all disputes need to be completed within 30 days of the consumer calling LexisNexis Consumer Line.

l) Does credentialing for Medicare/Medicaid purposes present any special considerations.

LexisNexis recognizes the critical importance of accommodating Medicare/Medicaid screening requirements as an integral component of the Statewide CVO. As the Provider Screening solution for ACA-compliant operations in Arkansas in Indiana, we are intimately familiar with these requirements, and have direct experience meeting each and every component of screening, as detailed below

As required by the Affordable Care Act (ACA), the Department of Health and Human Services Centers for Medicare and Medicaid Services (CMS) published the final rule within 42 CFR Part II on new provider enrollment and screening standards for Medicare, Medicaid, and CHIP. The intent of these new requirements is to improve the overall integrity of the Medicaid and Medicare programs by shifting towards more proactive fraud prevention practices and away from the current pay and chase model. In doing so, those responsible for provider enrollment services will be faced with several challenges including:

- Managing an increase in provider enrollments and continuing to provide significant value to state clients
- Optimizing current staff resources using automated solutions
- Ensuring the automated solutions can meet the federal requirements and any state specific requirements that are different from or in addition to the federal requirements
- Ensuring the automated solutions can meet the current system requirements in place in any given state and grow as the systems evolve, and
- Meeting all of the above needs while still maintaining necessary information for audit purposes.



The table below summarizes the requirements and highlights the ability of LexisNexis to meet them:

Summary of screening levels and screening types for medicaid				
Type of screening required	Limited	Moderate	High	LexisNexis® solution
Verification of any provider/supplier-specific requirements established by Medicaid	✓	✓	✓	✓
Conduct license verifications (may include licensure checks across state)	✓	✓	✓	✓
Database checks (to verify identity, SSN and NPI, licensure, HHS OIG exclusion, taxpayer identification, death of individual practitioner and persons with an ownership or controlling interest or who are agents or managing employees of the provider among other requirements)	✓	✓	✓	✓
Unscheduled or unannounced site visits		✓	✓	✓
Fingerprint-based criminal history record check			✓	✓

We look forward to the opportunity to discuss Medicare/Medicaid inclusion in the overall CVO operation.

m) Any other information which might be valuable in assessing the needs of the statewide CVO.

To ensure the utmost data integrity, we employ a dedicated team of credentialing professionals to gather and validate data and swiftly return the results using secure, web-based technology.

For a consistent cross-organizational process with better administrative efficiencies, teams in both human resources and compliance can share one "master" account, with "sub-accounts" for employment screening and practitioner credentialing.

A key differentiator between our credentialing results and those provided by internal or third-party resources is the quality of the report. To help you quickly spot risk, our reports include unique features. All of our reports begin with a summary section that can include easy-to-read red, yellow or green-colored flags summarizing results against your credentialing requirements. Scoring services are also available for straightforward scores of "eligible," "ineligible" or "decisional." These scores are based on your custom, pre-set guidelines and applied to all results.

In addition to a wide selection of powerful credentialing tools that verify personal information, education, training, licensure, identification, experience and more, we also offer the following supporting services:



While standard credentialing packages are convenient, custom packages help ensure unique areas of risk to your healthcare organization are fully addressed.

<p>Medical Compliance Solutions</p> <p>An electronic document management solution that helps ensure compliance standards are consistently applied across all areas of your organization by:</p> <ul style="list-style-type: none"> • Monitoring adherence to vaccination schedules • Tracking, digitizing and maintaining required documents • Producing statistical reports that prove compliance and highlight areas of concern <p>Available Verifications</p> <ul style="list-style-type: none"> • Education and Training • Undergraduate education • Medical professional degree • Education commission for foreign medical graduate (ECFMG) • Residency or fellowship 	<p>Professional Licensure & Identification</p> <ul style="list-style-type: none"> • State license • Federal DEA • State controlled substance • American Board of Medical Specialties (ABMS) • Professional liability insurance (all carriers for the past 10 years) <p>Professional Experience</p> <ul style="list-style-type: none"> • Current practice /employment • Current/prior medical facility affiliation • Prior medical practices /clinical employment sanctions • FACIS (Fraud & Abuse Control Information System) • National Practitioner Data Bank (NPDB) • Office of Inspector General (OIG) • General Services Administration (GSA) • Healthcare Integrity and Protection Data Bank (HIPDB)
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Electronic Fingerprint Services

LexisNexis is an FBI-approved channeler of federally regulated fingerprints and partners with an industry-leading organization to collect and submit fingerprints for state regulated purposes. We provide a fast, easy-to-use solution that can capture fingerprints from multiple locations and electronically transmit them for clearance. Our solution helps you comply with industry regulations and make informed hiring decisions by providing you with a flexible, nationwide fingerprint solution.

n) What type of disaster recovery system can be provided.

LexisNexis replicates critical systems and maintains regular backups of all data, application programs, and systems housed in its Data Centers. In addition, tape backups of key data are also securely stored

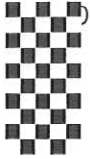


offsite at a top-tier facility. To ensure continued operations in the event of a regional disaster, LexisNexis ensures that its recovery data center is located a minimum of 500 miles from the primary Data Center.

LexisNexis utilizes a Disaster Recovery Team responsible for its Disaster Recovery/Business Continuity Plans and procedures as well as executing tests to confirm Disaster Recovery readiness. Multiple tests are held throughout the year to ensure the viability of all plan components; findings and improvements from the test are quickly adopted. Test participants include representatives from the Business and Technology groups associated with the Disaster Recovery process.

The key performance metrics for a Disaster Recovery test are the Recovery Time Objective (RTO) and Recovery Point Objective (RPO). RTO is the maximum time to restore and validate systems and products so operations may resume; RPO is a time measurement of data currency or maximum data loss. The RPO is within 10 minutes prior to the occurrence of the disaster, and the RTO is 6 hours after the declaration of the disaster. These recovery objectives have been verified through the Disaster Recovery tests regularly performed.

End of response



1000 Alderman Drive
Alpharetta, GA 30005
www.lexisnexis.com/risk

Fax

To:	Connie Oswald	From:	Catherine Williams 678-694-6801
Fax:	304.558.3970	Pages:	2 total including this page
Phone:	304-558-2157	Date:	October 1, 2012
Re:	RFI #: INS13004 Credentialing Verification Organization (CVO)	cc:	Trey.harrison@lexisnexis.com

Urgent For Review Please Comment Please Reply Please Recycle

Comments:

Please accept the attached signed Addendum Acknowledgement form for solicitation no: INS13004. LexisNexis' response was submitted to the State offices last Thursday September 27, 2012. Please attach this Addendum acknowledgement to our previously submitted response.

Should you have any questions or need additional information, please contact me. Thank you for the opportunity to participate in your RFI for Credentialing Verification Organization (CVO).

Catherine (Cathy) Williams
 LexisNexis Risk Solutions
 Proposal Manager, Health Care Solutions
 O 678-694-6801
 M 678-386-7097
catherine.williams@lexisnexis.com

== ORIGINAL MESSAGE BELOW ==

From: Oswald, Connie S [<mailto:Connie.S.Oswald@wv.gov>]
 Sent: Friday, September 28, 2012 03:15 PM
 To: Harrison, Trey (RIS-HBE)
 Subject: INS13004

Trey,
Please find attached addn#1 & 2. If you need to revise your bid before the due date of 10/4/12, please resubmit. We always use the latest copy received, it will supersede your first submittal. Let me know if you have any questions.

Thanks.

Best regards,

Connie Oswald
 Senior Buyer
 State of West Virginia - Purchasing Division
 2019 Washington Street East
 Charleston WV 25305-0130
 Phone: 304-558-2157 Fax: 304-558-4115
Connie.S.Oswald@wv.gov



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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: INS13004

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

Addendum No. 1

Addendum No. 6

Addendum No. 2

Addendum No. 7

Addendum No. 3

Addendum No. 8

Addendum No. 4

Addendum No. 9

Addendum No. 5

Addendum No. 10

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

Lewis Nexis Risk Solutions
Company

Catherine Williams
Authorized Signature

October 1, 2012
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012