The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at **wvOASIS.gov**. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at **WVPurchasing.gov** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

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Welcome, Lu Anne Cottrill | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | **Dept:** 0511 | **ID:** ESR11021700000001945 | **Ver.:** 1 | **Function:** New | **Phase:** Final | ▼ | **Modified by** batch , 11/02/2017

Header 📎 1

List View

| General Information | Contact | Default Values | Discount | Document Information |

Procurement Folder: 376002

Procurement Type: Central Master Agreement

Vendor ID: VS0000014288 🔼

Legal Name: SOFTHEON INC

Alias/DBA:

Total Bid: $1,458,800.00

Response Date: 11/02/2017 📅

Response Time: 12:32

SO Doc Code: CRFQ

SO Dept: 0511

SO Doc ID: HHR1800000002

Published Date: 10/24/17

Close Date: 11/2/17

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum One-DHHR Asset Verification System

Total of Header Attachments: 1

Total of All Attachments: 1

Proc Folder : 376002

Solicitation Description : Addendum One-DHHR Asset Verification System

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-11-02 13:30:00	SR 0511 ESR11021700000001945	1

VENDOR

VS0000014288

SOFTHEON INC

Solicitation Number: CRFQ   0511   HHR1800000002

Total Bid : $1,458,800.00   **Response Date:**   2017-11-02   **Response Time:**   12:32:58

Comments: Softheon Inc seeks to add West Virginia as a state partner and will allow for a 10% discount if any other state contract is signed between Softheon and State of West Virginia. Thank you

---

FOR INFORMATION CONTACT THE BUYER

Charles D Barnette

(304) 558-2566
charles.d.barnette@wv.gov

Signature on File   **FEIN #**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	System or application programming management service				$109,000.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Contract Item #1
AVS Services Web Portal Access by December 31, 2017 (Section 3.1.1 of REQUEST FOR QUOTATION-Asset Verification Services)

Comments: Web Portal complete

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	System or application programming management service				$249,000.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Contract Item #2
AVS Services Interface by March 1, 2018 (Section 3.1.2 of REQUEST FOR QUOTATION-Asset Verification Services)

Comments: AVS Services Interphace

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	System or application programming management service				$90,000.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Contract Item #3
AVS Services Delivery by March 1, 2018 (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Year 1 - Individual Asset Verification Rate-Liquid Assets

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.50 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	System or application programming management service				$90,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Contract Item #3
AVS Services Delivery by March 1, 2018 (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Year 1 - Individual Asset Verification Rate-Real Property and Life Insurance

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.50 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	System or application programming management service				$90,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 2 - Individual Asset Verification Rate-Liquid Assets

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.50 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	System or application programming management service				$90,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 2 - Individual Asset Verification Rate-Real Property and Life Insurance

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.50 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	System or application programming management service				$90,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 3 - Individual Asset Verification Rate-Liquid Assets

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.50 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	System or application programming management service				$90,000.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 3 - Individual Asset Verification Rate-Real Property and Life Insurance

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.50 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	System or application programming management service				$91,400.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 4 - Individual Asset Verification Rate-Liquid Assets

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.55 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	System or application programming management service				$91,400.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 4 - Individual Asset Verification Rate-Real Property and Life Insurance

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.55 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	System or application programming management service				$93,600.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 5 - Individual Asset Verification Rate-Liquid Assets

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.60 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	System or application programming management service				$93,600.00

Comm Code	Manufacturer	Specification	Model #	
81111511				

Extended Description : Contract Item #3
AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services)

Optional Renewal Year 5 - Individual Asset Verification Rate-Real Property and Life Insurance

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.60 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	System or application programming management service				$95,400.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description :	Contract Item #3 AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services) Optional Renewal Year 6 - Individual Asset Verification Rate-Liquid Assets

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.65 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	System or application programming management service				$95,400.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description :	Contract Item #3 AVS Services Delivery (Section 3.1.3 of REQUEST FOR QUOTATION-Asset Verification Services) Optional Renewal Year 6 - Individual Asset Verification Rate-Real Property and Life Insurance

Comments: Estimated annual cost for price sheet assumed 3000 monthly transactions at $2.65 per transaction

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	System or application programming management service	50.00000	EA	$0.000000	$0.00

Comm Code	Manufacturer	Specification	Model #
81111511			

Extended Description :	Contract Item #4 Future AVS Services Licensing Costs (Section 3.1.4 of REQUEST FOR QUOTATION-Asset Verification Services)

Comments: Softheon Inc NEVER charges for license fees - Our pricing strategy is simple and predictable for state partners. We charge only a low implementation fee and a per transaction fee - complete.

Softheon Response to State of West Virginia

Request for Quote - AVS
CRFQ 0511 HHR1800000002

November 2, 2017

Submitted to:
State of West Virginia
Charles D Barnette
Department of Administration, Purchasing
2019 Washington Street E
Charleston, West Virginia 25305
Phone: (304) 558-2566
Email: charles.d.barnette@wv.gov

Submitted by:
Softheon, Inc.
Michael Sasko
Vice President, Government Solutions
1500 Stony Brook Road
Stony Brook, New York 11794-6040
Phone: (916) 802-0638
Email: msasko@softheon.com

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Corporate Headquarters

Softheon, Inc.
Center of Excellence Wireless & Information Technologies (CEWIT)
1500 Stony Brook Rd.
Stony Brook, NY 11794-6040

November 2, 2017

Charles D Barnette
2019 Washington Street E
Charleston, West Virginia 25305
Phone: (304) 558-2566
Email: charles.d.barnette@wv.gov

Re: West Virginia BID REQUEST FOR Quote
Medicaid Asset Verification System

Dear Mr. Barnette,

Thank you for the opportunity to respond to the West Virginia Bid Request for Quote: Medicaid Asset Verification System. The table below provides the requested company and contact information:

1	Responder Company Name	Softheon
2, 3	Street & Mailing Address	CEWIT Stony Brook R&D Park 1500 Stony Brook Road Stony Brook, New York 11794-6040
4,5	Company Contact Person	Michael Sasko, VP of Government Solutions Email: msasko@softheon.com Phone: 916.802.0638

Softheon's commitment to improving healthcare access has made us an industry leader in Medicaid Asset Verification execution and verification response management technology. With the great support of our state and carrier partners, Softheon will be responsible for verifying over 2.4 million ACA enrollments next open enrollment and for the collection and management of over $4 billion in payments.

At Softheon, we are fully capable and immediately able to provide solutions to meet the needs of West Virginia in this RFQ. Our response will include a Company Overview where we share our impressive and extensive experience, followed by a detailed description and an example of our solution. Softheon will execute all solutions in the United States, organic to our current systems and without the support of subcontractors or consultants. Softheon is always cost-effective, thoughtful, and efficient. Please do not hesitate to reach-out with any questions. We look forward to demonstrating our solution to partner with West Virginia for the benefit of all West Virginians.

Sincerely,

Eugene Sayan,
Softheon, Founder and CEO,
1500 Stony Brook Road
Stony Brook, New York 11794-6040
E: esayan@softheon.com | M: (631) 836-3553 | O: (631) 216-7467

Table of Contents

Welcome to the Softheon Family

*At Softheon, we strive to create simple solutions to complex problems. Our innovative and easy-to-use products have revolutionized the way everyday people control their healthcare needs. We played a critical role in building the nation's first state health benefit eligibility exchange in 2008 with the Massachusetts Connector. Now, we are proud and privileged to be trusted by 37% of healthcare payers to manage 24% of HIX memberships every day. We have been recognized as a leading **Software-as-a-Service (SaaS) & Business-Process-as-a-Service (BPaaS)** platform by **Gartner, IDC, AHIP, ACAP** and **HCEG**.*

Our vision is to empower government agencies, healthcare payers, providers, employers, and brokers to provide the ultimate member experience with our commercial off-the-shelf solutions delivered in under 90 days.

*Thank you for giving us the opportunity to earn your trust and confidence. **We are committed to ensure your success today and tomorrow.** We look forward to working with the great state of West Virginia for all **West Virginians!***

Warm Regards,
Softheon Team

Understanding West Virginia's AVS Needs

West Virginia should be proud of its mission to support health and human services in the delivery of cost-effective and member-centered solutions. It is in this collaborative spirit that West Virginia initiates its request for pricing of solutions to assist in the important work of Medicaid eligibility determinations.

West Virginia is correct in looking at solution services that will target Medicaid electronic asset verification and real property asset documentation when reviewing Medicaid Eligibility determinations. It is also critical that West Virginia remembers that the execution of eligibility falls in the hands of a state eligibility worker and must reflect their workstream and priorities. Finally, all proposed Medicaid Eligibility solutions must be completed efficiently with concern for HHS volumes at low risk to the current high-functioning system and at a cost that is within the budget of operations.

Understanding that West Virginia has unique needs and will execute Medicaid Eligibility determinations by seeking 2 unique pieces of eligibility services that can be used separately or in combination, **Softheon has designed a solution with a single-entry point portal and a transparent and consolidated back office that accommodates any and all of the suggested solution offerings**. In addition, Softheon brings the option of fully integrated banking and financial documentation verification. This is available as a free enhancement and is gaining popularity with an increasing number of states looking for a modern AVS systems. Realizing that Medicaid Eligibility is often an in-person transaction, Softheon has made it easy for state eligibility workers to research and gain an eligibility determination by alleviating the need for to access one, two or even three separate systems. By capturing the data results of all 3 offerings — asset verification, real property assets and financial documents – Softheon can provide raw data determinations and appropriate analysis OR assign a risk score to that individual, allowing West Virginia to determine its own threshold for Medicaid eligibility. The **Softheon Enhanced Eligibility Verification (EEV) System** has the ability to integrate all facets of Medicaid Eligibility determinations, and is indeed a game changer in terms of the overall efficiency of West Virginia's workers and systems.

Finally, our integrated Medicaid Eligibility Determination system allows states to add specific pieces as modules, ensuring the greatest degree of flexibility while allowing for future enhancements. We use a MITA, FCRA-compliant, modular, integrated approach as a best practice to reduce overall risk and establish West Virginia as a recognized technology in the Medicaid Eligibility Determination space.

Softheon Medicaid Eligibility:: Partnerships
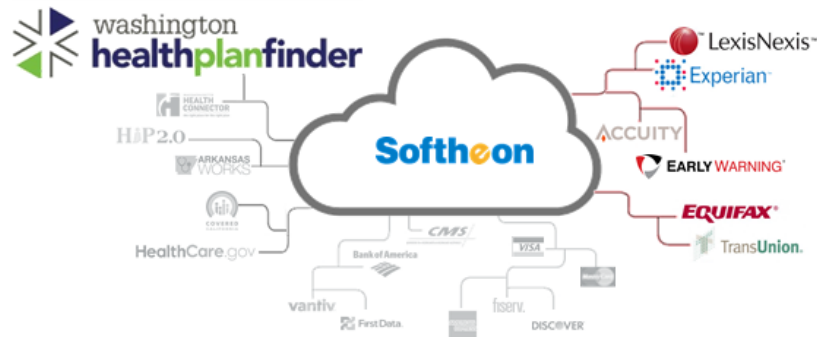
Leading Identity Proofing and Asset Verification Services are already connected to Softheon!

Softheon is prepared to execute all three requested solutions concurrently. Our team of experienced leaders has an established a reputation for excellence in the timely design, build, test and launch of our technologies.

Softheon and our partners are industry leaders in providing verifications for Medicaid Eligibility and bring a significant history of effectively executing to meet the needs of each program. Softheon has verification relationship partners with all the relevant companies currently holding contracts within all 50 states, often employed by other in-state agencies. West Virginia will benefit from Softheon's robust partnerships, which might include: LexisNexis, Experian, Accuity, Equifax, Early Warning, Finicity, Trans Union, and others. **For the purpose of this RFQ, Softheon has identified LexisNexis as our verification data partner.**

Our Medicaid Eligibility System is designed to incorporate real-time interactive identity verification, which uses a combination of application data and knowledge-based authentication questions to verify identity and non-interactive identity verification. **A distinguishable feature of the Softheon Solution is our use of predictive analysis**. Our automated data analysis for benefit applications, quantitatively assesses the likelihood of eligibility for HHS administered benefits through a numerical score or some other state-determined rating system. West Virginia will have the opportunity to assess and review this enhanced ability and compare a system-generated eligibility risk score vs simple raw data. The dynamic Softheon EEV platform will allow for both approaches, and West Virginia will greatly benefit from our demonstration of this capability.

Finally, West Virginia has asked for new initiatives and program modifications in the support of Medicaid Eligibility determinations. Although not specifically outlined in this RFQ, Softheon believes that identity verification is an appropriately required feature. In an effort to provide the industry's first truly integrated Medicaid Eligibility Verification solution, Softheon's modular architecture allows for additional functionality adaptations, saving states like West Virginia potentially millions of dollars. One new initiative for future suggestion is the inclusion of a **Third-Party Liability (TPL) solution** – again integrated within the individually-selected, modular state offerings. TPL is the ability for a state to determine secondary insurance, and according to the General Accounting Office (GAO), approximately 13% of Medicaid Eligible

recipients have unreported primary coverage resulting in over $36 billion dollars annually in unnecessary state medical costs. TPL is considered an add-on solution, separate from West Virginia's three RFQ integration solution requests.

A second potential add-on for states to consider is the budget expensive **Long-Term Service Support (LTSS)** program verifications. The Softheon EEV has the capability to load unique business rules required for LTSS application inputs, and will execute and capture verifications required for program inclusion. According to data from the Kaiser Family Foundation, LTSS consumes nearly 25% of total Medicaid spending resulting in over $130 Billion dollars annually. It is conceivable that West Virginia would lead the nation with these additional program enhancements of the Softheon EEV platform, which often require additional funding and would normally be executed through a separate RFP process. It is this vision of a singular cost-effective approach that is embraced by other state human services benefiting from use of the Softheon EEV platform. LTSS is considered an add-on solution, separate from West Virginia's three RFQ integration solution requests.

Lastly, Softheon understands the economic challenges of fielding new technologies in an environment of diminished federal grants, threats to Medicaid funding and current-level sustainability. Softheon is responding to these challenges by providing a pricing strategy that is fair, transparent, honest and annually predictable. Softheon is a true client partner in providing a cost approach that includes a one-time, small implementation fee and an inclusive per transaction commitment. Softheon will strive to earn West Virginia's trust and confidence each year, and therefore DOES NOT require the all-to-common expensive annual software licensing fees. **Softheon's costs are inclusive of outlined work and we seek no additional payments for jointly agreed changes during and after go-live**. West Virginia will benefit from our Softheon commitment to continuous improvement, gaining increased functionality and improvements from our aggressive road map and release cycle, all included in the initially stated contracted price. Softheon believes that our integrated product will provide significant discounts over costs associated with states purchasing individual offerings. It is our hope that our fair, honest and transparent pricing strategy is in the best interest of our partnership with West Virginia.

Softheon Company Overview

At Softheon, we strive to create simple solutions to complex problems. Our innovative and easy-to-use products have revolutionized the way everyday people control their healthcare needs. Empowering the nation's first state health benefit exchange in 2008, Softheon's vision and strategic direction has designed five distinct platforms to help our partners grow their membership, adapt to industry standards, and professionally manage data while providing for an exceptional customer experience. In this highly dynamic industry, Softheon has maintained its position as a premier **Software-as-a-Service (SaaS) & Business-Process- as-a-Service (BPaaS), trusted by <u>over 60 insurance carriers</u> (37% of ACA healthcare payers) to manage <u>2.4M lives</u> (24% of ACA memberships) every day.**

HEALTHCARE **100**
INFORMATICS
#18

A leader in cloud-based health insurance exchanges, Softheon was recently recognized as the 18th largest healthcare IT (HIT) provider, according to <u>Healthcare Informatics</u>, a leading healthcare industry publication which ranks the nation's top HIT companies based on their services and revenues. This is the second consecutive year that Softheon has been included, and Softheon's 2017 ranking of #18 is up from #34 on the 2016 list. In this same Healthcare Informatics 100 listing, Softheon was identified as a Top 5 Healthcare IT Vendor for Data Exchange, Data Management and Data Analytics.

Our vision is to empower state based marketplaces, Medicaid agencies, healthcare payers, employers, and brokers to provide the ultimate member experience with our commercial off-the-shelf solutions.

Our recognized strengths in data exchange, data management and data analytics are at the core of the enterprise system that is the Softheon EEV. Softheon Enterprise technologies are comprised of a suite of products and tools that support critical business operations through its web and mobile devices, customer service and middle to back-office solutions. The Softheon Enterprise is a unique set of integrated capabilities, services and infrastructure driven by business rule configuration to execute operational processes. The Softheon Enterprise Cloud can import over 1.4 million records on an EDI file each day, well in excess of stated requirement needs and will allow for multiple and separate verification data entry points, all compiled and scored in through our shared back office.

The Softheon EEV is established to execute data from our verification partners in real-time, improving data access and interpretation. Our system is designed to avoid the challenges eligibility workers will face to access, investigate and associate results from multiple data feeds, immediately impacting otherwise effective Medicaid eligibility workflows. Asking state eligibility workers to utilize potentially multiple access points and results can potentially bring new problems and delays to eligibility processes. The Softheon EEV conforms to MITA principles of modularity in design, allowing for component selection and replacement depending on a state's specific needs, meeting current and future modifications without extensive technology change or builds. West Virginia's choice of the Softheon EEV for the Medicaid Eligibility Tools RFP is a shared enterprise platform innovation, designed for, and dedicated solely to the work of Medicaid eligibility. The single sign-on, data collection site and raw data or risk score determinations will dramatically improve the speed and accuracy of eligibility determinations. State auditors will appreciate that verification results from all vendors and associated compiled risk scores are captured in a secure, transparent back office, for real-time tracking and reporting. The Softheon EEV is the comprehensive solution for Medicaid eligibility determinations.

Softheon continues to be an industry pioneer by adapting to some of the newest technology challenges brought forward through CMS 1115 and 1332 waiver approvals. Numerous State agencies have come to appreciate our success as Softheon exchange technologies currently execute the **Premium Assistance Program (PAP)** in New Hampshire, the **Healthy Indiana Plan (HIP) 2.0** in Indiana, the **Basic Health Plan (BHP)** in New York, the **Arkansas Private Option,** and more. Softheon has become the trusted state vendor in executing new exchange-related policy, meeting all system requirements while limiting insurance carrier investment and required integration. Health insurance companies across the country have come to appreciate Softheon's simple and carrier-friendly approach to exchange integrations.

Most recently, Softheon has responded to CMS guidance for state exchange verifications related to Special Enrollment Periods (SEP). The Federal-Facilitated Marketplace (FFM) and State-Based Exchanges (SBE's) are now charged with executing new CMS SEP rules and developing new verification review processes. Softheon has responded with the innovation of an external SEP process. The Softheon SEP solution meets all CMS requirements while maintaining intact, currently-fielded SBE eligibly codes. The Softheon external SEP is yet another example of our non-invasive verification solution designed to limit risky developments for our state exchange client-partners.

To stay in step with the most current exchange technology, it is critical that West Virginia selects the right partner positioned for both today's Medicaid Eligibility Determination needs and tomorrow's unforeseen challenges. Softheon is the ideal complement to West Virginia, leveraging our vast enterprise experience, strong verification company relationships, and outstanding reputation as a technology leader. West Virginia need not select from a list of capable single vendors for Medicaid Eligibility Determination verifications when Softheon brings the entire industry an easy-to-use, integrated solution. Softheon is eager to provide West Virginia our innovative, high-quality technology solutions at affordable and predictive pricing for all state users.
****

Softheon Inc. was incorporated in January 2000 with principal executive offices at 1500 Stony Brook Road, Stony Brook, NY 11794, our telephone number is (800) 236-7941 and www.softheon.com is our website address.

Softheon's AVS Experience – New Hampshire

New Hampshire AVS Project:

The Softheon EEV was first introduced in the State of New Hampshire in 2014 as a solution to provide robust data verification, simplify the workflow of Medicaid Eligibility and solve the complexity of varied eligibility data. **Softheon** was chosen as the cloud operator with vast experience providing enterprise solutions and **LexisNexis** technology was selected to perform more than 4.5 million verification data searches per day. Partner **Accuity (Early Warning)** provided specialized financial information and data validation to over 35,000 customers worldwide. Through the efforts of the Softheon cloud, results provided from each of the verification services were integrated into a single data capture portal where business rules were executed to determine an overall risk score. All verification data was housed within the Softheon enterprise, allowing for customized tracking, full audit capabilities and extensive reporting.

Scope of Work:
1. Establish a comprehensive network of Financial Institutions (FIs)
2. Setup an automated account location and balance request and response system with each FI
3. Connect to the world's largest database of public records information to identify real property ownership
4. Develop a secure, web-based AVS portal to house applicant and beneficiary identity and asset information
5. Integrate liquid asset and real property responses into the AVS portal
6. Assign asset risk scores to each applicant and beneficiary based on liquid and real property asset findings
7. Create customized tracking and reporting tools

The New Hampshire **Enhanced Eligibility Verification (EEV) Platform** and new eligibility staff workflow is depicted below:

Softheon EEV compared identified assets with applicant/beneficiary-specific program resource limit(s) and, using defined program eligibility criteria to create business rules, compared applicant/beneficiary assets with program-specific resource limits to identify overall risk of ineligibility. Finally, Softheon EEV assigned a risk based on the value of countable liquid assets above program-specific asset thresholds and assigned risk based on countable real property assets creating a total risk score populated in the AVS portal. New Hampshire categorized and prioritized cases based on risk score, referring high-risk cases to authorized case worker for follow-up actions / activities.

Softheon Solution

A well-designed AVS detects previously undisclosed assets and those assets over the threshold for various state populations.

Softheon includes asset verification as both a pre- and post-enrollment verification solution, working with **Accuity** through our partners at **LexisNexis**, to accomplish the following:

- Streamline the eligibility determination process by automating asset verification for those applying for state-provided benefits
- Achieve significant savings at no cost to the state
- Implement a fraud detection mechanism and deterrent for an extremely expensive population
- Bring states into compliance with Section 1940 of the Social Security Act.

LexisNexis built its business on resolving identities for all parts of the private and public sectors. Every day, LexisNexis takes in data from more than 10,000 data sources including more than 2.5 million new records every day. Combined, this equates to over 728 million unique identities in the LexisNexis data repository, approximately 300% more than any other vendor. In combination with high performance computing technology, patented cutting-edge algorithms, and precise analysis, LexisNexis refines, links, and fuses data to deliver a single, consolidated view of each unique identity in its database with a 99.9% confidence level.

To meet our client's mission, the solution for identification and verification of physical assets must go far beyond simple credit bureau data. In fact, any solution that relies solely on credit data should be put into question. Recent studies show 70 million people are credit invisible, un-banked or under-banked. Every year consumers are encouraged to obtain their credit reports and check for inaccuracies, because millions of people have identities stolen each year. The only way to achieve a gold standard solution is via a model that includes the most data sources with the largest number of identities.

LexisNexis provides coverage that is more robust for the credit invisible, un-banked and under-banked populations who would not appear in or would be missed by credit bureau data alone. This combination of credit and non-credit data provides timely, authoritative, and reliable insight into the widest range of people, allowing West Virginia to consider all identities – not just those who have bank accounts or credit cards. The end result is the State having the most extensive view of identities available. No other vendor can match our offering.

Significant Savings

According to the Health Care Fraud and Abuse Control Program's Fiscal Year 2016 report from the DHHS, over $3.3 billion were returned the Federal government. There may be further post-payment recovery opportunities for states where overpayments are created due to assets in excess of the threshold or by finding undisclosed assets.

Fraud Deterrent & Detection

By performing effective pre-enrollment asset verification, the state will have a proven mechanism to deter fraud. Applicants will be notified that asset information is coming electronically from financial institutions

("FI") in a systematic manner. When assets are verified post-enrollment, those committing fraudulent acts are identified and acted upon based on State-provided business rules. Asset Verification and Eligibility processing must be consistent with the legislative goals of each individual state.

Accuity performed the pilot implementation with the SSA and has since successfully implemented the solution in every state in the country. At Softheon, we built our solutions and services to comply with the law and CMS guidance. The following describes how the integrated Softheon solution meets and exceeds these requirements.

- A geographic application to search for undetected assets based on a proven search feature. The application is based on using the resources of the state prudently to search for account balance information in the most economic and productive way. To otherwise search through volumes of electronic files when about 20% of the searches would result in findings that would not meet the standards of being economic and productive.
- A robust network of local, community, regional and national financial institutions: a database for such a network is provided by a very limited number of resources.
- Softheon AVS offers Integration and interface capabilities for eligibility and screening systems. Softheon AVS should inexpensively fit into other systems creating efficient workflows for staff and the agency as a whole.
- A robust report generation system that provides the number of requests, responses, and undisclosed assets, and the timeliness of financial institution responsiveness and return on investment.
- The Softheon platform meets the required standards of the Federal government and has been audited and approved by leading third-party audit firms.

Softheon AVS Implementation

Softheon and its partners are confident that we can successfully implement and operate the Softheon AVS Platform for eligibility determination due to:

- Accuity's unique position within the United States financial institution community;
- Softheon AVS's position as the driving force behind the passing of section 1940 legislation. Softheon AVS is the model by which states can ensure compliance with CMS legislative mandates for Medicaid asset verification requirements;
- Softheon's extensive experience in providing extensive business-rule driven technology in healthcare

Softheon is uniquely situated to provide asset verification services to West Virginia.
Asset Verification requests are initiated through API, batch and through Softheon's portal interface. Softheon requires a defined dataset to maximize the efficiency of retrieving timely FI data, including but not limited to First, Middle and Last Name, Social Security Number, Gender, DOB and Marital Status. See Figure 1. Asset Verification Online *Request*.

Name

First Name | Middle Name

Last Name

Social Security Number

Personal Information

Gender ▾ | Language ▾

Marital Status ▾

Date Of Birth

Month ▾ | Day ▾ | Year ▾

Required fields are denoted by a colored bar

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Figure 1. Asset Verification Online Request

AVS Infrastructure

The AVS portal fulfills the vision of providing an end-to-end business asset verification process to manage and integrate disparate systems. Its primary goal is to simplify implementation and integration of critical business functions that are required to support state caseworkers and their management teams.
In line of the above-mentioned design goal, the AVS portal implements with a commercial off-the-shelf (COTS) Business Process Management (BPM), **Enterprise Service Bus (ESB)**, and **Service Oriented Architecture (SOA)** framework that integrates with existing eligibility and other required systems.

Figure 2 shows the AVS Portal building blocks—UX/BPM/ESB/SOA—which have enabled healthcare payers and government agencies to manage over 2.4 million lives, including over 60 health plans.
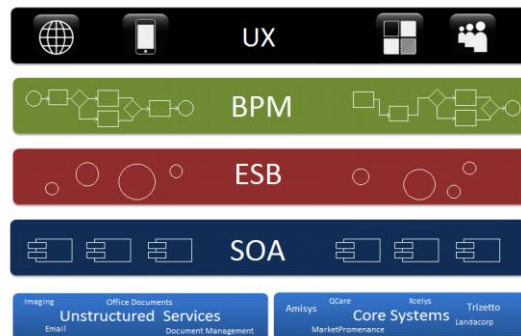
Figure 2. AVS Platform Infrastructure

Enterprise Service Bus

The ESB is designed to behave like text messaging – as short, to-the-point interactions that are created and maintained by people who have the expertise required to weave them together to produce a desired business result. Moreover, a composite service exposed through the ESB does not necessarily know about other services or how they operate. With the ESB, AVS portal users will have access to external data sources using open standards, XML Web Services using SOAP/REST protocols, when available. Other Softheon- provided external data sources will be accessed via ODBC/JDBC standards. All other custom interfaces will be developed using the published BPM/ESB APIs.

Service Oriented Architecture

Finally, the SOA facilitates data extraction, file creation and secure transmission of data between multiple systems, including private and public exchanges, with minimal configuration effort. Whether accessing the required external data sources through the Web portal (i.e., Income tax information, immigration status, etc.) or through direct database queries, the state will have the real-time capability of querying the supplied external data sources to perform additional queries. When enhanced eligibility faces the challenges of exposing these complex systems, the SOA adheres to agile methodology to extend and leverage them through lightweight interfaces.

Compliance with Federal AVS Law and CMS Guidelines

An amendment to Section 1940 of the Social Security Act (42USC 1936w) passed June 30, 2008, which requires all Medicaid agencies to implement an AVS program. Below we highlight other directives specifically mentioned in the law:

- To obtain asset information from financial institutions, an AVS must obtain proper authorization from the applicant and inform the applicant of the duration of the authorization
- Applicants' assets should be checked at the time of the eligibility determination and upon redetermination
- States can use contractors
- Non-compliance could result in a withholding of federal match payments

CMS then released guidance in January 2009 to further clarify AVS expectation:

- Consistent with SSA means inquiries are sent electronically to the financial institutions (FIs)
- System must be secure based on a recognized industry standard as defined by NIST (National Institute of Standards and Technology)
- Must search for undisclosed assets based on geographic proximity, in addition to verifying know accounts
- Requests must include a request for account information going back up to 5 years
- States must be able to generate reports including the number of requests, responses and amounts of undisclosed assets found.

Softheon understands the importance of ensuring the State program's integrity and compliance with all relevant laws and regulations related to consumer privacy and interacting with the financial industry.

Future Partnership

Softheon is always looking at new ways to identify enhancements and new solutions for its customers. For

example, Softheon's Marketplace Connector Cloud ("MC2") ACA solution started with a simple 834 intake process and has grown to incorporate every facet of the member experience including shopping, plan management, fulfillment premium aggregation and collections, claims processing, data analytics and much more. In many cases, our customers helped to drive the innovation at NO COST as we believe our customers are what make us a better company every day.

Softheon fully expects that the scope of services will expand as West Virginia and its members work with an innovator in the health care field.

About Softheon

At Softheon, we strive to create simple solutions to complex problems. Our turnkey Software-as-a-Service (SaaS) and Business Process as a Service (BPaaS) solutions have provided end-to-end tracking, monitoring, and reporting of business activities for over 15 years. These channels are related to individual and small group enrollment, financial management, and customer relationship processes. Understanding that healthcare is constantly evolving, our solutions can be deployed and configured within 90 days. This agile development process positions us to quickly adapt and adhere to the latest regulatory developments. Continuing our history of success, we are proud to be trusted by 37% of healthcare payers participating on public exchanges, managing 24% of their membership.