

West Virginia Birth to Three Early Intervention System

Solicitation No.: CRFP 0506 MCH2000000001

Bid Opening Date: January 15, 2020

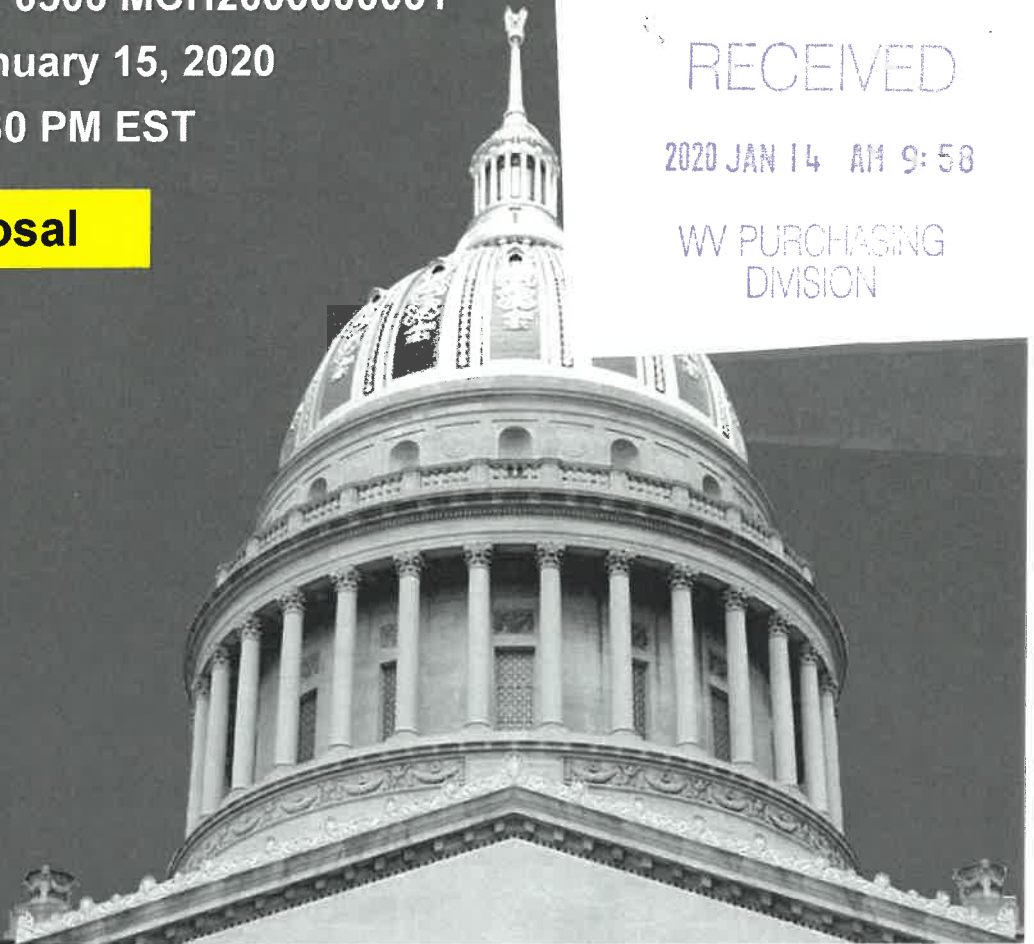
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Technical Proposal

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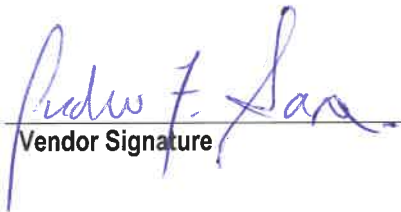


Title Page

RFP Reference: Section 5.3.2, Page 38 of the RFP

State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.

RFP Subject	West Virginia Birth to Three Early Intervention System
Solicitation Number	CRFP 0506 MCH2000000001
Vendor's Name	CSC Covansys Corporation, a DXC Technology Company
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January 15, 2020

Date

Andrew F. Saxe

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January 15, 2020

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Dear Ms. Ingraham,

CSC Covansys Corporation is pleased to submit this response to West Virginia Birth to Three Early Intervention System request for proposal (RFP), CRFP 0506 MCH2000000001, to provide Central Finance Office (CFO) operations. It is our pleasure to submit this proposal to continue our long service to West Virginia children and families.

CSC Covansys Corporation (CSC) is a wholly-owned subsidiary of DXC Technology Company.

CSC has been serving state and local Early Intervention programs like West Virginia Birth to Three program for more than 20 years, and brings not only a seasoned and dedicated team, but a breadth of knowledge and best practices that will help West Virginia Birth to Three meet its stated goals.

CSC provides a cost-effective Early Intervention financial solution built upon West Virginia's system specifications, program knowledge, and operational expertise. We leverage our past experience specifically in the CFO operations and development of the software. CSC is the only vendor who can be fully operational on day one with no transition cost or risk. Our proposal meets all of the stated requirements in the RFP, and in some instances exceeds those requirements.

CSC brings deep and relevant program and technical experience to this project to achieve success on this critical endeavor. CSC leverages its unique and unparalleled experience of having developed multiple statewide Early Intervention systems. Our knowledge of Early Intervention regulations and compliance requirements, experience in funds management and claims liability estimation and reporting, effective management of claims payment and related issues, and collaborative work with other programs such as TANF, Medicaid, and WV CHIP will assist the State in achieving the goals of the RFP.

Should the State have any questions regarding our response or would like to pursue further correspondence, please contact Giovanni Ferreri, Account Executive – State and Local Government Healthcare at the following:

Phone: 949-445-5963

Email: john.ferreri@dxc.com

Mail: 13401 W 98th Street, Lenexa, KS 66215



We feel the enclosed proposal communicates a powerful vision that will enable the West Virginia Birth to Three program to meet its goals while representing an outstanding value for the State of West Virginia. We look forward to the opportunity to discuss this vision with the State.

Sincerely,

A handwritten signature in blue ink that reads "Andrew F. Saxe". The signature is fluid and cursive, with a prominent initial 'A' and 'S'.

Andrew F. Saxe

General Manager, Northeast State and Local



Table of Contents

RFP Reference: Section 5.3.2, Page 38 of the RFP

Title Page	1
Table of Contents	4
Project Goals and Proposed Approach (RFP Section 4)	5
4.1 Background and Current Operating Environment	5
4.2. Project Goals and Mandatory Requirements	5
Approach and Methodology to Goals / Objectives (RFP Section 4.2.1)	8
4.2.1 Goals and Objectives	8
Approach and Methodology to Compliance with Mandatory Project Requirements (RFP Section 4.2.2).....	88
4.2.2 Mandatory Project Requirements	88
Qualifications and Experience (RFP Section 4.3)	102
Qualifications and Experience Generally (RFP Section 4.3.1)	102
4.3.1.2 Key Personnel Job Responsibilities	103
4.3.1.3 Job Descriptions of all Project Staff	104
4.3.1.4 Organizational Chart.....	105
4.3.1.5 Customer References.....	106
Exceeding Mandatory Qualification / Experience Requirements (RFP Section 4.3.2). 109	
4.3.2.1 Dedicated, High-skilled Core Team of Key Personnel	109
4.3.2.2 Experience with Early Intervention Systems and Similar Central Finance Office Operations	114
4.3.2.3 Extent of Responsibility on Present or Prior Similar Projects	117
RFP Required Forms	137
RFP Acknowledgement.....	138
CRFP Form.....	139
Exceptions to General Terms and Conditions.....	140
Addendum Acknowledgement Form.....	142
Disclosure of Interested Parties to Contracts.....	143
Purchasing Affidavit.....	144
Certification Regarding Lobbying.....	145
Attachment A – Detailed Response to Section 4.3.1.3	146
Job Descriptions of all Project Staff	146
Qualifications and Certifications of Proposed Key Personnel	192

Project Goals and Proposed Approach (RFP Section 4)



4.1 Background and Current Operating Environment

RFP Reference: Section 4.1 Background and Current Operating Environment, Page 25 to 26 of the RFP

4.1. Background and Current Operating Environment

CSC Response:

CSC Covansys Corporation (CSC) acknowledges that we have reviewed and understand *Section 4.1 Background and Current Operating Environment* of the RFP. CSC has been serving the State since 2003, and brings not only a seasoned and dedicated team, but a breadth of knowledge and best practices that will help West Virginia Birth to Three meet its stated goals.

Our proposal meets all the stated requirements in the RFP, including the addition of an online claiming module as well as the update and modernization of the existing Service Directory, and in some instances, exceeds those requirements by providing several value added features.

4.2. Project Goals and Mandatory Requirements

RFP Reference: Section 4.2 Project Goals and Mandatory Requirements, Page 26 of the RFP

4.2. Project Goals and Mandatory Requirements

The Vendor will provide and operate an integrated Central Finance System that includes child and family data system, Payee and Practitioner enrollment, claims processing, fund recovery, online service directory, and reporting at Agency desired frequency. Vendor should describe its approach and methodology to providing the service or solving the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

CSC Response:

CSC is pleased to submit this response to the RFP issued by the Office of Maternal, Child and Family Health / West Virginia Birth to Three (WVBTT). CSC has been supporting state Early Intervention (EI) programs since 1995. CSC has enjoyed a long relationship with the West Virginia Birth to Three Early Intervention System and hopes to extend this working relationship by continuing our support and services to the State.

CSC is recognized as a leader in the development and implementation of Early Intervention (EI) systems. Over the past 21 years, CSC has been fortunate to collaborate with six different state and local EI programs to implement comprehensive solutions and Central Finance Office (CFO) services. We will deliver the best practices and lessons learned from this experience to the enhanced WV Birth to Three system and operational services.

CSC is committed to EI system services and continues to invest in this business as demonstrated by the proposed solution and value-added services described in our response.

THE CSC APPROACH

CSC's approach is to deliver the maximum amount of value possible to WVBTT through the following:

- Continue to support and enhance the current WVBTT Online system. This system has been customized throughout the past several years to the specific WVBTT needs and processes.
- Continue to provide our WVBTT specific account team with in-depth WVBTT program and system knowledge, led by our Project Manager Nadine Tyler who has 13 years' experience with the program.
- CSC is the only vendor who can be fully operational on Day One.
- Provide services continuity with no migration, no data conversion, no transition cost, no risks, and a learning curve.
- Our solution includes the addition of a Provider Account Module (PAM) to support online practitioner claims and provide WVBTT with additional insight into claim data.
- Our solution includes enhancing WVBTT Online with the implementation of an updated and modernized Service Directory
- Our solution also includes many value-added features, implemented at no cost, to the State which are included in the initial project plan:
 - **Enhanced IFSP with PDF upload capabilities.** We propose to add additional IFSP functionality to WVBTT Online. CSC looks forward to discussing with WV Birth to Three how this enhancement can support current State processes and allow the State enhanced visibility into data for program management and oversight.

- **Enhanced Practitioner Enrollment.** We propose enhancing WVBTT Online to include practitioner enrollment activities. This enhancement will allow WVBTT State staff additional visibility into the practitioner enrollment process and support the Service Directory enhancement.
- **New Parent Portal.** A Parent Portal will allow parents and legal guardians the ability to view information such as their child’s IFSP or authorizations in a secure, online portal. CSC is excited to collaborate with WV Birth to Three to provide this feature to WVBTT parents and legal guardians and discuss ways this feature may reduce mailing costs for the program.

THE CSC DIFFERENCE

The key themes that differentiate CSC’s solutions from others in the market today are leading-edge solutions, expansive EI experience, a depth of seasoned talent, and a long-term record of proven success.

CSC service and technology capabilities include Consulting, Business Process Reengineering, Business Process Services (BPS), Customer Contact Call Center Solutions, Fiscal Agent Expertise, Application Software Development and Maintenance, Systems Design and Integration, and Web Application Hosting. CSC serves 15 industries in six continents. Specific to this opportunity, CSC has been a leader and collaborator with six different states and one major city/municipality’s EI programs. This experience includes all aspects of the process, from concept design through implementation of comprehensive EI solutions, and operating as the fiscal agent for several of these programs.

SUMMARY

CSC brings to this engagement an Early Intervention staff, many of whom have ten to twenty years – or more – of experience serving our Early Intervention clients. We know that behind the technology and the CFO services are thousands of West Virginia Children and Families to whom WV Birth to Three’s services make a life-changing impact. We sincerely value the opportunity to serve WV Birth to Three and its community.

The next sections detail how we plan to meet and, in some cases, exceed the project goals and mandatory requirements.

Approach and Methodology to Goals / Objectives (RFP Section 4.2.1)

RFP Reference: Section 4.2.1 Goals and Objectives, Page 27 to 33 of the RFP

4.2.1 Goals and Objectives

4.2.1 Goals and Objectives

The project goals and objectives are listed below.

4.2.1.1 System Point of Entry (SPOE) Data System and Software

4.2.1.1 System Point of Entry (SPOE) Data System and Software: To provide Agency and eight RAUs a means for tracking child and family data, initiating authorizations of needed early intervention services, and the ability to provide reporting of child data at local, regional, and state levels.

Vendor should describe how it will provide and manage each SPOE data system with online software that has the following capabilities:

CSC Response:

CSC has been providing services for the WV Birth to Three program since 2003. A major part of our experience with WV Birth to Three has been administering the data system to collect and report data for children in the WV Birth to Three program. In 2003, we worked with the Birth to Three program to implement a legacy SPOE application. This system served the program until 2015 when it was replaced with a new, modern web-based system, WVBTT Online. WVBTT Online was designed to meet the needs of the program at the state, regional and local RAU levels.

CSC proposes to continue utilizing WVBTT Online with this solicitation. The WVBTT Online application tracks a child's participation in the WV Birth to Three program from referral to transition, housing the child's enrollment data in a single, user-friendly child record. The primary features of the WVBTT Online child record are summarized below.

Public Facing Home Page

The WVBTT Online Public Home Page provides users an entry point into the data system through a user name and password login. System access and individual child record access is defined by the user's assigned role and the children to whom the user has been assigned. The user roles also define whether a user has read only or edit access to a child's record.



Figure 1. Public Facing Home Page

Referral

WVBTT Online features a Referral process to add a new child record. A referral wizard walks the user through the information needed to establish a new child record. Basic information such as child name and address, information for up to two family members and the referral source and reason are captured during this process. An important feature of the referral process is duplicate record detection. If the system identifies a potential duplicate, the user is given a list of potential matches and has the option to attach the referral to an existing child record or to create a new child record if the child has not participated in WVBTT in the past. This duplicate detection feature helps maintain data quality for reporting while also allowing for better visibility into a child's entire participation in the WVBTT program.

Role: RAU
Logged in as: gadm2

Add Referral

Cancel

1 Add Referral 2 Family Member 1 3 Family Member 2 4 Referral Source 5 Confirm ← Prev

Child
Mickey M Mouse
Born 1/1/2019
Male
123 State Street
CHARLESTON 25301
Kanawha
Interpreter Needed: No

Family Member 1
Mommy Mouse - Mother
123 State Street
CHARLESTON 25301
(304) 555-1212 (Home)
(304) 555-5555 (Work)

Referral Source - Primary
Dr. DUCK
Referral Date: 11/1/2019
(304) 555-4444
Referral Source: Physician-PrimaryCare
How did you hear about Birth To Three? Website- BTT/DHHR
Reason for referral: Possible hearing issues

Save and start a new referral
Save and view child summary

Figure 2. Add Referral Page

Child Summary

The landing page for the child record in WVBT Online is the Child Summary. This gives the user an overview of important information about the child on one page. The page displays basic child information such as name, date of birth, EI Dates and eligibility reason. Other information such as the child's Primary Contact and Service Coordinator's name and contact information are visible on the page. The page contains links to drill down into additional information for the child or the user can navigate the child record by utilizing the menu options on the left of the screen.

Mouse, Mickey - 201532113
 Role: RAU
 Logged in as: nadine2

DOB (1/1/2019)
 Referral (11/1/2019)

• Referral successfully added

Summary	Child Summary	
Child Detail	Born 1/1/2019, Male Referred 11/1/2019 No Intake	Active
Family	No Intake	Interim Service Coordinator
El Dates	No Eligible	Ongoing Service Coordinator
Authorizations		
Physician	Primary Contact Minnie Mouse 123 State Street CHARLESTON, WV 25301 Home (304) 555-1212	
RAU Transfer		
Child Library		
COSE		
Team Note		

Figure 3. Child Summary Page

Child Detail

WVBTT Online supports a Child Detail page to provide more information regarding the participating child. Information collected during the referral process, such as contact information and date of birth, are automatically populated on this page. After referral, additional information about this child may be entered on this page, including race, ethnicity and other required federal reporting information.

Mouse, Mickey - 201532264
 Role: RAU
 Logged in as: nj4er3

DOB (1/1/2019)
 Referral (12/2/2019)

Summary	Child Detail	
Child Detail	Edit	
Family	Child Mickey M Mouse - 201532264	Contact 123 State Street CHARLESTON 25301 Kanawha County
El Dates	Birth Born 1/1/2019 - Male WVBTT State ID -	Completion Date Non migrant and not homeless
Authorizations	Interpreter Needed - No	
Physician		
RAU Transfer		
Child Library		
COSE		
Team Note		

Figure 4. Child Detail Page

Family

The Family Page in WVBTT Online allows the program to collect information about the child's family. Similar to the Child Detail page, information about family members collected at referral automatically appear in a family member record on the family page. A family

member may be identified as the child's Primary Contact on this page. If the family requires an interpreter as a part of their early intervention services, it can be indicated here as well.



Figure 5. Family Page

EI Dates

The EI Dates page allows the user to quickly enter and view the important dates associated with the child's enrollment in the WV Birth to Three program. The system captures referral, intake, IFSP meeting and transition meeting dates. When the child leaves the WVBTT program, the termination date is captured on the EI Dates page. WVBTT Online has edits in place to ensure that dates are captured in chronological order for the child's enrollment history. For example, if a user attempts to enter an IFSP record prior to the entry of an Intake record, a warning message will display.

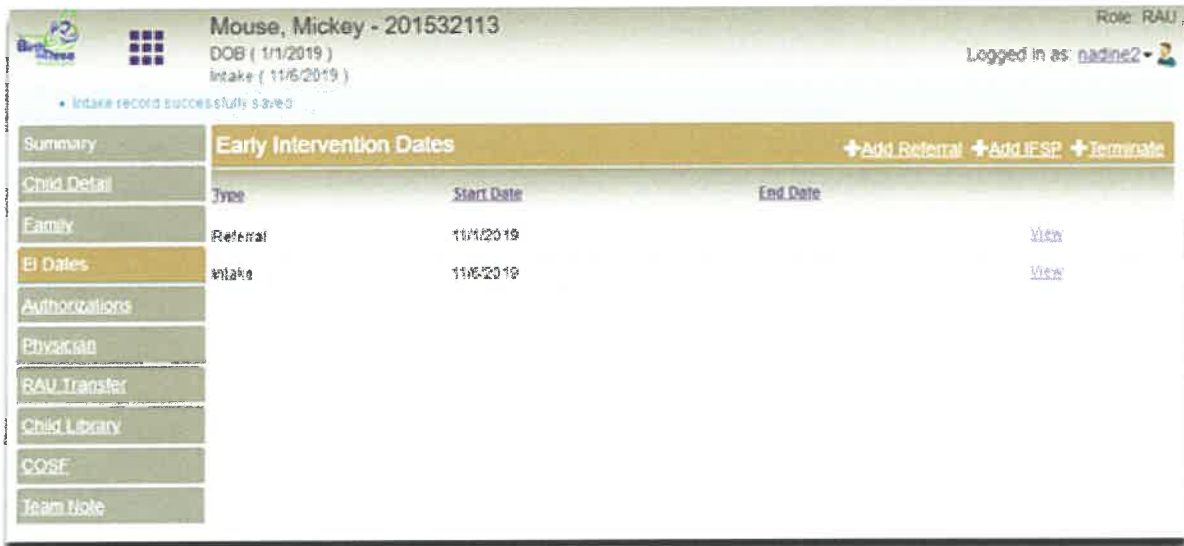
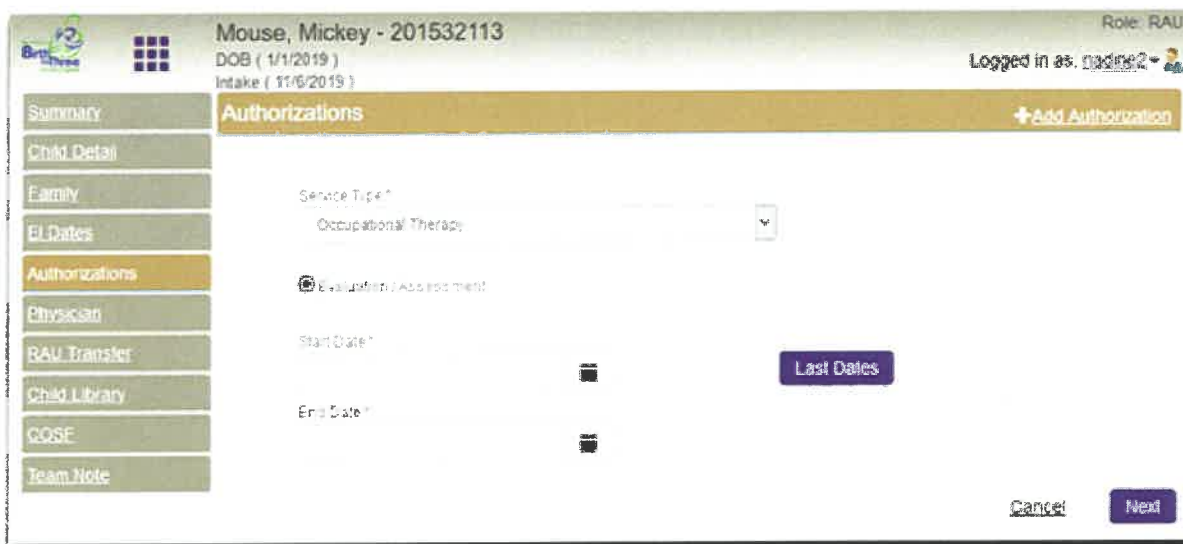


Figure 6. EI Dates Page

Authorizations

All authorizations for the child are entered into the data system through WVBTT Online. From the authorization page, authorized users may view the child's authorization history. Authorizations entered on this page include both evaluation/assessment authorizations and service authorizations. Authorizations track the authorization date, service type and assigned practitioner. The authorization data collected in WVBTT Online serves as the foundation for practitioner billing. Additional information about WVBTT Online authorizations is located in **Section 4.2.1.1.9**.



The screenshot shows the 'Authorizations' page in the WVBTT Online system. At the top, the user is logged in as 'mgagne2' with the role 'RAU'. The child's information is displayed as 'Mouse, Mickey - 201532113', with a DOB of '1/1/2019' and an intake date of '11/6/2019'. A sidebar on the left contains navigation links: Summary, Child Detail, Family, EI Dates, Authorizations (highlighted), Physician, RAU Transfer, Child Library, QOSE, and Team Note. The main content area is titled 'Authorizations' and includes a '+ Add Authorization' button. Below this, there are input fields for 'Service Type' (set to 'Occupational Therapy'), 'Start Date', and 'End Date'. A radio button for 'Evaluation/Assessment' is selected. A 'Last Dates' button is positioned to the right of the date fields. At the bottom right, there are 'Cancel' and 'Next' buttons.

Figure 7. Authorizations Page

IFSP

Currently, WVBTT Online allows for the collection of IFSP dates and authorizations for services approved by the child's IFSP. CSC understands that the IFSP is the foundation for the WV Birth to Three program, and we propose to enhance this functionality in WVBTT Online.

CSC recognizes that each state is unique, with specific needs and requirements to best serve its child population. To that end, we propose a web page customization which incorporates WVBTT specific information and fields gathered from the WV Birth to Three IFSP form.

CSC understands that the child's IFSP form is currently uploaded into the Child Library. As a part of this enhancement, we would like to discuss capturing selected fields from the writable IFSP PDF document to display in WVBTT Online.



The IFSP page within the WVBTT Online application will support multiple IFSP periods throughout the duration of the child's enrollment. CSC is looking forward to discussing this enhancement with WV Birth to Three. It is important to us that this enhancement works

within the program's processes and adds value to existing procedures. Important aspects of the IFSP that may be included with this enhancement are:

- IFSP Team, Roles, and Meeting Attendees
- Present Abilities, Strengths, and Needs
- Outcomes, Child and Family
- Transition Activities
- Natural Environment Exceptions
- Parental Consent
- Early Intervention Services

WVBTT Online will continue to support authorizations and the child library to collect important IFSP information. The IFSP page will work with these pages to collect additional information. This will allow the State to view a more complete history of the child and have additional data available for reporting.

CSC is excited to implement this enhancement for the WV Birth to Three program, and this is included in our project plan.

Role: InternalDev

Logged in as: ProductionSupport

Summary	IFSP Details		
Child Detail	Type	Start Date	End Date
Family	IFSP	8/13/2019	8/12/2020
Family			View
IFSP Detail	FAMILY AND CHILD PREFERENCES, STRENGTHS AND RESOURCES		
Waking Up	<p>Waking Up</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>What is going well?</p> <input type="text"/> </div> <div style="width: 45%;"> <p>What could be better?</p> <input type="text"/> </div> <div style="width: 10%;"> <p>Task Difficulty</p> <input type="text"/> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <p>Developmental Areas Where Concerns Exist</p> <ul style="list-style-type: none"> Communication Movement/Physical Learning/Cognition Social/Emotional Behaviors </div> <div style="width: 45%;"> <p>Related National Child Outcomes</p> <ul style="list-style-type: none"> Positive Social/Emotional Skills Includ Acquiring and Using Knowledge and Taking Appropriate Action to Meet N </div> </div>		

Figure 8. IFSP Page

Early Intervention Dates
[+ Add IFSP](#) [+ Terminate](#)

Type	Start Date	End Date	View
Referral	3/20/2019		View
Take	3/22/2019	3/22/2019	View
IFSP	3/23/2019	3/22/2020	View

Performance & Evaluation
Outcomes
Trans Communication Plan
Transition
Natural Environment
Early Intervention Services
IFSP Team

← Prev
Next →

Third Birthday

Transition Topic

List the possible options for services at age three that were discussed with the family:

What services would the family like more information about?

What information does the family need to help prepare the child and themselves for transition?

What information does the family want to share with other agencies/programs?

Transition Meeting Date

Transition Activities

Supporting Documentation

No file selected

Figure 9. IFSP Page

Physician

WVBTT Online supports a page on the child record to capture information about the child's primary physician. The physician's contact information and specialty are among the data collected.

Mouse, Mickey - 201532264
 DOB (1/11/2019)
 Referral (12/2/2018)

Role: RAU
 Logged in as: [pnyler3](#)

Physician Successfully Added

Summary	Child Physician						+ Add New Physician
Child Detail	Last Name ▲	First Name	Primary	Type	Phone		
Family	Physician	Primary Care	Yes	Primary Care Physician	(304) 555-9302		View

Navigation sidebar: Summary, Child Detail, Family, El Ostaq, Authorizations, Physician, RAU Transfer, Child Library, COSE, Team Note

Figure 10. Child Physician Page

RAU Transfer

This WVBTT Online page contains the history of a child's transfers within the WV Birth to Three program. When a child moves to a new RAU, the originating RAU can transfer the child's record to the new RAU. RAU's may view transferred child records on the Home Page Common Search. This serves as a working list for the RAU's to manage the child transfers. Once the child information is reviewed and the transfer record is processed, the RAU has the option to remove the child from the transferred children list.

Role: RAU
 Logged in as: [pnyler3](#)

Child Search Criteria

Search Results - Transferred Children

Child ID	Last Name	First Name	Date of Birth	Days Until 3rd BDay	Status	Transfer Date ▼	Previous RAU
201528386	science	Bright-pink	5/24/2019	910	Terminated	11/15/2019	Region #4 River Valley CDS West

[View](#) [Remove](#)

Figure 11. RAU Transfer Page

Child Library

An important feature of the WVBTT Online child record is the Child Library. This functionality allows practitioners to upload documents, such as assessment reports and progress notes for a child. All documents uploaded for a child will be available for review by authorized users including State, the RAU, and service coordinators and practitioners associated with the child. This capability provides significant benefits for State auditing and oversight of Early Intervention services. Additionally, this provides service coordinators and practitioners efficient access to valuable information regarding the child's enrollment.

Mouse, Mickey - 201532264
DOB (1/1/2019)
Referral (12/2/2019)
Role: RAU
Logged in as: ntyet2

Documents added to Child Library

Summary	Child Library			+Add Document
Child Detail	Title	Type	File Name	
Family	Eval Form	E.A Reports	Test doc.pdf	View
EI Dates				
Assessments				
Physician				
BAU Transfer				
Child Library				
COSF				
Team Note				

Figure 12. Child Library Page

Child Outcome Summary Form

A Child Outcome Summary Form (COSF) is currently available within the WVBTT Online application. The three areas captured by the COSF are: Positive Social-Emotional Skills, Acquiring and Using Knowledge and Skills, and Taking Appropriate Action to Meet Needs. There are five types of COSF evaluations that are available for selection:

- Initial COSF
- Initial COSF rating not completed because the child is 30 months or older at initial IFSP
- Annual COSF
- Exit COSF
- Exit COSF – rating not completed – exit date less than 6 months from the initial IFSP start date

The COSF may be associated with a child's IFSP period. An option to print the COSF form for distribution to the family is also available.

Figure 13. COSF Page

Team Notes

Team notes are collected and viewable in the WVBTT Online system. Each note collects the username (the person who enters the note), the date, the Note Type, and the contents of the note entered by the user. These notes are viewable by approved users with access to the child record.

User Name	Date	Note Type	Note
Nadine Tyler	12/23/2019	Team Notes	test notes

Figure 14. Team Notes Page

Reporting

CSC understands the importance of child data for reporting at the state, RAU and local levels. WVBTT Online provides several reporting capabilities to allow users to access data with ease. An important function of WVBTT Online is the Common Searches. The Common Searches provide the user with an immediate list of children who meet the criteria of the

search. Common Searches are currently available for program management activities such as children approaching their 45-day timeline, children with an expiring IFSP and active children over age 3. CSC is enhancing the Common Searches to allow for the report to be exported into Microsoft Excel. In addition to the Common Searches, WVBTT Online has many reports available on the Reports menu to support the activities of the WV Birth to Three program. More detail about the available reports are located in **Sections 4.2.1.6.6 through 4.2.1.6.9**.

Future Enhancements

The current functionality of the WVBTT Online system provides features that will support the program at the time of implementation. However, CSC understands that early intervention programs and their data needs continue to evolve over time. Now more than ever, early intervention programs rely on child data to support program decisions on policy and budget, meet federal compliance guidelines, and create powerful program reports. The WVBTT Online application contains many features that allow the WV Birth to Three program to meet these objectives. Additionally, CSC will further enhance the system to add functionality that will serve the program now and into the future. The enhanced functionality will include:

- A practitioner online claim entry system to allow practitioners to enter claims for delivered services
- New IFSP capabilities in an IFSP page to collect designated IFSP data
- A new, modernized Practitioner Service Directory
- The modernization of the Practitioner Enrollment application to merge with WVBTT Online
- A new Parent Portal allowing parents and legal guardians to view authorization or other child information as designated by WV Birth to Three.

We believe this new functionality will further enhance the data collected for the WV Birth to Three program and improve reporting at the state, regional, and local levels.

4.2.1.1.1 Common Intake Function

4.2.1.1.1 Common intake function for all children referred to WV Birth to Three regardless of eligibility status including referral date, intake date, IFSP, transition meeting date, exit date, child outcome ratings, and date notification is provided to county school system

CSC Response:

The WVBTT Online application allows users with the appropriate permissions to add a new child by selecting the Referral menu option. Each child referred to the WV Birth to Three program follows the same steps in WVBTT Online to create a child record. A referral wizard walks the user through the referral process collecting the pertinent information to establish a child record. Information collected at referral includes demographic information for the child and family members, the referral source and the referral reason.

Comprehensive duplication detection at referral helps manage data quality. Upon entering a new child referral, the system compares the child's information to all existing children and checks for potential duplicates. If a potential duplicate is detected, a list will be displayed to allow the user to determine if the child already exists in the data system. Referrals may be added to an existing child record when duplicates are detected.

In cases where a duplicate record does not exist, a new child record is created in the WVBTT Online system. The child is assigned a unique early intervention identification number that will follow the child through their entire participation in the WV Birth to Three program.

Once the child record is established, WVBTT Online moves the child record from referral to intake. The child record may now be viewed with all applicable child record pages, such as the Child Detail page and the Family Member page. During the intake process, additional information is collected for the child and family. New family members may be added, and the user is required to select a Head of Household for the child.

A Service Coordinator is also initially assigned to the child at Intake. An authorization for the initial evaluation and assessment for the child may be entered at this time. This will allow the program to proceed with the initial assessment to determine if the child is eligible for WV Birth to Three services.

The EI Dates page is available on the child record. Important dates such as referral date and intake date are collected on this page. Once the child is found eligible, the date of the initial IFSP may also be captured on the EI Dates page. Currently, WVBTT Online does not support the school district notification date. CSC will enhance the application to capture this date on the EI Dates page.

Role: RAU
Logged in as: name2

Add Referral

Cancel

1 Family Member 1 2 Family Member 2 3 Referral Source **4 Confirm** ← Prev

Child
Mickey M. Mouse
Born 1/1/2019
Male
123 State Street
CHARLESTON 25301
Kanawha
Interpreter Needed: No

Family Member 1
Mommy Mouse - Mother
123 State Street
CHARLESTON 25301
(304) 555-1212 (Home)
(304) 555-5555 (Work)

Referral Source - Primary
Dr. Duck
Referral Date 11/1/2019
(304) 555-4444
Referral Source: Physician-PrimaryCare
How did you hear about Birth To Three? Website- BT3/DHHR
Reason for referral: Possible hearing issues

Save and start a new referral
Save and view child summary

Figure 15. Child Referral – Referral Wizard

4.2.1.1.2 Child and Family Demographics

4.2.1.1.2 Child and family demographics, referral sources including original and follow up referrals, and initial and ongoing eligibility data specific to each child, including unique child identifier

CSC Response:

The WVBT Online application was designed to maintain a WV Birth to Three child's information in a user-friendly child record. The child record collects all information about a child's participation in the WV Birth to Three program from referral to transition.

As described in **Section 4.2.1.1.1**, WVBT Online features a referral wizard to walk the user through the referral process when establishing a child record. The referral wizard collects basic information such as child demographic information, family member demographic information for up to two family members, the referral source and the referral reason.

Upon completion of the referral, the child record is created. The child record is assigned a unique child identification number. This identification number remains with the child record throughout the child's entire participation in the WV Birth to Three program. The identification number remains with the child if they are transferred to a different RAU or if they return to the program under a new referral. By utilizing a static identification number,

the State, RAU or assigned practitioner is able to view the child's complete history of WV Birth to Three activities.

Child and family member demographics are collected in WVBTT Online. The information entered at referral is used to establish the child record and family member(s) identified at referral automatically have a family member record created. Users may edit the Child Detail page or Family page to provide additional information. The child's race, ethnicity, and interpretation needs are entered on the Child Detail page. The system also captures information regarding the child's home situation (i.e. residence, shelter, homeless). The Family page captures information for each family member. Address information may be copied from the Child Detail page to reduce data entry. The child's primary contact is also identified on the Family page. Each child is required to have one family member identified as the primary contact to receive WV Birth to Three communications.

The eligibility information is captured for each child on the EI Dates page. When the user enters an IFSP period on the EI Dates page, they are required to input an eligibility reason. Eligibility reasons are entered at initial and ongoing IFSP dates. This information is prominently displayed on the Child Summary page.

The screenshot shows the 'Child Detail' page for Mickey Mouse. The header includes the child's name 'Mouse, Mickey - 201532264', DOB '1/1/2019', and referral date '12/2/2019'. The user is logged in as 'myler3' with the role 'RAU'. A sidebar on the left contains navigation tabs: Summary, Child Detail (selected), Family, EI Dates, Authorizations, Physicals, RAU Transfer, Child Library, COSF, and Team Note. The main content area is divided into sections: 'Contact' (123 State Street, CHARLESTON 25301, Kanawha County), 'Details' (Born 1/1/2019 - Male, WVBTT State ID), and 'Demographics' (Non migrant and not homeless). An 'Edit' button is visible in the top right of the main content area.

Figure 16. Child Detail Page



Figure 17. Family Page

4.2.1.1.3 Demographic Information for Parent or Legal Guardian

4.2.1.1.3 Demographic information for parent or legal guardian

CSC Response:

WVBTT Online allows the user to capture demographic information for the parent and legal guardian on the Family page. The Family page supports the addition of multiple family members. In addition to parent and legal guardian information, all family members in the household may be entered on the family page including grandparents, aunts/uncles, and siblings. Demographic information is collected for each family member including name, address, phone number and email. An option to “fill information with child’s address” is available to avoid duplicate data entry and reduce data entry errors. Valuable information such as language is entered. Users may also select if an interpreter is needed for the family member.

The Family page is where the child’s primary contact is identified. Each child must have a primary contact indicated on the family page. When the primary contact is identified, an additional field appears to allow the user to enter a family income range for the household.

The WVBTT Online Family page is set up to establish the child’s household. This is the first step required to support a family cost share policy. CSC welcomes the opportunity to discuss our experience with family cost share and how WVBTT Online can support this policy change at the State’s request.

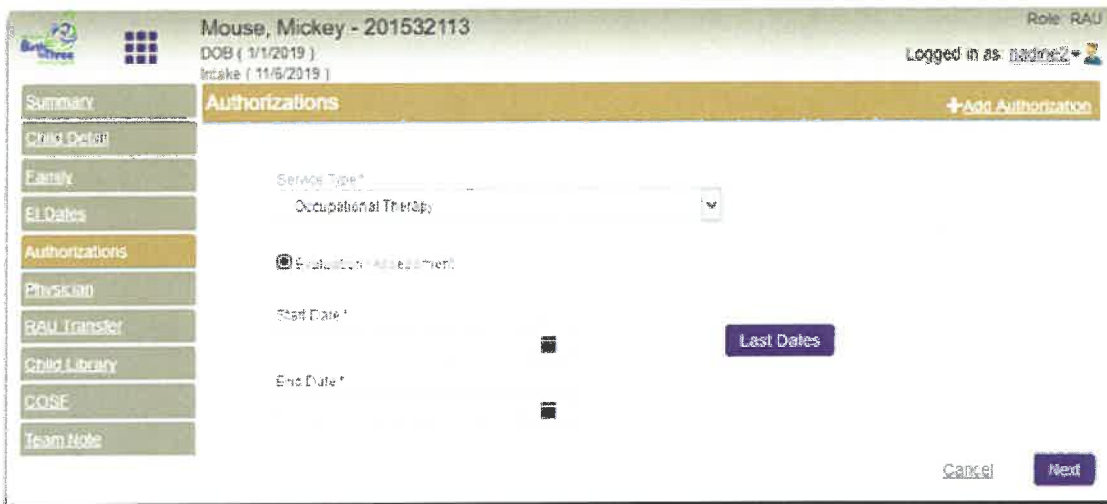
4.2.1.1.4 Initial and Ongoing Assessments and Child Eligibility Categories

4.2.1.1.4 Initial and ongoing assessments and child eligibility categories in accordance with Agency procedures

CSC Response:

CSC understands the importance of the evaluation and assessment process to the Birth to Three program and how WV Birth to Three strives to assure each infant or toddler suspected of needing early intervention services is provided a timely, comprehensive, multi-disciplinary evaluation and/or assessment.

WVBTT Online includes functionality to capture initial and ongoing evaluation/assessment authorizations for a child. Practitioner evaluation/assessment authorizations may be created for diagnostic evaluations to be delivered by approved and licensed practitioners within the WV Birth to Three program at any time after the child reaches Intake status. An example of the Authorizations page for evaluations/assessments is displayed in the figure below. Additionally, completed evaluation or assessment reports may be uploaded to the Child Library. There, the report will become a part of the child record, and the child's assigned practitioners will have access to the report.



The screenshot shows the 'Authorizations' page for Mickey Mouse (ID: 201532113, DOB: 1/1/2019, Intake: 11/6/2019). The page is titled 'Mouse, Mickey - 201532113' and shows the user is logged in as 'Admin2'. The left sidebar contains navigation options: Summary, Child Detail, Family, EI Dates, Authorizations (selected), Physician, RAU Transfer, Child Library, COSE, and Team Note. The main content area is titled 'Authorizations' and includes a '+ Add Authorization' button. The form fields are: 'Service Type' (Occupational Therapy), 'Evaluation/Assessment' (checked), 'Start Date', 'End Date', and 'Last Dates' (button). There are 'Cancel' and 'Next' buttons at the bottom right.

Figure 18. Evaluation/Assessment Service Authorization – WVBTT Online

A child's eligibility for the WV Birth to Three program is captured in WVBTT Online. More than one category of eligibility may be recorded for the child with one designated as the primary eligibility category. The categories provided and approved by the WV Birth to Three program include Established Conditions, At Risk, Part-B Eligible, Development delay – Substantial, Developmental Delay 2 areas and Atypical Development Delay 2 areas. After one of these eligibility types is selected as the primary eligibility reason, the user may then select Additional Eligibility Reasons from a drop-down list. Program eligibility can be entered from the Child Summary page or through the IFSP for the child.

4.2.1.1.5 Record of Each IFSP Service

4.2.1.1.5 Record of each IFSP service for each child including dates, locations, durations, and service Practitioners assigned to provide the service

CSC Response:

Current WVBTT Online functionality allows for the entry of a child's IFSP record. The IFSP is currently recorded on the EI Dates page. The establishment of an IFSP record requires the user to enter the IFSP date range and primary setting. Eligibility may also be entered at IFSP.

Once an IFSP record is established on the EI Dates page, service authorizations may be entered for the child. WVBTT Online captures each IFSP related service for the child via an entered authorization. The authorization information includes the authorized date range, location, duration of service and assigned practitioner. The child's complete authorization history may be viewed on the WVBTT Online Authorizations page. These authorizations are also utilized for practitioner billing. When a practitioner enters a claim for service, adjudication edits are in place to validate the practitioner, service type and date of service against the authorization.

As a part of this solicitation, CSC proposes new enhancements to the WVBTT Online IFSP functionality. CSC has experience in designing online IFSP functionality, and we have successfully implemented this for two states. We know while IFSP documents share many common factors, each state's IFSP document is unique. Our proposal includes customized web pages to support WVBTT's IFSP document and State processes.

We will collaborate with WV Birth to Three to design and implement the collection of additional data. Critical aspects of the IFSP that may be included with this enhancement are:

- IFSP Team, roles and meeting attendees
- Present Abilities, Strengths, and Needs
- Outcomes, Child and Family
- Transition Activities
- Natural Environment Exceptions
- Parental Consent
- Early Intervention Services

Additionally, we would like to open the discussion concerning the collection of IFSP data. This enhancement may be designed to collect IFSP data in multiple ways: entered directly into WVBTT Online or from an up-loadable/fillable PDF.

A WVBTT Online IFSP enhancement is included in our project plan, and we are looking forward to working with the program on this new functionality.

Role: InternalDev
 Logged in as: ProductionSupport

IFSP Details

Child Detail	Type	Start Date	End Date
Family	IFSP	8/13/2019	8/12/2020

FAMILY AND CHILD PREFERENCES, STRENGTHS AND RESOURCES

Waking Up

What is going well?

What could be better?

Task Difficulty:

Developmental Areas Where Concerns Exist: Communication, Movement/Physical, Learning/Cognition, Social/Emotional Behaviors

Related National Child Outcomes: Positive Social/Emotional Skills Includ, Acquiring and Using Knowledge and Taking Appropriate Action to Meet N

Dressing / Toileting

What is going well?

What could be better?

Task Difficulty:

Developmental Areas Where Concerns Exist: Communication, Movement/Physical, Learning/Cognition, Social/Emotional Behaviors

Related National Child Outcomes: Positive Social/Emotional Skills Includ, Acquiring and Using Knowledge and Taking Appropriate Action to Meet N

Meals / Feeding

What is going well?

What could be better?

Task Difficulty:

Developmental Areas Where Concerns Exist: Communication, Movement/Physical, Learning/Cognition, Social/Emotional Behaviors

Related National Child Outcomes: Positive Social/Emotional Skills Includ, Acquiring and Using Knowledge and Taking Appropriate Action to Meet N

Outings

Figure 19. IFSP Page

4.2.1.1.6 Family Income and Head of Household

4.2.1.1.6 Family income and head of household

CSC Response:

WVBTT Online collects family information as a part of the child record. This information is entered on the family information page. Included in the family information is the designation of a head of household. Each child record is required to have a head of household and only

one family member may be selected for this role. The head of household designation is utilized for the CFO communications, including mailings and phone calls.

The family information page allows users to select a family income range. The income range is currently determined by an income bracket provided by WV Birth to Three. The income brackets are maintained in the database and users select the bracket on the family information page.

Additional information about the family information page is located in **Section 4.2.1.1.3**.

4.2.1.1.7 Private and Public Insurance Coverage

4.2.1.1.7 Private and public insurance coverage

CSC Response:

As the incumbent vendor, CSC currently supports comprehensive fund recovery activities for the WV Birth to Three program. Per current program guidelines, fund recovery is processed for Medicaid and West Virginia Children's Health Insurance Program (CHIP). Eligibility information for Medicaid and CHIP is gathered through the 270 Eligibility Request and 271 Eligibility Response file exchange process. Confirmed eligibility is stored in the database and utilized during the claim evaluation process. More information about fund recovery processes is located in **Section 4.2.1.4 - Fund Accounting**.

Current WVBTT Online functionality does not support the entry of insurance information. CSC captures insurance information in other early intervention applications. The insurance information collected includes pertinent information required for billing, including family subscriber, insurance carrier names, coverage dates, group information and policy information. Insurance cards can be scanned and uploaded to the Child Library. An important feature of the insurance page is the "Consent to Bill" option. This allows the system to capture the family's consent to send claims to the insurance carrier. The figure below displays an example of the insurance page. CSC welcomes the opportunity to discuss this system feature with WV Birth to Three. This page can be conveniently implemented in WVBTT Online at the program's request.

The screenshot shows a web-based form for entering insurance information. The fields and their current values are as follows:

- Family Subnumber: Select Subscriber (dropdown menu)
- Carrier: Search Carrier (text input)
- Coverage Start: [calendar icon] Coverage End: [calendar icon]
- Billing Order: Select Billing Order (dropdown menu)
- Group Name: [text input]
- Group Number: [text input]
- Plan Number: [text input]
- ERISA: No ERISA Selected (dropdown menu)
- Insurance Type: Select Insurance Type (dropdown menu)

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

Figure 20. Insurance Information – Sample

4.2.1.1.8 Searchable History for Each Child of Prior IFSP Services

4.2.1.1.8 Searchable history for each child of prior IFSP services, service types, and authorizations including dates, locations, and authorized Practitioners for at least five years after child's third birthday

CSC Response:

WVBTT Online maintains a child record for each WV Birth to Three program participant. Information about the child's participation in the program is entered into the child record from referral to transition. The system is designed to allow state, RAU, service coordinators and practitioners to easily view the child's program history. This includes the child's demographic data and family information, and dates for important events such as referral and IFSP meetings. All evaluation, assessment and service authorizations issued for the child are also maintained on the child record. The authorization information includes dates, service types, service location, and the authorized practitioner.

Child data is currently maintained in the system in perpetuity. WVBTT Online supports a child search function, and authorized users may search for and access child records at any time. CSC will continue to store information for all children who have participated in the WV Birth to Three program and will only modify this policy at the direction and approval of WV Birth to Three program managers.

4.2.1.1.9 Ability to Authorize Services Prior to the Initial IFSP

4.2.1.1.9 Ability to authorize services prior to the initial IFSP

CSC Response:

WVBTT Online current functionality allows for State approved services, such as evaluation/assessment or transportation, to be authorized prior to the child's initial IFSP. Child records that are in "Intake" status, may have these authorizations assigned by the RAU. Upon the entry of the authorization, the selected practitioner will have access to the child record. This allows the practitioner to view information about the child prior to their initial visit.

Authorization requests are entered in the Authorization page of the child record. The service type start date and end date of the authorization are collected, and the authorization will remain a part of the child record throughout the child's enrollment in the WV Birth to Three program. The figure below displays an example of the WVBTT Online Authorization page.

WVBTT Online may be modified to allow additional authorizations prior to initial IFSP at the request of WV Birth to Three. We will work with the State to make sure the approved authorizations are available to WVBTT Online users.

The screenshot shows the WVBTT Online interface for Mickey Mouse (ID: 201532113). The page is titled "Mouse, Mickey - 201532113" and includes fields for "DOB (1/1/2019)", "Intake (11/6/2019)", and "Role: RAU". The user is logged in as "gatlinc2". The left sidebar contains navigation options: Summary, Child Detail, Family, EI Dates, Authorizations (selected), Physician, RAU Transfer, Child Library, COSE, and Team Note. The main content area is titled "Authorizations" and features a "+Add Authorization" button. A form is displayed with "Service type:" set to "Occupational Therapy" and "Evaluation / Assessment" selected. The "Start Date" and "End Date" fields are empty, with a "Last Dates" button to the right. At the bottom right, there are "Cancel" and "Next" buttons.

Figure 21. Evaluation/Assessment Service Authorization – WVBTT Online

4.2.1.1.10 Agency Ability for Calculations to Determine Date Timelines

4.2.1.1.10 Agency ability for calculations to determine date timelines in accordance with WV Birth to Three policies and late reasons when timelines are not met

CSC Response:

WVBTT Online was designed to assist the State in monitoring important, federally mandated timelines and the maintenance of child records. This is accomplished by the addition of search functions to the user's WVBTT Online Home page. These search functions allow the user to quickly view a list of children that meet the specifications of the selected search.

Examples of available Home Page searches include Children Approaching 45-Day Timeline and Children Exceeding 45-Day Timelines. The Children Approaching 45-Day Timeline search will list children who have not had an IFSP entered in WVBTT Online and are approaching the federally mandated 45-day time limit. This report allows the State to closely monitor children during their 45 days between referral and IFSP and ensure that a note is entered to document the reason a child falls outside the 45-day limit.

When a Home Page search is executed, the search results return important information for each child on the list. The following information is available in the search results:

- Child's unique EI identification number
- Child's assigned RAU
- Child's name
- Child date of birth
- Child's current status
- Child's referral date
- Child's assigned Service Coordinator

A "view" link is available for each child listed in the Home Page search results. Selecting this link will navigate the user directly to the child's record.

Located in the figure below is a list of the common Home Page searches currently available in WVBTT Online.

Common Searches	
Most Recently Selected Children	Children Approaching 45 day Timeline
Children Exceeding 45 day Timeline	Pending Transition
Transferred Children	Expired IFSP
Age 3 Not Terminated	<Age 3 Expired IFSP

Select RAU

Figure 22. Home Page Common Searches – WVBTT Online

4.2.1.1.11 Ability for Assigned Practitioners and Service Coordinators to Upload Additional Information

4.2.1.1.11 Ability for assigned Practitioners and Service Coordinators to upload additional information into Child Library including but not limited to family assessment, evaluation/assessment reports, consents and case notes

CSC Response:

The Child Library designed for WVBTT Online allows users to upload important documents to the child record. Documents including the family assessment, evaluation/assessment reports, parental consents, and case notes may be added to the child record as they are received or completed. These documents are stored directly on the child record and only users with authorized access to that child's record may view the documents. As an additional data security feature, the system will only allow the user who posted the document in the Child Library to delete it. The Child Library is not limited to the documents listed above; additional forms designated by WV Birth to Three, service coordinators, evaluators or practitioners may also be uploaded and stored in the Child Library.

4.2.1.1.12 Provide Practitioners, Service Coordinators and RAU Staff with Restricted Access

4.2.1.1.12 Provide practitioners, service coordinators and RAU staff with restricted access to view child records by individuals with authorizations, in accordance with the Family Educational Rights and Privacy Act (FERPA) and IDEA

CSC Response:

CSC understands the importance of protecting child data, and the security of child data is at the forefront of every system design or enhancement we implement. WVBTT Online has been specifically designed to comply with FERPA guidelines, and user access to child records is restricted by the user's assigned role.

The current hierarchy of user access allows State users to view child records for all children with an enrollment in the WV Birth to Three program. RAU users have access to records for children assigned to the specific RAU. Service Coordinators and Practitioners have restrictions in place to view only children in which they are assigned an authorization for services.

User access to WVBTT Online is granted as a part of the practitioner enrollment process. Prospective users complete an Online Access Form during the enrollment process. This form is evaluated with the enrollment applications. Access to WVBTT Online is only granted to enrolled practitioners and the user role assigned is consistent with the person's role in the WV Birth to Three program.

We understand that early intervention program regulations and program needs change over time. WVBTT Online is designed to modify changes in access for existing user roles or allow for the creation of new user roles to accommodate changes required by WV Birth to Three.

CSC will work with WV Birth to Three in the future to maintain compliance with FERPA regulations.

4.2.1.1.13 Assign a Unique Identifier for Each Child

4.2.1.1.13 Assign a unique identifier for each child that is maintained from entry to exit regardless of moves within or out of the system, including returns to the system

CSC Response:

A primary feature of the WVBTT Online application is ability to easily maintain a child record from referral to transition. When a new child is referred to the program, the system creates a new record and a unique EI identification number is automatically assigned. This unique identification number never changes and will remain with the child throughout their participation in WV Birth to Three, including transitions to different regions. If the child leaves the early intervention program and returns with a new referral, the system will identify that a record exists in the database for that child. A new enrollment period is created for the child and the original EI identification number is maintained. This allows the program to research the child and have a clear view of their entire history with WV Birth to Three. This static EI identifier also increases data quality and consistency ultimately leading to easier and more accurate federal reporting.

4.2.1.1.14 Provide Enhanced Access to Data and Reporting Functions

4.2.1.1.14 Provide enhanced access to data and reporting functions at the state and local levels to support effective service delivery and management requirements

CSC Response:

The WVBTT Online application has easily accessible reports to allow state and local users visibility into program data. Reports are located in two locations.

Common Searches are home page reports that provide quick access to important data for program management. Users can monitor the program from these queries to quickly view children who are approaching the 45-day time limit, children with expiring IFSP periods or children exceeding the 45-day time limit. From the common searches, users can navigate directly to the child's record.

Additionally, WVBTT Online features a reports menu option. The available reports are specific to the user and allow for program oversight. RAU users have access to reports such as Average Days Referral to IFSP, Children Pending Intake, Children Pending IFSP, and Program Eligibility Summary. State users have access to important federal indicator reports. Reports for indicators 1, 2, 3, 5, 7, 8a, 8b and 8c are available through the report's menu option. This allows WV Birth to Three staff to generate the required federal reports for these indicators with ease.



For more details about the available reporting options, refer to **Sections 4.2.1.6.6 through 4.2.1.6.9.**

4.2.1.1.15 Provide Practitioners and Service Coordinators with Ability to Run Reports Relative to their Caseloads

4.2.1.1.15 Provide practitioners and service coordinators with ability to run reports relative to their caseloads

CSC Response:

The WVBTT Online Home Page was designed to provide practitioners and service coordinators pertinent information about their caseload at their fingertips. The Home Page has several “Common Searches” available that will present information for the practitioner’s or service coordinator’s caseload. Upon execution of the common search, only children assigned to the practitioner or service coordinator will display in the report results. An additional feature of the common search is the ability to navigate directly to the child record from the results list. When a practitioner would like more information about a child listed in the common search results, a “View” link will take the practitioner directly to the child record.

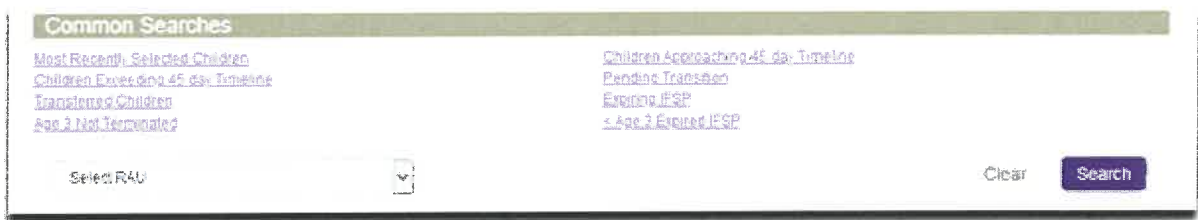


Figure 23. Home Page Common Searches – WVBTT Online

4.2.1.2 Timely and Compliant Processing of Service Authorizations

4.2.1.2 Vendor should describe how it will ensure timely and compliant processing of service authorizations, including:

CSC Response:

Service authorizations are entered in the WVBTT Online application and are immediately available to the practitioners and staff with authorized access to the child’s record. Practitioners will also be able to view their authorizations in the Provider Account Module (PAM), the new online claiming system, immediately after the successful creation of an authorization in WVBTT Online. For practitioners and/or payees that retrieve their authorizations electronically, the authorizations are available via the Service Directory the day after the authorization is created in WVBTT Online. Authorizations designated for printing are sent, via secure FTP, to a third-party vendor that CSC utilizes for all print and mail functions. The authorizations are printed and mailed the next business day after the successful creation of the authorization by the RAU.

4.2.1.2.1 Printing and Mailing Service Authorizations

4.2.1.2.1 Printing and mailing service authorizations for each evaluation or assessment and/or IFSP service to respective Payees within two days of entry of the electronic information from the RAUs

CSC Response:

CSC has processes in place for printing and mailing or electronically transferring, authorizations for evaluation, assessment, and IFSP services. We utilize a third party to complete all print and mail functions. Print files are sent to the third-party vendor via secure FTP. The documents are then printed and mailed to the local practitioners and/or payee agencies within 2 business days of the successful creation of the authorization by the RAU.

4.2.1.2.2 Providing Electronic Transfer of Authorizations for Services

4.2.1.2.2 Providing electronic transfer of authorizations for services to Payees that submit electronic claims

CSC Response:

CSC's current process includes the daily electronic transmission of authorizations to designated payees via HIPAA 278-formatted files. Payees manage receipt of these files and submission of electronic claim files via a secure website. CSC proposes to continue this process as a part of the new contract.

4.2.1.2.3 Computing the Value of Service Authorizations

4.2.1.2.3 Computing the value of service authorizations both in units and dollar amounts using a rate table established by the Agency including the computed numbers of units but not the computed dollar amount on authorizations

CSC Response:

CSC includes the total number of authorized units on each printed authorization but does not compute or print the maximum dollar amount available for claiming, which may vary according to the credentials (specialties) active for the practitioner on the date of service. By controlling the number of units payable for each authorization, the grand total of dollars paid does not exceed the number of authorized units multiplied by the maximum per-unit rate for the procedure and the practitioner.

4.2.1.2.4 Assuring that Payees will not be Paid more than the Maximum Rate or Total Calculated Amount of Authorization

4.2.1.2.4 Assuring that Payees will not be paid more than the maximum rate or total calculated amount of authorization

CSC Response:

For all authorizations, including those created with time units in 15-minute increments, the creation of the authorization establishes a maximum number of units that may be utilized by

the practitioner to provide services according to the guidelines of the child's IFSP. This maximum number of units authorized is the figure printed on the authorizations.

The CFO also maintains rate tables within the database. These rate tables contain the maximum reimbursement rates set by WV Birth to Three for each service.

As the Practitioner/Payee bills, the CFO and claims are entered for payment, the claim is processed through adjudication edits based on the allowed rates for the authorized service and the units billed. Once the claim is approved for payment, the number of units available for future claims is reduced by the number of units paid to the Practitioner/Payee.

Should the maximum rate for a procedure change at any time, the rate tables are updated, but the number of authorized units does not change on active authorizations. Claims for service dates after the effective date of the rate change are paid a dollar amount not to exceed the new maximum rate.

4.2.1.2.5 Assuring that Authorizations for Services are Limited to Enrolled RAU, Service Practitioners and Service Coordinators

4.2.1.2.5 Assuring that authorizations for services are limited to enrolled RAU, Service Practitioners and Service Coordinators

CSC Response:

WVBTT Online has system edits in place to prevent the creation of authorizations without the designation of a specific service coordinator or practitioner. The list of service coordinators and practitioners eligible to be assigned to evaluation/assessment and service authorizations is driven by the processes in place for practitioner/service coordinator enrollment. Only practitioners/services coordinators who have met the State's requirements for enrollment will be eligible to be selected for new authorizations. Changes made to practitioner eligibility are reflected in WVBTT Online and any changes are effective in real-time.

Additional edits are in place to monitor practitioner eligibility through the duration of the authorization. When a service coordinator or practitioner becomes inactive or ineligible prior to the expiration of an authorization, the CSC claim adjudication process prevents claims from being paid for services dates on which a service coordinator or practitioner is not active or not qualified.

4.2.1.3 Claims Administration

4.2.1.3 Claims Administration: To process and render Payee service claims accurately and timely.

Vendor should describe how it will provide a multi-user claims payment system with the following features:

CSC Response:

CSC's response to this section will discuss our approach and experience in meeting WV Birth to Three's needs with respect to handling payee claims. CSC has handled WV Birth to Three claims for many years and brings to this engagement both a proven claims processing solution and solid relationships with the payee community. The CSC CFO office is already established, and CSC will continue to provide CFO services from Day One of the new contract, with no transitional activity or transitional cost.

Moreover, CSC is investing in our relationship with WV Birth to Three by introducing new features at no cost to WV Birth to Three. The first of these is the Provider Account Module (PAM), which will bring a new and modernized online experience to payees and practitioners, who will now be able to access a number of important capabilities online, including online claims submission.

Whether online or on paper, CSC is experienced in processing Early Intervention claim payments for practitioners. The claiming systems in place associates claims to authorizations. Upon submission of the claim, the claim processes through a series of predetermined adjudication edits to determine if the claim is eligible for payment. If the claim adjudication edits result in a denial, the system identifies the denial reason on the claim for the practitioner to view.

For claims that pass all adjudication edits, the CFO system determines the payable rate for the claim. CSC's solution provides the capability to process denial overrides and payee level transactions. These activities are entered by an experienced team at CSC's Operations Center. CSC coordinates with WV Birth to Three to gain approval for denial overrides and payee level transactions.

CSC places great importance on producing accurate payments to practitioners. Claims entered into the system are processed according to adjudication edits and rules agreed to by WV Birth to Three. This includes payment for services received within 60 days of the date of service. The claims adjudication system also validates child eligibility and authorization information, rate for services, and duplicate claim rules.

The payments to practitioners are generated from practitioner claims and are accurate per the agreed-upon standards. CSC's software currently maintains a history of all authorizations and claim payments. CSC has controls in place to validate the payments.

Currently, CSC processes claims for payment on a weekly basis. CSC provides WV Birth to Three with a file containing all of the payee payments, along with a check report. The file and report are reviewed by the CSC Project Manager before uploading it to a secure FTP site for WV Birth to Three. Upon delivery of the file and report, WV Birth to Three personnel are notified.

Since 2004, we have helped WV Birth to Three submit over 1,800,000 Medicaid claims representing over \$184M of services provided to West Virginia children. Since early 2011, we have submitted over 61,000 claims representing over \$6.3M in services to West Virginia CHIP.

CSC's proposed solution retains the consistency and reliability of the existing CFO system and will remain available without interruption on Day One of the new contract. Our solution will also energize the payee/practitioner community by adding new features of the online PAM system, enabling a faster and simplified claims submission and management experience for the users. The addition of these features comes at no cost to WV Birth to Three. CSC believes that the combination of reliability and new capabilities offers WV Birth to Three unmatched value for the program and its stakeholder communities.

4.2.1.3.1 Ability to Receive Claims from Payees

4.2.1.3.1 Ability to receive claims from Payees via web-based application, electronic file layout, paper authorization form mailed to Practitioner, or a CMS1500 form

CSC Response:

Processing payee claims is one of the cornerstone responsibilities of the Central Finance Office (CFO). Payee claims document each instance of service provided to a WVBTT child and support other key elements of the program, including:

- The payment of practitioners
- The evaluation and submission of correct and appropriate billing to Medicaid
- The correct evaluation of WVBTT compliance with various OSEP APR Indicators.

WV Birth to Three has elected to utilize a health care claims model to define its Practitioner Service list and to receive, evaluate and process practitioner service claims. This decision also supports the correct mapping of WVBTT services to Medicaid services, and the collection of key information on the practitioner claims supports the preparation of correct and appropriate Medicaid claims.

CSC supports the WVBTT practitioner claims process by accepting and processing those claims in a number of appropriate formats. CSC accepts paper claims on either a CMS1500 claim form or on a pre-printed authorization form. CSC also accepts receipt of claims using Electronic Data Interchange (EDI) in a HIPAA-compliant 837P file format.

Payees/Practitioners who choose to submit claims electronically first submit a Trading Partner Agreement (TPA). Once the TPA has been processed by CSC, Payee/Practitioners then submit test files for format validation through the EDIFECS website.

The CSC Electronic Data Interchange (EDI) Help Desk is available to answer questions regarding this process and assist Payees/Practitioners to resolve errors during testing or production.

CSC is proposing to implement its Provider Account Module (PAM) software for WV Birth to Three at no additional charge to the State or Practitioners. The PAM module will add a comprehensive online option for practitioners to conduct key business activities with CSC and WVBTT. These include:

- Submitting practitioner claims online

The PAM claims entry web page collects the same claims information that is collected on the paper forms and in the EDI 837 file. In this way, the PAM claims entry experience parallels other claiming methods available to payees and practitioners, making for a consistent experience. Like the other methods, the claims entry page in PAM collects the data necessary to align with and support Medicaid claims that are produced based on practitioner claims received.

An important feature of claims entry in PAM is that the full set of claims edits are run on each claim when it is submitted. Unlike EDI and paper-based claims, payee/practitioner can see denial reasons upon submission and take immediate steps to correct them. This will benefit practitioners by allowing them to correct the claim in real-time.

Additionally, the PAM software enables authorized users to look up claims history for children they are authorized to see. This new capability allows users to conduct research and manage claiming without relying on paper reports or records.

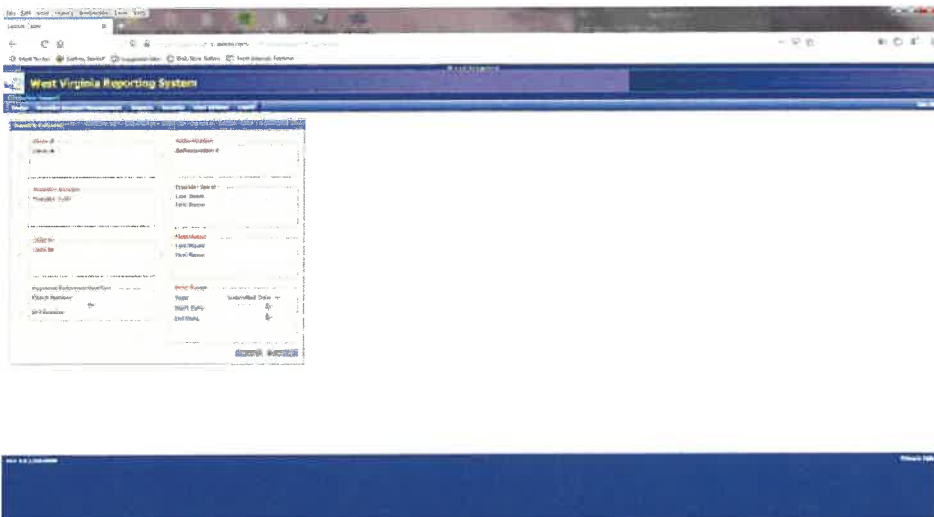


Figure 25. Claims History Look Up

We believe the addition of PAM capabilities will benefit the Birth to Three program. WVBTT Payees and Practitioners will enjoy a modernized and streamlined experience. Additionally, the online claims capabilities of PAM will allow WVBTT to begin moving away from a paper-based claims process, offering increased efficiencies and cost savings. CSC will continue to process paper claims in accordance with the requirements of this RFP.

CSC will deploy the online claiming capabilities of PAM in April of 2020, within 30 days of the contract start date.

4.2.1.3.2 CFO Data Entry of Submitted Paper Claims and Receipt of Electronic Claims in HIPAA Compliant Format

4.2.1.3.2 CFO data entry of submitted paper claims and receipt of electronic claims in HIPAA compliant format

CSC Response:

CSC accepts and enters claim data received on paper using either a CMS1500 claim form or a pre-printed service authorization billing form. Paper claims are often preferred by individual Practitioners or small Payees. These Practitioners often cannot afford software that enables EDI claims processing. Some of these practitioners may switch to online claims submission using the proposed Provider Account Module (PAM) solution. CSC will continue to support paper claims entry for practitioners electing to mail claims to the CFO.

Paper claim forms are mailed to the CSC Operations Center in Lenexa, Kansas. CSC Claims Entry staff enter claims within 3 days of receipt from the payee/practitioner to help make sure that payee/practitioners are compensated in a timely manner.

CSC also receives and processes claims through Electronic Data Interchange (EDI) in HIPAA-compliant 837P file format. EDI is an incredibly popular choice among medium and large office-based payees. In fact, nearly 200 payees submitted their claims to the CFO using EDI during the calendar year 2019.

CSC also posts electronic remittance files in HIPAA-compliant 835 EDI format for those payees who request EDI files each week. Similarly, new authorizations can be issued to EDI payees using an EDI 278 format. This allows payees to maximize the value into their claiming software by importing both service authorizations and practitioner claim results to their local systems. The CSC EDI Help Desk is available to answer questions payees have regarding any EDI activities.

CSC's staff have implemented a range of procedural controls to manage and measure claims accuracy. The following table summarizes key controls that are in place for this purpose. These controls are reviewed and evaluated during the annual SSAE 18 SOC1 audit which WV Birth to Three receives each August.

Control	Title	Description
1	Claims Keying Inventory	Paper claims received each day are numbered in chronological order on the Authorization/Billing sheets for tracking purposes. Claims Entry Team generates a Claims Entered report from EIX and reconciles the Authorization/Billing sheets to the Claims Entered Report to determine that the claims were entered completely and accurately.
2	Claims Keying Accuracy	The Claims Entry Team Manager reviews up to 10 claims keyed each day to determine they were entered accurately by comparing the Authorization/Billing sheets to the Claims Entered Report and documents the review results in the Summary Review Spreadsheet.
3	EDI File Integrity	The EDI process is configured to import electronic practitioner claims in real-time. If any specific claim within the file fails, the user receives an error message reporting which claims were rejected and why. At that point, the user must determine why the problem occurred, correct it, and resubmit the file.
4	Authorization Check	A claim cannot be entered without a valid authorization number.

Control	Title	Description
5	Claims Rules Compliance	Claims are evaluated for payment based on the WV Birth to Three approved adjudication rules.
6	Authorization Limit Compliance	Claims are evaluated on the service units available and the rate per unit allowed by an authorization: If the amount entered exceeds the total amount available (units available* rate per unit), the claim is paid partially for the amount available and denied for the rest. If the amount entered exceeds the rate per unit, the claim is paid partially for the rate per unit in the authorization and denied for the rest.
7	Payment Reasonableness Check	The System Operator generates a payment file and Check Report for the WV Birth to Three program. The Project Manager checks the payment file and Check Report for reasonableness before submitting them to WV Birth to Three.
8	Claims Edit Lockout	Once the payment files have been generated from Practitioner Payment, the system prevents a claim from being edited after it has been adjudicated for payment.
9	Manual Override Limitation	A denied claim can be manually overridden and submitted for payment only when requested by WV Birth to Three personnel.

Table 1. Practitioner Claims Controls Summary

4.2.1.3.3 Designed to Pay Claims within 60 Days of Date of Service with a Process Override upon Agency Approval

4.2.1.3.3 Designed to pay claims within 60 days of date of service with a process override upon Agency approval

CSC Response:

The claims adjudication software follows WV Birth to Three policies and payment rules. This includes payment for services entered within 60 days of the date of service. Claims submitted after the 60-day timely filing limit will receive a denial upon claim adjudication. Practitioners are notified of their denied claim on their Explanation of Payment (EOP) report. The denied claim will display the denial reason.

Practitioners with claims denied for the 60-day filing limit may request an override from the WV Birth to Three Director. Upon receipt of the Approved Override Form, CSC will override the 60-day filing limit adjudication on the claim. This override is independent of other claim adjudication rules, all of which remain in force when an override is performed. This process is compliant with the Statement of Standards Attestation Engagement (SSAE) 18 Service Organization Control (SOC) 1 audit controls.

4.2.1.3.4 Validation of Claims Against Existing Authorizations and Check for Duplicate Submissions

4.2.1.3.4 Validation of claims against existing authorizations and check for duplicate submissions

CSC Response:

The claims adjudication system validates child eligibility, practitioner eligibility, and authorization information. The authorization adjudication edits include:

- The total of all units approved for payment does not exceed the total units authorized.
- The date of service falls between the authorization start and end date.
- If the authorization is discontinued, the date of service does not exceed the effective date of the discontinuation.
- If the authorization is canceled, no service date is valid.

The adjudication process also checks for duplicate claim submissions according to WV Birth to Three claim rules. The duplicate check, and all other claims edits, are reviewed annually during the SSAE 18 SOC 1 reporting cycle.

All existing authorization and duplicate edits will also continue to function properly for claims entered in the PAM website following the implementation of PAM in 2020.

4.2.1.3.5 Adjudicate Claims from the Rendering Service Payee

4.2.1.3.5 Adjudicate claims from the rendering service Payee, prepare electronic file in a specified format, and submit to Agency by Thursday of each week for any claim received from local Payees by noon on Tuesday

CSC Response:

CSC has a process in place to adjudicate claims received from practitioners/payees. Adjudication rules are as follows:

- The payee/practitioner is named on the authorization on the date of service
- The payee/practitioner is actively enrolled in WV Birth to Three on the date of service
- The practitioner's specialty is active on the date of service.

Claims received from the payees/practitioners by noon on Tuesday are evaluated for payment each Thursday. Once the payment process is complete, CSC prepares an electronic file, in a format specified by WV Birth to Three. The file is reviewed by the CSC Project Manager and posted to the secure ftp site the same day. This process complies with SSAE 18 SOC 1 controls and is reviewed annually by an outside audit firm.

4.2.1.3.6 Provide Payees with Explanation of Payment for Each Weekly Paid Claims File Prepared by Vendor

4.2.1.3.6 Provide Payees with Explanation of Payment for each weekly paid claims file prepared by Vendor

CSC Response:

Upon completion of the weekly payment cycle, CSC provides payees with an Explanation of Payment (EOP) for each processed claim. Payees may utilize these EOP's to manage their finances, submit corrected billing, prepare taxes, pay employees, and many other normal business activities. CSC currently produces and mails comprehensive EOPs on a weekly basis.

These EOP's reflect the WV Birth to Three approved format. CSC also posts EDI remittance files in a HIPAA-compliant 835 format for those payees who request electronic files each week. The CSC EDI Help Desk is available to answer questions payees have regarding the electronic remittance files.

Upon deployment of the new PAM system, payees will be able to download current and historical EOP's from PAM at any time. The ability to retrieve historical EOP's has proven to be a useful and popular feature, allowing payees access to this information at key times, such as during tax preparation.

CSC also has the capability to print EOPs upon request by payees.

4.2.1.3.7 Mail List to Provide Families Explanation of Benefits

4.2.1.3.7 Mail list to provide families Explanation of Benefits by the 15th of each month for claims paid in previous month

CSC Response:

CSC mails a monthly Explanation of Benefits (EOB), no later than the 15th of each month, to families for children receiving services during the prior month. The EOBs are concise and clear. They contain the CSC claim number, practitioner name, service category, service date, units billed, amount billed, amount denied, amount disallowed, and amount paid. The EOB allows families to see the services they receive. Additionally, families sometimes identify mistaken or fraudulent billings when reviewing their EOB's.

CSC also provides a toll-free phone number for family inquiries. Knowledgeable CSC staff members are available to answer questions from parents regarding their EOB.

As part of this proposal, CSC has proposed to implement a Parent Portal at no additional cost to WV Birth to Three. CSC anticipates that a structured display of the EOB information will be included in the parent portal. This will allow WV Birth to Three to evaluate the reduction of mailed EOB's in the future at a potential cost savings each month.



4.2.1.3.8 Help Desk Technical Assistance and Support for Enrollment and Billing Questions

4.2.1.3.8 Help Desk technical assistance and support for enrollment and billing questions. Help Desk assistance will be available via email and toll-free number during business hours of 8:00 am to 5:00 pm EST/EDT, Monday through Friday, 52 weeks of the year, excluding Federal and State holidays or as otherwise approved in advance by Agency.

CSC Response:

CSC provides a toll-free telephone number for Help Desk assistance, with Help Desk operations maintained Monday through Friday, during standard business hours of 8:00 a.m. to 5:00 p.m. EST/EDT, 52 weeks per year (excluding federal and state holidays). Any other closures of the Help Desk Department will be preapproved by WV Birth to Three. The Help Desk team is staffed to answer inquiries from RAUs, practitioners, and the WV Birth to Three State staff regarding enrollment and billing questions. Callers are directed to the appropriate extension using an automated voice menu system.

CSC will monitor and report on:

- Call Response Time
- Hold Time
- Abandonment Rate
- Blockage Rate

All incoming Help Desk calls received are logged into Magic Total Service Desk. Magic, by Customer Service software industry-leader BMC Software, is Web-based and uses a Microsoft SQL Server database. Magic allows for call grouping based on category and/or subject and provides automated call escalations. CSC will provide monthly Help Desk reports containing data collected for WV Birth to Three and will provide if requested, Help Desk logs and data in a format agreed upon by WV Birth to Three.

CSC uses a cloud-based call center solution from inContact to provide call routing and reporting. InContact provides a quality management module that allows call flow monitoring, hold times and call recording reviews for quality assurance.

4.2.1.3.9 Preventing, Detecting, Reviewing, and Reporting Potential Fraud and Abuse Activities by Local Payees

Vendor should describe its internal controls, policies, and procedures related to claims administration for the purpose of:

4.2.1.3.9 Preventing, detecting, reviewing, and reporting potential fraud and abuse activities by local Payees

CSC Response:

CSC recognizes the importance of a consistent and established process for preventing, detecting, reviewing and reporting potential fraud and abuse. This function is critical to the successful and lawful recovery of funds from federal and state programs. The WV Birth to

Three program's credibility is dependent on assuring public funds are not abused by misrepresentation on the part of the payees receiving those funds.

CSC has policies in place to educate and train all Early Intervention team members on compliance with regulations and requirements covered under State programs, such as Medicaid and the Federal Deficit Reduction Act of 2005.

CSC has the following processes and/or procedures in place to deter payments on fraudulent claims.

- Issues are reported to the CSC Help Desk or WV Birth to Three by a practitioner, parent or RAU representative. The reported issue will be submitted to the WV Birth to Three program.
- CSC produces the Practitioner Hours per Date of Service report – This report will describe high levels of services claimed per date of service and will indicate excessive services claimed. This report will also indicate the practitioners not following the service provisions outlined by the IFSP.
- An EOB statement is sent to each family each month. This report includes a listing of all claims submitted by each practitioner on behalf of the Early Intervention recipient and the adjudication of those claims. Families are asked to review the claimed service dates and services and to report any discrepancies.
- The family EOB statement includes a provision for messages in the footer. A statement such as, "Please report any suspicious claims to <the CFO 800 number>" can easily be added to the EOB. The footer messages are parameterized and can be easily modified by submitting a request to the project manager.
- The claim adjudication process helps to prevent fraud through the detailed edits performed on each claim. Many details are verified, including authorizations, child eligibility, practitioner eligibility, practitioner credentials, and duplicate claims.
- After State investigation or review and at the direction of the WV Birth to Three program, CSC recovers any applicable funds from future payments to the payee.

At CSC, we are committed to helping states achieve good stewardship of their finances. We will work proactively with WV Birth to Three to continue to evaluate opportunities to enact improved monitoring and prevention of fraud.

4.2.1.3.10 Internal Testing of Financial Claims Processing Related to Extreme Variability in Claims

4.2.1.3.10 Internal testing of financial claims processing related to extreme variability in claims

CSC Response:

CSC has internal processes in place to analyze payment files. Each week, the payment file is reviewed by the CSC Project Manager for trending in the dollar amount prior to submitting to the State. This process is a part of the SSAE 18 SOC 1 controls.

Additionally, we conduct rigorous testing of financial claim processing by our independent Quality Assurance team. The first step to this test process is the creation of a Test Plan which lays out the test objectives, test coverage and the test data to exercise both positive and negative test.

CSC exercises:

- Functional test in which testers dissect requirements and Claim Adjudication rules to create proofs (test cases) that the requirements are being fulfilled under various conditions. Each Claim Adjudication rule is first tested independently; followed up by test of all the rules in a defined order of execution.
- Data Driven test in which testers comb through all the adjudication rules and create a test bed with the superset of all involved data variables and their ranges of values that are then used to generate test coverage patterns. Test claims are created for each test coverage pattern and entered thru the system

The results of both functional and data-driven test are peer-reviewed by Quality Assurance staff. These tests are exercised every quarter as part of SSAE 18 SOC 1 controls.

For new enhancements or modifications to the claim payment process, the CSC team follows our monthly release procedures for implementation. All development work is scheduled upon approval of the specifications. The programming is completed based on the approved specifications and unit tested by the developer. A code review session is then completed by the technical lead to verify specifications are met and comply with coding standards. Once unit testing is complete, the change is submitted to the QA team for assurance testing. The QA team defines a series of test scripts designed to fully test all variables. Only upon the successful completion of testing, is the new or modified code deployed into UAT, and after acceptance, production.

4.2.1.3.11 Reporting Detailed Claims Data to Agency Weekly

4.2.1.3.11 Reporting detailed claims data to Agency weekly

CSC Response:

CSC delivers weekly reports to the State and payees/practitioners to monitor claim activity. Each week, a Check Report is delivered to the State that details the payments and dollar amount of the weekly payment cycle. Simultaneously, an Explanation of Payment (EOP) report is delivered to payees/practitioners. The EOP provides the detail of each claim that was included in the weekly payment cycle.

CSC understands the need for detailed claim data reporting on an as-needed basis and will continue to provide this detailed data to the State as requested. CSC believes that WV Birth to Three prefers to continue to receive this data upon request in the current format. However, CSC can work with WV Birth to Three to deliver this data via other mechanisms if the program elects. For example, if WV Birth to Three requests this information to be provided in real-time, CSC can quickly implement a web-based report as one of the new reports estimated in this response.

Additionally, the implementation of the Provider Account Module (PAM) will allow State and RAU staff to perform basic claims inquiries online.

CSC staff knows that timely access to data is important to the WV Birth to Three program because it supports key administrative and planning functions. CSC is committed to providing the program convenient ways to access data that satisfy its evolving needs.

4.2.1.3.12 Surveying Enrolled Practitioners and Payees Annually, and Reporting Results to Agency

4.2.1.3.12 Surveying enrolled practitioners and payees annually, and reporting results to Agency

CSC Response:

On an annual basis and at the request of WV Birth to Three, CSC will conduct a defined satisfaction survey of all enrolled practitioners. CSC will work with WV Birth to Three to include all pertinent questions and items of concern, as well as define the timeframe and format of the surveys. CSC will use an online survey tool and will email practitioners the link to the survey. CSC will provide WV Birth to Three survey results and analytical reports to review the results.

4.2.1.4 Fund Accounting

4.2.1.4 Fund Accounting: To have a centralized and standardized operational CFO process for preparing and submitting fund recovery claims on behalf of WV Birth to Three. Current fund recovery sources include Medicaid, WV CHIP, State Early Intervention line item, and Federal Part C funds. Additional fund sources could be added over the period of the contract, such as private insurance and/or family fees. The WV Birth to Three Program office is the provider of record for billing to Medicaid and WV CHIP. Local service codes must be cross walked to four Medicaid and CHIP approved codes for WV Birth to Three services.

Vendor should provide a description of prior history with similar fund recovery activities, including how it will accomplish the following:

CSC Response:

Fund recovery activities provide valuable funding to the WV Birth to Three program by recouping service and administrative costs from Medicaid and other funding sources. CSC understands how important this funding is to the WV Birth to Three program.

CSC has 15 years' experience preparing and submitting claims to WV Medicaid and WV CHIP on behalf of the WV Birth to Three program. We understand that additional legislation may be introduced requiring WV Birth to Three to implement fund recovery procedures for private insurance and family fees. CSC has over 10 years' experience submitting claims to private insurance payers and over 12 years' experience with a "family fees" program, and with multiple clients. We can draw on our proven approaches to design and implement an effective solution for WV Birth to Three. CSC assumes implementation of any new fund sources is not included in the scope of work associated with the initial rollout. Once WV Birth to Three is ready to proceed with these funding sources, we will work with the WV Birth to Three staff to determine costs and approaches appropriate for WV Birth to Three based on program policy and State legislation.

CSC will continue to use an approved crosswalk of local service codes to the four Medicaid and WV CHIP approved codes when submitting claims for WV Birth to Three services. This subject is discussed in more detail in **Section 4.2.1.4.1**.

Over the course of the current and previous contract periods, CSC worked with WV Birth to Three to implement comprehensive fund recovery activities with West Virginia Medicaid and West Virginia CHIP. If CSC is the successful bidder for these services, WV Birth to Three will continue to benefit from this work starting on Day One of the new contract. Since 2004, we have helped WV Birth to Three submit over 1,800,000 Medicaid claims representing over \$184M of services provided to West Virginia children. Since early 2011, we have submitted over 61,000 claims representing over \$6.3M in services to West Virginia CHIP. Healthcare claims are submitted to both of these funding sources using the HIPAA compliant 837 file format.

CSC has 15 years' experience preparing and submitting claims to WV Medicaid and WV CHIP on behalf of the WV Birth to Three program.

When the payer's Remittance Advice (RA) data is available, CSC retrieves and successfully processes electronic RA files that are in the HIPAA compliant 835 file format. Once imported into the database, the RA data is matched to the claims submitted and the payer's adjudication is posted to the database.

In addition to electronically submitting healthcare claims and processing remittance advice data, we gather funding source eligibility data using the HIPAA compliant 270/271 electronic file exchange. Prior to 2017, we had been requesting and processing Medicaid eligibility data since 2005 and CHIP eligibility since 2011 using a non-HIPAA compliant file format defined by the WV Department of Health and Human Resources (DHHR). In early 2017, we implemented the HIPAA compliant 270/271 file exchange for child eligibility data for both WV Medicaid and WV CHIP.

CSC will continue to support the HIPAA compliant file formats for submission of claims (837), processing of RA data (835), and for Medicaid and CHIP eligibility determination (270/271).

4.2.1.4.1 Provide Fund Recovery Software

4.2.1.4.1 Provide fund recovery software that uses a crosswalk to transform the multiple local WV Birth to Three service codes for each Part C service type to four designated Medicaid billing codes and billed in the specified Medicaid format. Each Medicaid code will have a specified billing charge that reflects the Agency's total cost, and is therefore different from the amount paid to the local rendering service Payee

CSC Response:

During the initial rollout of the WV Birth to Three system, CSC implemented software that meets this requirement. Our system will continue to use the traditional cross walking of Current Procedural Terminology (CPT) codes when billing in the specified formats. In this process, the WV Birth to Three procedure codes are mapped to corresponding crosswalk codes, and each service occurrence with the same crosswalk code, child, and date of service is combined into one Medicaid or CHIP claim. At that point, the aggregate claims are sent in the standard 837P format to the funding source.

The tabular format of this data allows for easy maintenance. Any updates to the billing codes or crosswalk maps can easily be accomplished upon request. In previous contract periods, CSC has updated, at the WV Birth to Three program's request, the rates associated with the authorized services as well as the billing code crosswalks for WV Medicaid and WV CHIP. We will continue to maintain this data according to WV Birth to Three requirements during the new contract period.

4.2.1.4.2 Submit Medicaid Fund Recovery Files

4.2.1.4.2 Submit Medicaid fund recovery files in HIPAA compliant 837 format and retrieve remittance advices and 835 files as outlined by Medicaid, on a weekly basis

CSC Response:

CSC's current fund recovery accounting system makes use of a HIPAA-based interface for multiple funding sources including Medicaid and CHIP. Our system employs BizTalk servers which contain special features to create and/or read HIPAA file formats. On a weekly basis, the evaluation of practitioner claims for each funding source is performed within the WV Birth to Three data system. The resulting fund recovery claims are passed to the BizTalk Server where they are formatted into a HIPAA compliant 837P file. The 837P files are then submitted to Medicaid or CHIP via their online provider portal. When remittance advice (RA) data is available from the payer, the system retrieves the HIPAA compliant 835 files, reads and parses the RA data, and reconciles the RA data against the claims that were submitted. The raw RA data, as well as the reconciliation results, are then posted to the WV Birth to Three data system.

The creation and submission of the 837P claim files, as well as the processing and reconciliation of the 835 remittance advice files, represents current functionality CSC will continue to provide and maintain during the new contract period.

4.2.1.4.3 Prepare Fund Recovery Claims based on the Hierarchy

4.2.1.4.3 Prepare fund recovery claims based on the hierarchy established for funding sources, child/family eligibility, service definitions, and Practitioner credential

CSC Response:

CSC's fund recovery accounting system has been implemented in West Virginia to automatically bill funding sources based on WV Birth to Three's business rules for each funding source, child/family eligibility, service definitions, and practitioner credentials. The system employs a rules-based engine to process fund recovery based on client-side tables, including funding source priority and child eligibility. Practitioner claims that pass all evaluation rules are formatted into a HIPAA compliant 837P file and submitted to the funding source for which they are being evaluated. Similar rules and tables are used to determine when the practitioner's claim will be evaluated for the next funding source.

Practitioner claims that fail an evaluation rule will be re-evaluated each week during the fund recovery process for up to one year in order to apply any data changes that have occurred since the previous evaluation period. Among the re-evaluated claims, updates to child eligibility is the most frequently occurring data change that results in a successfully submitted claim.

This fund recovery evaluation process represents current CSC functionality. We will continue to work with WV Birth to Three to update the hierarchy should rules for funding sources or Medicaid/CHIP evaluation criteria change.

4.2.1.4.4 Interface with Other Systems within the Agency and Other Agencies

4.2.1.4.4 Interface with other systems within the Agency and other agencies as needed in order to confirm eligibility for various fund sources and/or services, including a 270/271 process

CSC Response:

CSC has developed a structured interface to support the exchange of required data between the fund recovery accounting system and all State Funding Source applications currently supported. Funding source eligibility data is gathered through the use of an electronic file exchange between CSC and the eligibility source agency. Each month, we create and submit Medicaid and CHIP eligibility requests in a HIPAA compliant 270 "Eligibility Request" file. These files are processed by the applicable State Funding Source who in turn creates a 271 "Eligibility Response" file and makes it available for download. CSC retrieves the 271 file from the eligibility source and imports the data into the fund recovery system by matching the eligibility response records to the eligibility request records submitted in the 270 file.

Prior to 2017, we had been requesting and processing WV Medicaid and WV CHIP eligibility data using a non-HIPAA compliant file format defined by the WV Department of Health and Human Resources (DHHR). In early 2017, we implemented the 270/271 file exchange for child eligibility data for both WV Medicaid and WV CHIP. This has resulted in gathering more accurate child eligibility information. CSC will continue to use the 270/271 file exchange in the new contract period.

4.2.1.4.5 Complete Delayed Submission of Claims

4.2.1.4.5 Complete delayed submission of claims to Medicaid and WV CHIP due receiving child eligibility information at a later date

CSC Response:

CSC's current application and processes support submitting claims to Medicaid and WV CHIP, including claims whose submission has been delayed due to receiving child eligibility information after the practitioner claim's initial evaluation for fund recovery. The eligibility request process includes multiple request records for each child that spans a specified time period (currently 8 months) so we can retrieve eligibility data for previous months that may have been delayed due to a child's late enrollment or eligibility determination with a given funding source. Each time fund recovery is processed, all practitioner claims for the past 12 months that have never been submitted to a funding source are re-evaluated against current business rules, including those for funding source eligibility. New eligibility data that has been imported since the last claim evaluation will be detected and the practitioner claim will be submitted to the applicable funding source provided it passes all other evaluation rules.

4.2.1.4.6 Resubmit Claims based on Denials from Medicaid and/or WV CHIP

4.2.1.4.6 Resubmit claims based on denials from Medicaid and/or WV CHIP

CSC Response:

CSC has developed and implemented automated resubmission procedures for several different "events" that regularly occur during the life span of practitioner claims and fund recovery claims. These include changes in the service date, mapped CPT code or place of service, the amount paid to the practitioner, and funding source eligibility. When new child eligibility data is imported from the 271 Eligibility Response file, the system will detect a change in a child's WV Medicaid or WV CHIP recipient number and automatically queue any applicable denied claims for re-evaluation in the next Fund Recovery period.

In addition, a manual process has been implemented to identify claims for resubmission due to irregular events that occur from time to time. These events are evaluated on a case-by-case basis to identify the applicable claims. Once the claims are identified, they are fed into the automated resubmission process.

CSC will work with the WV Birth to Three program to identify the specific Medicaid and WV CHIP claim denial codes for which resubmissions should occur and will leverage the manual process to identify the specific denied claims. These claims will then be fed into the automated process to perform the required resubmissions. The process of identifying the specific claims requiring a resubmission based on the select list of denial codes will become part of the regular fund recovery procedures.

4.2.1.4.7 Assist Agency with Financial Projections

4.2.1.4.7 Assist Agency with financial projections based on authorizations for the State fiscal year July 1 - June 30

CSC Response:

CSC acknowledges the advantage to WV Birth to Three of projecting the potential costs of outstanding authorizations. CSC will provide analysis and a report that supports this fund obligation projection. This report will provide detailed figures on a fiscal year basis for the number of unclaimed units and the associated dollar amount (based on the maximum unit rate) for each active authorization. CSC will work with the WV Birth to Three program to determine how to allocate the units and dollars to each fiscal year in situations where an authorization's life span crosses fiscal year boundaries. CSC will also work with the WV Birth to Three program to determine the specific business and functional requirements for that report and to detail the specific information that will be depicted on the report.

4.2.1.5 Practitioner/Payee Enrollment and Credentialing

4.2.1.5 Practitioner/Payee Enrollment and Credentialing: To ensure that early intervention services are provided by professionals that meet Agency's personnel standards in accordance with IDEA, Part C and to promote communication with all enrolled service Practitioners, Service Coordinators, and Payees.

CSC Response:

As the incumbent vendor, CSC's team is experienced and knowledgeable about WV Birth to Three practitioner/payee enrollment requirements and personnel standards. CSC's established procedures ensure required documents are received, and the practitioner meets the education, certification and/or license requirements of the specialty for a successful enrollment. CSC also has established processes in place to review practitioner/payee requirements, in accordance with SSAE 18 SOC 1 controls, to make sure that records are maintained, and all enrolled practitioners continue to meet the required standards of WV Birth to Three. As a part of this solicitation, we will continue to work with WV Birth to Three to keep practitioner/payee enrollment processes up to date with any changes in personnel standards from IDEA Part C or WV Birth to Three State policy.

4.2.1.5.1 Provide a Single User or Network Application for the Purpose of Enrolling Qualified Practitioners

4.2.1.5.1 Vendor should describe how it will provide a single user or network application for the purpose of enrolling qualified Practitioners in accordance with WV Birth to Three personnel standards and procedures. Vendor should include the following in its description:

CSC Response:

CSC currently utilizes a single application, called EIX, for enrolling practitioners to provide services for WV Birth to Three children. When forms are received from WV Birth to Three practitioners, the CSC Practitioner Enrollment Team employs a multistep process to review all received forms and evaluate the practitioner's submitted credentials against the current WV Birth to Three personnel standards. Once all forms are received and it is determined that the practitioner meets the enrollment requirements, CSC will enter all practitioner information into EIX.

WV Birth to Three practitioners enrolled via EIX will appear in the Practitioner Service Directory. The Practitioner Service Directory is a searchable listing of WV Birth to Three practitioners. Once enrolled, Practitioners receive a letter with instructions on how to access and update information on the Service Directory.

Additionally, once practitioners are successfully enrolled, they will appear in WVBTT Online and Service Coordinators will be able to assign authorizations to the practitioner.

CSC has been providing this service to WV Birth to Three since 2003. We are excited to propose an enhancement to this process as a part of this RFP response. Included in the proposed project plan are plans to enhance WVBTT Online to include both Practitioner/Payee Enrollment and Practitioner Service Directory functionality. We believe that moving these components into the new WVBTT Online application will modernize the practitioner enrollment solution while maintaining a look and feel which WV Birth to Three State, Service Coordinator and Practitioner users are familiar with. CSC believes this approach is a solution users will adapt to with ease as the functionality will be moving to a familiar system, thus reducing data migration and training efforts. This will also enable CSC and WV Birth to Three to phase in the new enhancements in an agreed-upon timeline. Additionally, this transition can be accomplished with little to no downtime for these important WV Birth to Three functions.

4.2.1.5.2 Website to Host Practitioner, Service Coordinator, and Payee Information

4.2.1.5.2 Website to host Practitioner, Service Coordinator, and Payee information including Billing Manual, enrollment forms, procedure codes and rate structures, and links to pertinent resources

CSC Response:

CSC is very familiar with the forms, manuals, and other information required for WV Birth to Three Practitioners and Service Coordinators and makes this information available to them on a special WV Birth to Three website called the Practitioner Service Directory. CSC developed and implemented the Service Directory shortly after the original system implementation and has hosted and maintained it ever since. Within the Service Directory, this information is organized into groups such as Enrollment Forms, Billing Information Forms, Online Access Forms and Electronic Billing Information so Practitioners and Service Coordinators can easily locate the form(s) and information they need.

The current version of the Practitioner Service Directory has served WV Birth to Three for several years, and CSC is excited to propose an enhancement to the Service Directory as a part of this RFP. Our vision for the new Service Directory is to move its features into WVBTT Online. This will not only modernize the Directory but give it the same look and feel of the WVBTT Online website currently being utilized by WV Birth to Three. The enhancement to the Practitioner Service Directory is included in the proposed project plan.

CSC proposes to continue utilizing the existing Service Directory during the development of the new Directory functionality. Once complete, all forms and other pertinent information will be posted in the new location. CSC will work with WV Birth to Three to provide communication and training to Practitioners, Service Coordinators and Payees to ensure all are aware of the new location of the resource information. Utilizing this approach will eliminate any lapse in access to these important documents.

4.2.1.5.3 Service Directory that includes all Practitioners and Service Coordinators by Specialty

4.2.1.5.3 Service Directory that includes all Practitioners and Service Coordinators by specialty with search features to locate Practitioners and Service Coordinators by Payee, county, zip code, and specialty discipline

CSC Response:

As the incumbent vendor, CSC currently hosts this functionality in the WV Birth to Three Practitioner Service Directory. The Service Directory allows users to search for a Practitioner or Service Coordinator utilizing primary search criteria such as Practitioner Name, Payee Name, County Name, Zip Code and Availability. The search feature also allows the user to select a primary search feature and drill down with additional search criteria such as Practitioner Type (Specialty Discipline) or Language. When drilling down from a primary search, users may also utilize other primary search criteria to narrow down their search. For example, when searching by Payee Name, a user may optionally enter search filters for Zip Code, Practitioner Type, Language and/or Availability. This advanced search feature allows the user to identify a practitioner that meets their most important criteria.

The existing Practitioner Service Directory will be redesigned and merged into WVBTT Online as a part of this proposal. As described in **Section 4.2.1.5.2** above, CSC's goal is to



launch the new Service Directory as a public facing page accessible to WV Birth to Three parents and other users. It will have the same functionality to search for Practitioners and Service Coordinators that the current Service Directory has, with a more modern look and feel. We are looking forward to sharing our vision for the new Practitioner Service Directory. This enhancement to WVBTT Online is built into the proposed project plan.

The phased in approach of the proposed project plan will ensure that there is no downtime for the Service Directory functionality. We understand the importance of this feature and it will be implemented within WVBTT Online prior to closing the current Service Directory website.

4.2.1.5.4 Review of Initial and Annual Enrollment Applications from Practitioners, Service Coordinators, and Payees

4.2.1.5.4 Review of initial and annual enrollment applications from Practitioners, Service Coordinators, and Payees to ensure that required paperwork is submitted, and to confirm documentation of proper licenses, certifications, liability insurance, email addresses, and training requirements as stipulated by Agency.

CSC Response:

CSC has been processing Practitioner, Service Coordinator and Payee initial and annual enrollment applications since 2003. No other vendor has the experience, expertise or proven processes that CSC has in this area. We understand the importance of ensuring that only qualified personnel are enrolled in the WV Birth to Three system, not only to provide the best services to the children of WV Birth to Three but to also maintain compliance with Medicaid and CHIP provider rules and regulations.

CSC's process begins with the WV Birth to Three Enrollment Checklist. Separate checklists are followed for initial versus annual enrollments. Enrollees are required to submit an enrollment application that details their name, mailing address, email address and specialty. Documents including proof of licenses, certifications, liability insurance, and training are also required. On the initial enrollment, we must receive a background check from the State Police. Additionally, WV Birth to Three requires enrollees to submit forms such as a Payee Agreement, Confidentiality Agreement, Online Access Form and Direct Deposit Form. We thoroughly review each enrollment packet received to validate that all required documents are included. If we find the packet is not complete, a Missing Information Letter is mailed to the enrollee. This letter lists all required documents or forms that must be submitted to complete the enrollment.

Once all the required forms are received, CSC validates the practitioner fulfills the personnel standards for the specialty. We only enter the practitioner information into the enrollment application (EIX) after all documentation validations are complete. Once the practitioner information is entered into the EIX application, a Confirmation of Enrollment letter is

CSC has been processing Practitioner, Service Coordinator and Payee initial and annual enrollment applications since 2003.

mailed to the practitioner. This letter notifies the practitioner of the successful enrollment and provides instructions on how to sign up for the Practitioner Service Directory website. The enrollment is not considered complete until the practitioner enrolls in the Service Directory and updates their availability to provide services. It is then that the practitioner will appear in WVBTT Online to be assigned service authorizations.

CSC employs a standardized process to review all WV Birth to Three enrollments. A CSC Team Member, different from the original processor, will review the WV Birth to Three enrollment to validate all required documents are present, the practitioner meets the qualification standards, the data entry is correct, and the correct communication was sent to the practitioner. We do this for 100% of all enrollments to ensure validity. This review process is an important part of our controls for the SSAE 18 SOC 1 annual audit.

The CSC team is available at a toll-free number to assist practitioners with all aspects of the enrollment process. The contact information is posted in the "Contacts" section of the Service Directory website and on all enrollment notification letters mailed to the practitioners. CSC prides itself in providing excellent customer assistance to enrolling practitioners. Our practitioner support team has sixteen years of experience and is available to assist practitioners with all aspects of the enrollment process, from answering questions regarding required forms to walking through the sign-up process for the Practitioner Service Directory website.

CSC proposes to maintain the practitioner enrollment procedures in the next contract period. We also welcome conversations with WV Birth to Three to discuss opportunities to enhance these procedures or simplify procedures to better serve the practitioner community.

4.2.1.5.5 Approve Complete and Accurate Applications and Enroll Practitioner, Service Coordinator, or Payees

4.2.1.5.5 Approve complete and accurate applications and enroll Practitioner, Service Coordinator, or Payees in the WV Birth to Three system with listing inserted into the Service Directory

CSC Response:

CSC's Practitioner Enrollment processes include the approval of complete and accurate applications to enroll Practitioners, Service Coordinators and Payees in the WV Birth to Three system. Included in this process are validations to ensure all required documentation is received and complete and the enrolling practitioner meets the required WV Birth to Three personnel standards as defined in our SSAE 18 SOC 1 audit controls. Once the enrollment is complete, we mail the practitioner a Confirmation of Enrollment letter. This letter notifies the practitioner of the successful enrollment and provides instructions on how to obtain a user name and password for the Practitioner Service Directory website. Practitioners are required to log in to the Service Directory and update their availability to provide services. They also have the option to include additional information such as the area they serve, fluent languages, and any other additional comments. This information will display on the Service Directory search results lists.

CSC proposes to continue the practitioner enrollment processes as a part of this solicitation. The existing Service Directory website will be enhanced as a part of the proposed project plan. This enhancement will require updates to the Confirmation of Enrollment letter and the process practitioners, service coordinators and payees must follow to be listed on the new Service Directory. We will work with the State during the project to update letters and processes and design a communication and training plan for the practitioner community.

4.2.1.5.6 Notify Practitioners that do not Complete Agency Required Annual Enrollment Updates

4.2.1.5.6 Notify Practitioners that do not complete Agency required annual enrollment updates; implement disenrollment processes, and provide updates to Agency

CSC Response:

CSC is knowledgeable about WV Birth to Three required annual enrollment updates for Practitioners and Service Coordinators. CSC has established processes in place to actively monitor annual enrollment activities to ensure practitioners and payees submit all required documents. The annual requirements include updated license or certification documentation, current liability insurance information, WV Birth to Three practitioner agreement and confidentiality forms and proof of continuing education activities.

Two reports available in the WVBTT Online application that CSC utilizes to track annual enrollment updates. The reports are:

- **Practitioner Continuing Education Over Due Current Month-** This report lists practitioners whose credentials expired within the current month. It provides details such as Practitioner Name, Enrollment Date, Last Credential Date and Credential Due Date.
- **Practitioner Continuing Education Over Due All –** This report lists all enrolled practitioners who have past due credentials. It has details such as Practitioner Name, Enrollment Date, Last Credential Date and Credential Due Date.

These reports are monitored monthly by CSC and are also available to WV Birth to Three staff to run at any time.

In the event annual enrollment documentation is not received by the Practitioner Enrollment Team, CSC begins a process of notification and disenrollment of practitioners or payees. In the month following the expiration of an enrolled practitioner's credentials, CSC sends a notice listing the outstanding required documentation that must be submitted by the practitioner. The notification process includes the following steps:

- **First Notice –** The notice is mailed in the month following the practitioner's credentialing expiration date. The notice lists the outstanding required documentation and provides a 15-day period for the completion of the annual enrollment process.

- **Second Notice** – If the enrollment process is not completed prior to the end of the first 15-day period, a second notice identifying an additional 15-day period is mailed. This notice again lists the outstanding required documentation.
- **Final Notice** – In the event the enrollment process is still not completed by the end of the second 15-day period, a third and final notice will be mailed stating a date, 15 days out, at which time the practitioner will be disenrolled if the process is not completed. The notice lists the outstanding required documentation and includes procedures to disenroll from WV Birth to Three in good standing.

Practitioners or Service Coordinators who do not complete the annual enrollment activities and have received 3 notifications are reported to WV Birth to Three for review. When CSC receives approval from WV Birth to Three, the practitioner will be formally disenrolled and will no longer be able to receive authorizations to provide WV Birth to Three services. CSC sends a report to WV Birth to Three each month listing the disenrolled practitioners. We will continue to perform this notification and disenrollment process for the new contract period and are open to discussing with the State modifications to improve this process.

4.2.1.5.7 Send Monthly Reports to WV Birth to Three

4.2.1.5.7 Send monthly reports to WV Birth to Three that include all new enrollments and disenrollment for previous month

CSC Response:

CSC currently has processes in place to send monthly Practitioner/Payee reports to WV Birth to Three. The following reports are delivered on a monthly basis:

- **Enrolled Providers** – This report lists the information about new practitioners enrolled during the reporting month. It provides details such as Practitioner Name, Payee Name, Specialty and Start Date.
- **Terminated Providers** - This report lists the information about practitioners with terminated enrollments during the reporting month. It provides details such as Practitioner Name, Payee Name, Specialty and End Date.

While these reports are delivered to WV Birth to Three each month, they are also available in WVBTT Online and State users can run at any time for any specified time period. CSC will continue this process during the new contract period.

4.2.1.5.8 Implement a Process for Holding, Stopping, and Recouping Provider Payments

4.2.1.5.8 Implement a process for holding, stopping, and recouping provider payments based on sanctions imposed by Agency

CSC Response:

CSC currently has a process in place to hold, stop and recoup provider/practitioner payments. At the direction of WV Birth to Three, we will take the appropriate action to the

practitioner/payee record prior to the next payment cycle. CSC has the ability to enter transactions onto the payee record to prevent payments or recoup overpayments from a WV Birth to Three payee. CSC will continue to work with the Agency to address these payee sanctions.

4.2.1.5.9 Host and Manage a Statewide Email Broadcast System

4.2.1.5.9 Host and manage a statewide email broadcast system that allows WV Birth to Three staff to send messages to enrolled Practitioners, Service Coordinators and Payees

CSC Response:

CSC currently provides a statewide email broadcast system within the Practitioner Service Directory website to allow WV Birth to Three State staff to send messages to enrolled Practitioners, Service Coordinators and Payees. Service Directory users, with a State login, have an option for "State Email". The user can select this option and create an email message for Practitioners, Service Coordinators and/or Payees. An important feature of this functionality is the ability to select groups of email recipients. State users can perform a search for email recipients by specialty. The search returns a list of enrolled WV Birth to Three service practitioners that meet the specified criteria. State users can select just a few or all practitioners from the list. The email functionality also allows the State to attach files to the message and preview before sending to the intended practitioners, service coordinators or payees.

The ability to send a broadcast email is a part of the current Practitioner Service Directory website. It will be included in the Service Directory redesign that is proposed in this solicitation. CSC understands the importance of this feature to WV Birth to Three. We will discuss the broadcast email redesign during requirements gathering to determine if there is any functionality that may be modified to make this feature more efficient for State users.

4.2.1.5.10 Allow Practitioners, Service Coordinators and Payees the Ability to Update their Own Availability and Descriptions Sections in the Service Directory

4.2.1.5.10 Allow Practitioners, Service Coordinators and Payees the ability to update their own availability and descriptions sections in the Service Directory

CSC Response:

The WV Birth to Three Practitioner Service Directory website currently allows Practitioners, Service Coordinators, and Payees the ability to maintain information to be included in the Directory listing such as availability and description. Upon successful enrollment, Practitioners, Service Coordinators and Payees receive a Confirmation of Enrollment letter. This letter includes information to assist new enrollees in obtaining a user name and password to access the Service Directory.

Once the access information is received, Practitioners, Service Coordinators, and Payees are able to log into the Service Directory to maintain their listing information. They are required to update their availability at least once every 90 days to keep their listing active so it will display in searches. They may also enter optional information such as Years of Experience, Languages, Counties Served and Zip Codes Served. There is an "Additional Comments" section where resume information or other important information may be entered. Information that the Practitioners, Service Coordinators and Payees enter into this record will be visible in their listing that populates in the Service Directory Search results.

As mentioned in the preceding sections, the current Practitioner Service Directory will be redesigned and included in WVBTT Online. This enhancement will allow Practitioners, Service Coordinators and Payees to update their Service Directory information within the WVBTT Online application. We believe this will streamline the current process to allow the users to maintain their Directory Listing information in WVBTT Online, an application they frequently utilize. We also know that since the Service Directory was first introduced, the WV Birth to Three program has evolved. During the requirements phase of the Directory redesign, we are looking forward to having a conversation about the Service Directory information collected for Practitioners, Service Coordinators and Payees to ensure the new Service Directory is developed to serve WV Birth to Three well into the future.

4.2.1.6 Reporting and Operating Functions

4.2.1.6 Reporting and Operating Functions: To ensure effective management and oversight of CFO functions.

CSC Response:

CSC is pleased to have delivered CFO services continuously to West Virginia since 2003. CSC is fully functional with respect to the CFO operational requirements and no new work, cost, or time is required for WV Birth to Three to continue its fully operational status at the start of the new contract. CSC believes it addresses these crucial needs far better than any other vendor and will continue to provide effective management and oversight of CFO functions with no disruption. Our proposed implementation schedule is the continuation of full readiness on Day One of the new contract. On award of the contract, CSC will plan to review current operational functions with WV Birth to Three to determine if processing adjustments are needed. As such, a work plan for the initial implementation is not required. However, we have included a review plan for each of the operational areas below.

Project Work Plan and Schedule

Vendor should include a project work plan and schedule for implementation that includes:

CSC Response:

As the incumbent vendor, the CFO functions listed in the sections below will be fully operational on Day One. We understand that the proposed enhancements detailed in our project plan (including practitioner claim entry, online IFSP functionality, practitioner service

directory modernization, practitioner enrollment enhancements, and a parent portal) may require modifications to existing CFO processes. These procedures will be reviewed and updated during the requirements gathering portion of the project plan.

4.2.1.6.1 Explanation of the Organizational Structures of Operations and Program Administration

4.2.1.6.1 Explanation of the organizational structures of operations and program administration that includes how they will support service implementation

CSC Response:

CSC has served WV Birth to Three for 16 years and is fully operational in all aspects of day-to-day requirements. There are no transitional costs or transitional plans needed for WV Birth to Three to continue to receive the same level of operational excellence CSC currently provides. CSC also recognizes this RFP envisions the successful vendor providing WV Birth to Three with ideas on modernizing the technology that supports its program in order to achieve key goals, cost efficiencies, and improved services to West Virginia families and children. A practitioner claim entry, online IFSP, service directory modernization, practitioner enrollment modernization, and a parent portal to access information are included in this response.

CSC has provided account management, project management, operational functions, and application support to WV Birth to Three since 2003. Over these 16 years, CSC configured the administrative and operational teams to meet WV Birth to Three's needs, considering the needs and attributes of the State. CSC looks forward to the opportunity to continue serving West Virginia's program and its families and children by providing both technology and Early Intervention domain expertise to the State.

Program administration is the responsibility of the CSC Project Manager, who is accountable to WV Birth to Three for all deliverables, including the following:

- Oversees project management
- Monitors the health of the technology applications and the hosting site,
- Manages the operational and delivery teams
- Directs the overall delivery of services to the program.

The CSC delivery model is built around a Project Manager responsible to the client to execute all the obligations of the contract. The Project Manager is responsible for understanding the needs of the WV Birth to Three program and bringing CSC's resources together to meet those needs. CSC is proposing that Nadine Tyler continue to serve in this role. She will schedule calls and periodic visits, deliver reports and program related documents, and communicate issues and appropriate mitigation strategies.

The CSC Early Intervention team plays a central role in the support of the daily operations of the WV Birth to Three system. These daily functions support practitioner enrollment, claims

adjudication, call center support, reporting, and fund recovery. Each is described in more detail below.

CSC currently processes enrollment applications for WV Birth to Three practitioners. For the past 16 years, CSC has handled the annual credentialing process, assuring WV Birth to Three practitioners are credentialed according to the specifications set forth by WV Birth to Three. This includes, but is not limited to, the collection of liability insurance information, updated certificates, and criminal background checks.

CSC processes claim submissions for early intervention services from program practitioners according to the adjudication rules set forth by WV Birth to Three. CSC works with several EDI processors in order to adjudicate claims electronically. Both paper claim submission and electronic claim processing will continue without interruption through the transition from the current contract period to the new contract period. The ability for Practitioners to complete online claim entry will be included with the addition of the Provider Account Module enhancement that is scheduled to be completed shortly after the contract start date. Practitioner payments are processed on a weekly basis. The claims are adjudicated and scheduled for payment, with two deliverable reports forwarded to the WV Birth to Three Project Manager for review. Upon approval, the reports are uploaded to the secure FTP site for WV Birth to Three access and review. Notification of and access to these payment reports is communicated to the State-designated employees.

CSC supports calls from the State and practitioners of WV Birth to Three. Any issue reported is escalated to the Project Manager for review and resolution determination. If a defect in the software is found, the issue is reported via the JIRA system (CSC's Project Management Tool) and delivered to the development team for processing and resolution. Software deployments are completed on a monthly release schedule. CSC works with WV Birth to Three to determine the priority of issues included in the monthly release. Critical issues may be deployed outside of the monthly schedule, and we will work with WVBTT to address these issues.

CSC runs monthly, quarterly, and yearly reports required by WV Birth to Three. These reports are delivered to the Project Manager for review and then uploaded to the secure FTP site. Once again, access to the secure FTP site is determined by WV Birth to Three and made available upon request via the Project Manager.

CSC processes all Medicaid and CHIP eligible claims for WV Birth to Three. This process consists of updating the database with eligibility information communicated using the 270/271 HIPAA compliant file format from both WV Medicaid and CHIP and submitting claims to each entity for payment using a HIPAA compliant 837 file format and the processing of Remittance Advice data using the 835 HIPAA compliant file format. Since 2004, we have helped WV Birth to Three submit over 1,800,000 Medicaid claims representing over \$184M of services provided to West Virginia children. Since early 2011, we have submitted over 61,000 claims representing over \$6.3M in services to West Virginia CHIP enabling it to stretch its funding further in service to the children of WV.



CSC processes the Remittance Advice (RA) information for both funding sources while the actual payment for these claims is routed directly to WV Birth to Three. All these processes are currently completed using rigid procedural standards and successfully adhere to the SSAE 18 SOC 1 standards. This audit is conducted annually during the 3rd and 4th quarter of the WV Birth to Three fiscal year. The final report is delivered to WV Birth to Three within 60 days of the end of their fiscal year. The Project Manager is responsible for ensuring all CSC activities are compliant with SSAE 18 SOC 1 expectations.

4.2.1.6.2 Demonstrated Knowledge of Services to be Provided and Effective Strategies to Achieve Goals and Objectives

4.2.1.6.2 Demonstrated knowledge of services to be provided and effective strategies to achieve goals and objectives

CSC Response:

As the incumbent vendor supporting the WV Birth to Three program, CSC has 16 years of experience administrating the WV Birth to Three program. The assigned Project Manager has managed Early Intervention accounts for 13 years.

As requirements discussions are initiated to support system enhancements, the Project Manager will continue to play a key role in representing WV Birth to Three's needs to the delivery team. These enhancements include:

- Practitioner online claim entry
- Online IFSP
- Service directory modernization
- Practitioner enrollment modernization
- Parent portal

A dedicated CSC project delivery team will execute the WV Birth to Three development project. CSC will provide a complete weekly status report, including key accomplishments, anticipated milestones, issues, and resolutions.

The following outline demonstrates the knowledge of services to be provided and the effective strategies to achieve the goals and objectives.

Program administration is the responsibility of the CSC Project Manager. The responsibilities include but are not limited to:

- Accountable to WV Birth to Three for all deliverables
- Oversees project management, the health of the technology applications, the hosting site, the operations and delivery team, and the overall delivery of services to the program.



- Responsible to the client to execute all the obligations of the contract.
- Responsible for understanding the needs of the WV Birth to Three program
- Responsible for bringing CSC's resources together to meet the needs of the WV Birth to Three program
- Schedules calls, periodic visits, delivers reports and program related documents, and communicates issues and appropriate mitigation strategies.
- Responsible for ensuring all CSC activities are compliant with SSAE 18 SOC 1 expectations.

Practitioner enrollment is completed by a highly skilled team that has sixteen years of experience. The processes completed by this team include:

- The initial enrollment of practitioners who meet WVBTT program standards.
- The annual credentialing process, assuring WV Birth to Three practitioners are credentialed according to the specifications set forth by WV Birth to Three.
- The collection of liability insurance information, updated certificates, and criminal background checks.
- Accurate entry of all practitioner enrollment information, including the review of 100% of all practitioner enrollments to meet SSAE 18 SOC 1 controls.

Claims Adjudication:

- CSC processes claim submissions for early intervention services from program practitioners according to the adjudication rules set forth by WV Birth to Three.
- CSC works with several EDI processors in order to adjudicate claims electronically through the WV Birth to Three application.
- CSC currently accepts paper claim submission and electronic claim submission. Included in the project plan is the enhancement to add online practitioner claims functionality. Claims are adjudicated and each week practitioner payments are calculated, and the practitioner payment file and report are created. These reports are reviewed by the Project Manager and delivered to WV Birth to Three via a secure FTP site.
- Notification of and access to these payment reports is communicated to the State-designated employees as part of the SSAE 18 SOC 1 audit controls.

Call Center Support:

- Calls are taken from the State and practitioners of WV Birth to Three.
- Calls are tracked in Magic, our call center software package.

- Calls are primarily related to software functionality, practitioner credentialing, practitioner claim payments, and child authorizations.
- If software defects are reported, the issue is initiated in JIRA, our issue tracking system, and reported to the Project Manager. The Project Manager works with the development, quality assurance, and production support teams, to correct the defect.

Reporting:

- CSC produces required monthly, quarterly, and annual reports. The reports are reviewed by the Project Manager and uploaded to the secure FTP site, where WV Birth to Three staff may retrieve the reports.
- Reports are available to authorized users in WVBTT Online.
- CSC also produces ad hoc reports as requested by the State.

Medicaid and CHIP Fund Recovery:

- An eligibility process is initiated monthly utilizing the 270/271 HIPAA compliant file format from both WV Medicaid and CHIP. Eligibility information is captured and retained by CSC.
- Claims are evaluated and submitted to each entity for payment using a HIPAA compliant 837 file format.
- Remittance Advice data is processed using the 835 HIPAA compliant file format.
- Payment for these claims is routed directly to WV Birth to Three.

4.2.1.6.3 Description of Approach and Strategy for Project Oversight and Management

4.2.1.6.3 Description of approach and strategy for project oversight and management

CSC Response:

The CSC Project Manager is the primary point of contact for all WV Birth to Three activities. CSC believes this account management approach, which relies on an experienced Project Manager as an internal advocate for the client, yields superior results, especially for State programs. The CSC Project Manager serves as the client's representative on the CSC delivery team.

In addition, a management team provides support to the Project Manager. Formal bi-weekly status calls with the Global Healthcare Delivery Manager and monthly calls with both the Account Executive and Global Healthcare Delivery Manager are held. Emphasis is on meeting client expectations and health of the relationship. Issues are discussed and plans formulated to keep activities on track. In addition, the Global Healthcare Delivery Manager and Account Executive are always available to meet with WV Birth to Three for any reason.

CSC developed controls and has written comprehensive Service Organization Control (SSAE 18 SOC 1) procedure and process manuals customized for WV Birth to Three. As the current CFO vendor for WV Birth to Three, CSC will continue to follow these established procedures and processes. In order to maintain successful compliance with the SSAE 18 SOC 1 procedures, CSC will continue to host an established quarterly meeting to review adherence to the documented procedures. The meetings include the Project Manager, CSC production support team members and CSC management team members.

CSC is prepared to continue CFO services, without interruption, for WV Birth to Three on Day One of the new contract. CSC is committed to a delivery capability which supports the successful implementation of the practitioner online claim entry, online IFSP, service directory modernization, practitioner enrollment modernization, and a parent portal.

On WV Birth to Three projects, CSC follows best practices as identified by the Project Management Institute (PMI®). Please see figure below.

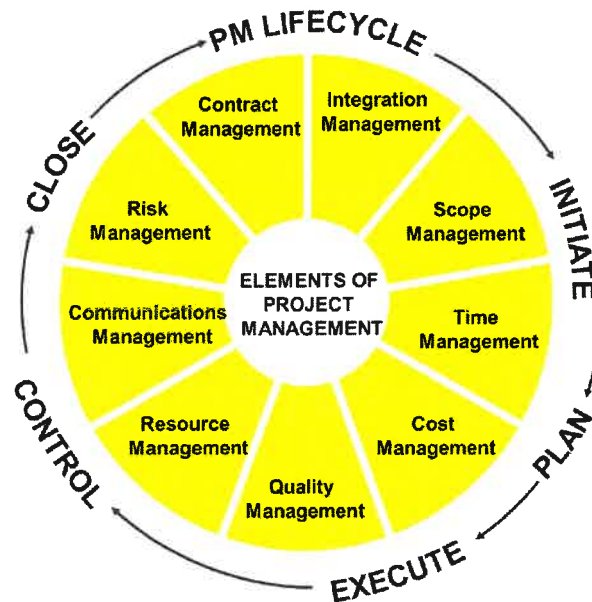


Figure 26. CPMP Functions

CSC Project Management Process (CPMP) provides a template to develop a comprehensive project roadmap where project risks are significantly mitigated, the business needs are met, and the project is delivered on schedule and within budget. The CPMP process is described in greater detail in [Section 4.2.2.1](#).

The Project Manager works very closely with the Early Intervention team to validate best practices are followed, to maintain contract obligations and to meet customer expectations.

Lessons learned from all projects are shared within our organization to strengthen our processes for future projects. With the combination of these factors - the information shared above regarding the project management approach we utilize; our extensive knowledge of

Early Intervention programs gained with many years of experience; and our technological background and experience - CSC is the prime candidate for fulfilling the practitioner claim entry, online IFSP, service directory modernization, practitioner enrollment modernization, and parent portal projects.

4.2.1.6.4 Explanation of Processes that will be Implemented in order to Complete all Tasks and Phases of the Project in a Timely Manner

4.2.1.6.4 Explanation of processes that will be implemented in order to complete all tasks and phases of the project in a timely manner

CSC Response:

With nearly 16 years of continuous service to WV Birth to Three, CSC is already at full operational status. By choosing to continue its relationship with CSC, West Virginia will remain fully operational on Day One of the new contract, with no necessary transition, no transition costs to be incurred, no new business risk and no gap in services to families and children in West Virginia.

CSC has adopted standard methods and procedures to ensure that tasks and projects are completed in a timely manner. These processes will continue with no interruption in the new contract period. Operational tasks are monitored by both the Project Manager and Central Finance Office Supervisor. The Project Manager and the Central Finance Office Supervisor will closely track and verify that operational tasks are completed on time and with quality. We propose to review current processes for each operational area with WV Birth to Three to make sure processes are up to date with any program requirement changes. The current process is discussed in the sections below and includes review topics. Assuming an April 2020 start date, the proposed schedule for review of these activities are as follows:

Operational Area	Proposed Process Review Month
Monthly Release Process	8/2020
Practitioner Enrollment/Credentialing Process	9/2020
Claim Entry Process	4/2020
Fund Recovery Process	5/2020
Call Center Support Process	6/2020
Reporting Process	7/2020

Table 2. Proposed Schedule for Process Review

Monthly Release Process –A monthly software release process is currently in place. This process allows CSC to release updates to software on a consistent basis. A business analyst defines and documents software updates with WV Birth to Three and the CSC team. Once the update is approved by WV Birth to Three, the update is reviewed by the CSC team and is scheduled for release based on WV Birth to Three priorities. The release is produced

by development, verified by quality assurance, and released by production support. The separation of duties and quality checks at each stage of the process allows CSC to be confident only fully tested code will be placed into production as per the SSAE 18 SOC 1 audit controls. This process will be used for the proposed system enhancements: practitioner claim entry, online IFSP, service directory modernization, practitioner enrollment modernization, and parent portal.

A similar process is followed for issue correction which allows for software issues to be evaluated and corrected based on priority and user impact. For high priority issues, an out of cycle release process is followed which allows software to be deployed more rapidly with quality being the highest priority.

Practitioner Enrollment/Credentialing Processes – Practitioner enrollment and credentialing is completed by a team that has sixteen years of experience specific to WV Birth to Three. This team completes review and entry of the information within 3 business days of receipt. In most instances the information is entered in less than 3 business days of receipt. Quality assurance is completed on 100% of the Practitioner Enrollment / Credentialing information in compliance with SSAE 18 SOC 1 audit controls. Discussions will be held with WV Birth to Three staff regarding process updates based on WVBTT Online modernization for practitioner enrollment and the service directory. A more detailed explanation of the practitioner enrollment process can be found in **Section 4.2.1.5**.

Claim Entry – Practitioners currently have the capability to send their claims to CSC via mail, where CFO Operations enters the claims. The CSC team completes entry of the information within 3 business days of receipt. In most instances the information is entered in less than 3 business days of receipt. Quality assurance is completed on one percent (1%) of the claims entered for the day or at least 10 claims each day depending on which is the higher number per SSAE 18 SOC 1 audit controls. Practitioner Claim Entry will be implemented as a part of the project plan and practitioners will be able to enter claims directly into an online Provider Account Module. As a part of the enhancement, CSC will work with WVBTT State staff to discuss practitioner notification and a training plan. A more detailed explanation of the claim entry process can be found in **Section 4.2.1.3**.

Fund Recovery – CSC processes all Medicaid and CHIP eligible claims for WV Birth to Three including updating eligibility information, submitting claims, and processing remittance advice files. A review will be conducted with WV Birth to Three to determine if any adjustments are needed for this process. A more detailed explanation of the fund recovery process can be found in **Section 4.2.1.4**.

Call Center Support – The Call Center supports calls from the State and practitioners of WV Birth to Three. To ensure quality, a review of calls for each call center staff person is conducted and feedback provided. The call center processes will be reviewed and updated based on the system modifications in the proposed project plan. We will also make sure that the Call Center is trained on new system features, so they are able to assist WV Birth to Three users with any questions when the system change is implemented. The process

updates will be reviewed with WV Birth to Three. A more detailed explanation of the call center can be found in **Section 4.2.1.3.8**.

Reporting - CSC runs monthly, quarterly, annual, and ad hoc reports required by WV Birth to Three. A review will be completed regarding any new reports that are needed based on current functionality. As new functionality is added, new reporting requirements will be discussed with WV Birth to Three. A more detailed explanation of the available reports can be found in **Sections 4.2.1.6.6 to 4.2.1.6.9**.

4.2.1.6.5 Procedures to Protect the Confidentiality of Records

4.2.1.6.5 Procedures to protect the confidentiality of records in WV Birth to Three databases, including database records that may be transmitted electronically via email or the internet

CSC Response:

WV Birth to Three children and families have the right to expect their records to be managed in strict privacy and security, not just because the law requires it, but also simply out of respect. CSC understands the requirements for HIPAA and FERPA compliance and maintains rigorous internal processes and standards to protect information.

CSC maintains stringent database security through Microsoft SQL Server's role-based security functionality. CSC users are assigned the least privileged access needed. This provides for a secure database environment and efficient management of database access control. SQL Server provides password complexity and expiration policies and supports full encryption of sensitive communication between client applications (WVBTT Online) and the server. SQL Server's Transparent Data Encryption feature automatically encrypts and decrypts data as data is inserted into and retrieved from the database. This enhances security and simplifies maintenance while providing better performance than other encryption techniques. CSC also audits and logs every database connection for maximum database security.

CSC has appointed a privacy compliance officer responsible for the management of privacy practices, documentation of any issues, and for the development of response plans. All CSC staff members working on Early Intervention accounts are required to attend HIPAA and FERPA compliance training. The training is updated periodically to reflect changing regulations.

CSC provides secure and easy transfer of service and financial information as children and families transfer within the State. CSC also uses a secure FTP site for the delivery of ad hoc reports to the State. WV Birth to Three employees to be given user access to this site are identified by the WV Birth to Three Director and CSC manages the access rights for each user identified.

4.2.1.6.6 Providing RAU Staff Access to Develop Routine Reports

Vendor should provide descriptions of how it will provide Agency and other defined users access to routine reporting capabilities that include:

CSC Response:

CSC understands reporting needs are crucial to the successful management of the WV Birth to Three program. WVBTT Online contains two reporting mechanisms to keep data at the fingertips of the user. The available reports are based on the user roles defined by WV Birth to Three, and users have the ability to customize the pre-defined reports by utilizing the available filter criteria.

Reports are available to the State in the following ways:

- WVBTT Online has lists of frequently used information available from the home page. These 8 Common Search reports can be sorted based on any of the data headings.
- WVBTT Online has reports available based on user type. These reports can be exported into several formats including pdf, Excel, Word, and csv.
- Central Claims Gateway (CCG) Reporting System has extensive claim-based reports. These reports are run by the Project Manager and delivered to a secure ftp site on an agreed-upon schedule.
- CSC is available to develop ad hoc reports upon request.

In addition, the CSC early intervention team of IT professionals and Project Manager are available to assist the State with every aspect of gathering, presorting, interpreting and presenting the program's data housed within the data system.

CSC understands that the State's reporting needs may evolve over time with new areas of program oversight required or mandated changes in federal or state regulations. With this in mind, CSC proposes to work with the State when the need arises and add up to 20 new reports over the life of the contract.

4.2.1.6.6 Providing RAU staff access to develop routine reports such as Service Coordinator and Interim Service Coordinator caseloads; Interim Service Coordinator referrals by date; open referrals; and days from referral to eligibility along with reasons for why initial IFSP was beyond 45 days. Reports must be formatted to allow data sorts by users.

CSC Response:

WVBTT Online allows RAU users access to data and reports that provide data for their region. Eight Common Searches are immediately available on each user's home page. These reports are restricted to only display child records for which the user has access. Users may sort these reports based on any of the report headings. CSC will enhance these Common Search reports, so they are downloadable into Excel. This will allow RAU users increased access to data and allow them to create worklists and filter report data according to their specific needs.

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Figure 27. Home Page Common Searches – WVBTT Online

In addition to the 8 Common Search reports located on the WVBTT Online home page, 13 SPOE (RAU) reports are available in the WVBTT Online Reporting menu. The available reports are listed in the table below.

Report Title	Description
Average Age at Initial IFSP	This report computes the Average Age in months from Date of Birth to Initial IFSP for the children who’s Initial IFSP falls within the selected date range.
Average Age at Referral	This report computes the average age in months from Date of Birth to Referral Date for the children whose referral date falls within the Referral date range entered and grouped by county.
Average Days Referral to IFSP	This report displays the Average # of Days from Referral to Initial IFSP for a list of children having a Referral date within the selected date range.
Child List with Active IFSP	This report provides a list of active children that have an active IFSP.
Children Pending IFSP	This report provides a list of active children that are in Intake and do not have an IFSP.
Children Pending Intake	This report provides a list of active children who do not have an Intake record.
Children Referral Detail	This report provides Referral Detail of all children with a Referral Date or Initial IFSP Start Date within a selected date range.
HOH Labels	This report produces a listing of children that have a Head of Household record by RAU and County.
IFSP Monthly Detail	This report provides IFSP Monthly Detail information of all children with an Initial IFSP Start Date within the selected date range.

Report Title	Description
IFSP Monthly Summary	This report provides the count of children with an IFSP Start Date within the selected date range.
Referral Source	This report provides the count of children referred in the selected date range by county.
Referral Source By Name	This report provides the count of children referred by Referral Source and Referral Name and County.
Program Eligibility Summary	This report provides a list and count of the different types of eligibility per county and RAU for an IFSP date range.

Table 3. SPOE (RAU) Reports

If additional reports are required by the RAU, CSC will work with WV Birth to Three to define the report and implement it into WVBTT Online. Up to 20 additional reports may be developed during the new contract period.

4.2.1.6.7 Providing Agency with requested data extracts

4.2.1.6.7 Providing Agency with requested data extracts that can be imported into Microsoft Access for routine reports such as: number of days from referral to IFSP; children who transition during a period including transition conference dates; procedure code utilization; timely services; children with active initial and annual IFSPs during a period; child count and place of service; and primary eligibility categories.

CSC Response:

WVBTT Online has reports available to State and RAU users for program management and oversight. In addition to the reports listed in **Section 4.2.1.6.6**, Federal Indicator reports are available to State users. The federal indicator reports available are listed in the table below.

Report Title	Description
Federal 1 – Timely Services	This report provides a list of children that received new services within the selected IFSP date range.
Federal 2 – Aggregate Count	This report (Federal 2,5,6) provides a list of primary and secondary referral sources for all children within a selected IFSP date range.
Federal 2 – Child Count and Primary Setting	This report (Federal 2,5,6) provides a list of the primary settings for all children within the selected IFSP date range.
Federal 3 – Child Outcomes	This report provides child outcome data of all children terminated in the selected date range.
Federal 7 – Children with an IFSP Start Date in Date Range	This report provides a list of children with an IFSP start date within the selected date range.
Federal 8a – IFSP Transition Steps	This report provides a list of children who have exited the Early Intervention program during a specific time period and includes their IFSP Transition Steps and Services.

Report Title	Description
Federal 8b – Transition Notification	This report provides a list of children that will turn or have turned 3 within two months of the selected date range and includes their child data information and primary contact information.
Federal 8c – Timely Transition Conference	This report provides a list of children who turn 3 in the selected date range and includes their transition information.

Table 4. Federal Indicator Reports

CSC also provides WV Birth to Three with CCG reports. The CCG reports are delivered to the State on an agreed-upon time frame and include data related to practitioner claims. With the implementation of the Provider Account Module as a part of the proposed project plan, CSC requests the opportunity to discuss additional reports that will benefit the WVBTT program and provide even greater insight into claim data. These additional reports will not replace the current report delivery schedule but will enhance visibility into claims data.

All WVBTT Online reports and CSC delivered reports will either be available in Microsoft Excel or a .csv text file and, in turn, may be imported into Microsoft Access.

4.2.1.6.8 Providing Agency with ad hoc statistical and management reports upon request

4.2.1.6.8 Providing Agency with ad hoc statistical and management reports upon request

CSC Response:

CSC currently provides WV Birth to Three with ad hoc statistical and management reports upon request and will continue to do so throughout the new contract period. CSC works closely with the State to define the information needed for the ad hoc report, and our data analyst creates and formats the report. The ad hoc report is reviewed by the Project Manager prior to delivering to WV Birth to Three. All ad hoc reports requested by WV Birth to Three are posted to a secure FTP site to which only State-designated personnel have access.

4.2.1.6.9 Ensuring that Access to all Reports is based on Level of Security Approved by Agency

4.2.1.6.9 Ensuring that access to all reports is based on level of security approved by Agency

CSC Response:

The Common Searches and reports available in WVBTT Online are defined by the authorized user’s role. During the initial implementation of WVBTT Online, CSC worked with WV Birth to Three to gain approval for the reports available to each user role. The current reports available are:

- **Practitioners:** 8 Common Searches are available on the home page. The results of the common search are limited to the child records to which the practitioner has an assigned authorization.
- **Service Coordinators (Initial and Ongoing):** 8 Common Searches are available on the home page. The results of the common search are limited to child records to which the Service Coordinator is assigned.
- **RAU:** In addition to the 8 Common Searches, RAU users have access to 13 SPOE reports found in the Report menu in WVBTT Online. The data in the common searches and SPOE reports are limited to the children assigned to the RAU region.
- **State:** State users have access to the 8 Common Searches and the 13 SPOE reports that are available to RAU users. State users also have access to 23 additional Funding and Practitioner reports as well as 8 Federal Indicator reports. E-Access Summary and Detail reports are also available to State users. E-Access reports may be viewed by the user or child and will detail each WVBTT Online page that was accessed.

In addition to the reports available in WVBTT Online, CSC currently produces an additional 19 monthly, quarterly, and annual CCG reports for delivery to WV Birth to Three. All reports requested by WV Birth to Three are reviewed by the Project Manager and are posted to a secure FTP site to which only State-designated personnel has access in accordance with the SSAE 18 SOC 1 audit controls.

CSC will work with WV Birth to Three in the new contract period to review the report access and delivered reports to validate that each user has access to the information required for them to perform their job duties.

4.2.1.7 Proposed Plan for Training

4.2.1.7 Vendor should describe a proposed plan for training WV Birth to Three state staff and eight RAU staff in order to ensure successful and timely implementation.

CSC Response:

CSC understands that end-user training is critical to the success of the project. The goal of the training sessions and training aids is to familiarize all users with the purpose and operation of WVBTT Online, including practitioner service directory modernization, and Provider Account Module (PAM) system with a focus on new functionality.

CSC is committed to providing onsite, hands-on training for the WV Birth to Three staff and the associated RAUs. By conducting training via a hands-on experience, the system user becomes confident with new system features very quickly. The training experience will be designed to mimic the user's day-to-day workflow as closely as possible to provide the user with a positive experience and to come away from the session prepared to perform their work activities.



CSC envisions training being conducted at each of the eight RAUs and the State office are fully equipped with functioning training rooms. It is recommended that each training participant has access to a non-shared computer for their individualized use. The computer must meet the recommended hardware and software (Web browser) standards as established by CSC. Each computer will require access to the internet with the CSC recommended bandwidth speed. Each training participant will have a printed training manual and/or training aid. Each training participant will have a unique login to the training system.

The instructor lead training will guide the training participant through a series of business scenarios which will exercise the capability of the system emphasizing the new features.

CSC will dedicate a trained staff of subject matter experts to prepare training materials and to deliver the training content. The training team will be well versed in WV Birth to Three Early Intervention workflows and have detailed knowledge of the software. The trainers will have at their disposal the CSC Development and QA staff in the unlikely event that issues arise during the training session.

CSC will determine a training schedule with WV Birth to Three. CSC recommends training occur after User Acceptance Testing (UAT) by the State, but before production deployment of the software.

In support of the training sessions, CSC is committed to creating training aids. The training aids will be used to speed the learning process of the WVBTT Online system user and provide a reference for future system use.

Upon completion of the training sessions, CSC proposes that a survey be conducted to gather comments from the training participants. The survey can query the users to determine how effective the training was in preparing them to perform their job duties. Comments from the training participants will give CSC and WV Birth to Three insight into any areas that the trainee found difficult and may need follow-up training or additional training aids. It is expected that as training progresses any insight gained from earlier training sessions can be incorporated into later training sessions.

4.2.1.7.1 One-day Hands on Trainings

Training should include:

4.2.1.7.1 One-day hands on trainings at the WV Birth to Three State Office and each of the eight RAU locations

CSC Response:

CSC will provide WV Birth to Three staff, both at the State level and the RAU level, with hands-on training in the WVBTT Online system and will focus on new functionality. The training sessions will occur with the initial rollout of the updated WVBTT Online system and, at WV Birth to Three's options, once each year following for the life of the contract.

The hands-on training will consist of a one day, eight-hour training session at the State office and each of the RAU locations over a two-week period. Once training is complete, the WV Birth to Three staff will have access WVBTT Online system and navigate through the various WVBTT Online data entry pages including new functionality to review what they have learned during the training process.

In addition, CSC suggests training for the practitioner to learn about the Provider Account Module (PAM) online claim entry. The system being proposed allows agency users to enter their practitioner claims via the web-based application. This feature allows the agency user the ability to see authorization and claim information for each practitioner within that agency. If the WV Birth to Three staff chooses to allow agency users, training will include both the practitioner and agency user.

Due to the practitioner schedules, CSC recommends six (6) training sessions done via webinar. Each webinar will be scheduled for two (2) hours. System features will be reviewed and there will be time for questions. We propose three (3) separate days with two (2) trainings per day over the course of two (2) weeks to accommodate the various practitioner schedules. The training will include WV Birth to Three staff members, so the staff member is familiar with PAM and is able to respond to policy level questions. This training schedule is flexible and subject to WV Birth to Three program approval.

There are several features that will be added as they are completed. These include PAM, online IFSP, Service Directory Modernization, Practitioner Enrollment Modernization, and Parent Portal. Training and training aids will be provided. CSC suggests Web based training for these as they are completed and will work with WV Birth to Three staff to complete a training plan.

4.2.1.7.2 Training Aids

4.2.1.7.2 Training aids

CSC Response:

CSC will provide the WV Birth to Three and RAU staff with the needed training aids to prepare them for the use of new functionality in WVBTT Online. The training aids provided include an updated training manual that includes new system functionality.

Additional training aids include Online Help that is accessed from within WVBTT Online and an online training environment that houses WVBTT Online. The Online Help is available to the end-user at any time from each web page. The help content includes a system overview, explains navigation, describes the function of the system, and page edits. There is an easy to use search feature and step by step instructions are provided.

The online training environment will be kept active beyond the initial training phase and is kept up-to-date with production changes via the production deployment process. The online training environment supports a subset of generalized testing data.

In support of practitioners and their use of the Web-based system, CSC will update the specialized practitioner training manual. The training manual will target the functions available to a practitioner including online claim entry. The goal of the training manual will be to familiarize the practitioner with job functions they need to perform on the system. If WV Birth to Three chooses to allow agency user type access to authorization and claim information, the training manual will include that functionality. Updates will also be made to the WV Birth to Three Billing Manual to reflect the system modifications.

For additional features that will be added, including online practitioner claim entry, online IFSP, Service Directory Modernization, Practitioner Enrollment Modernization, and Parent Portal, updates will be made to the current training aids. For the Parent Portal, CSC suggests a quick start training aid that can be shared with each parent or guardian. This will be completed after discussions with the WV Birth to Three staff. The Parent Portal training aid will be a clear, concise document that provides information on access, navigation, and the features included in the Parent Portal.

4.2.1.8 Security and Internal Controls

4.2.1.8 Security and Internal Controls: To ensure that the CFO structure is designed to mitigate or eliminate weaknesses that could result in compromise of data in the creation, usage, transfer, or destruction of information.

CSC Response:

CSC supports a hierarchy of Corporate Security Plans, Business Level Security Plans, and individual contract, state, and federal requirements. This system is integrated into an environment that contains a focused eye on system and data security. The CSC local Business Level Security Plan incorporates security controls from FISMA, PCI, HIPAA, ISO 27001, and SSAE 18 SOC 1 requirements into a cohesive Security Plan for CSC to follow industry best practices across multiple disciplines. These practices assist CSC to reduce risk and to provide assurance that the environment is secure and trustworthy. The CSC Security Plan focuses on a layered approach to the collective environment. The Security Plan includes physical, personnel network, user account and information security; configuration and risk management; monitoring, audit and media protection; and incident response.

Security and Confidentiality Plan

Vendor should provide a security and confidentiality plan that addresses the following areas:

CSC Response:

CSC provides a tailored Security Plan that defines the policies for which the WV Birth to Three project will be audited from an internal perspective. This plan incorporates relevant security controls from SP 800-53, PCI, ISO 27001, HIPAA, and SSAE 18 SOC 1. It contains security controls for physical security, personnel security, network security, security awareness and training, configuration management, account management, identification and authentication, audits, media protection, system maintenance, risk management,

information security, incident response, and acquisition. The CSC Security Plan addresses both system and application security controls as applicable.

4.2.1.8.1. Family Educational Rights and Privacy Act (FERPA) Requirements

4.2.1.8.1. Family Educational Rights and Privacy Act (FERPA) requirements

CSC Response:

CSC has a long-standing commitment to and understanding of the need to maintain systems, resources, policies, and procedures for safeguarding client and individual records. Furthermore, CSC has extensive knowledge and experience in FERPA guidelines.

All FERPA guidelines for privacy and security are a regular component of CSC Early Intervention systems and practices. CSC continues to support and protect client data as required by this federal regulation. As such, each CSC employee working with Early Intervention client programs is required to read and sign a FERPA and HIPAA Compliance Agreement.

- CSC understands the requirements for FERPA compliance. CSC maintains rigorous internal processes and standards so that client data is protected per FERPA requirements.
- CSC has a compliance officer responsible for the management of data privacy practices, the documentation of any FERPA issues and the development of response plans.
- CSC provides secure and easy transfer of service and financial information as children and families transfer within the State.

4.2.1.8.2 System Access and Logins

4.2.1.8.2 System access and logins

CSC Response:

CSC monitors access at both the server and application level. The following auditable events at the server and Operating System (OS) level are monitored and recorded.

Task	Success/Failure
Audit account logon events	Success, Failure
Audit account management	Success, Failure
Audit directory service access	Success
Audit logon event	Success, Failure
Audit object access	Failure
Audit policy change	Success, Failure
Audit privilege use	Failure

Task	Success/Failure
Audit system events	Success, Failure

Table 5. Window Server Audit Tasks

At the application level, CSC provides access logging for all the requests generated by the user for auditing and follows the process below:

- When a user first accesses the website, CSC logs general information about the user (i.e., the user’s browser type, version, etc.) and provides the time on the Web application with a unique identifier.
- As the user logs in and navigates from page-to-page in the system, the Web application tracks them and stores additional information about what the user is doing (i.e., what page they visited, what child they selected) with a timestamp associated to the user’s action.
- The Web application uses this information to reconstruct the path that a specific user took during their visit to the website.
- Combined with the auditing for record insertions and updates, the Web application reconstructs almost every action that the user took during their visit to the site.

4.2.1.8.3 Strong Password Functionality

4.2.1.8.3 Strong password functionality

CSC Response:

CSC enforces strong passwords by configuring the attributes for required password length, minimum required non-alphanumeric characters, and password strength as part of the security configuration. All users have a unique username and password to gain access to any CSC system or database. Forms authentication is used to manage passwords at the application level. Additionally, all passwords displayed, stored, and transmitted are encrypted or rendered unreadable. Clear text authentication is prohibited.

CSC has strong authentication practices at both the server and application level. At the server level, all CSC internal users have a unique username and password to gain access to any CSC system or database. Active Directory is used to manage passwords at the system level. All tools used for password management enforces password complexity. Users will never share their passwords. Users are required to maintain a different password for different systems.

At the application level, CSC requires WVBTT Online users to set up strong system passwords. Passwords must be a minimum of eight characters and contain one upper and lower case letter, one number, and one special character. System passwords expire every 90 days. The password history is set to 24, so the same password cannot be used again until the 25th time the password is changed. When users type in their password wrong three consecutive times, the user will automatically be locked and must wait 60 minutes before the

system automatically unlocks the account. An administrator may reset the user account immediately.

4.2.1.8.4 Monitoring and Reporting Unauthorized Access Attempts

4.2.1.8.4 Monitoring and reporting unauthorized access attempts

CSC Response:

CSC monitors and reports unauthorized access attempts at both the server/system and application levels.

At the server/system level, CSC employs a defense-in-depth concept. CSC provides continuous monitoring of in-bound and out-bound network traffic. CSC monitors servers with antivirus software, vulnerability scanning software, system utilization, and event alerts. CSC monitors network devices for vulnerabilities, utilization, and efficiency.

CSC uses various tools to monitor the network and servers including McAfee IPS devices and CrowdStrike Falcon Host agent. The alerts generated by the IPS device and Falcon Host agent are monitored by the SIRCC team 24/7 and the CSC IT team is notified as soon as the SIRCC team receives an alert that needs to be addressed.

The CSC IT team increases logging if notified about ongoing attacks which might affect CSC systems. The CSC IT Lead has the authority to return logging back to normal operations after CSC systems have been verified as not being attacked or having the vulnerability of being attacked.

If an alert is discovered which is out of the ordinary and may have the potential to cause a breach of system or data, the CSC IT Lead immediately contacts the CSC IT Director and CSC SIRCC. The IT Director, SIRCC, and the IT Lead coordinate the mitigation of the situation to include informing CSC senior managers, project managers, and supervisors.

At the application level, the web-based system monitors and reports unsuccessful login attempts in the database. In addition, users have a specified number of attempts to enter their password correctly into the system. If the user incorrectly enters the password more than the specified times allowed, the user is locked out of the website. This number of attempts is configurable based on WV Birth to Three's preference. When users are locked out, they will need to call the CSC Help Desk to have the password reset. CSC will work with WV Birth to Three to establish a process for the CSC Help Desk to verify callers before the password can be reset.

4.2.1.8.5 User Account Controls

4.2.1.8.5 User account controls

CSC Response:

The CSC Security Plan has defined controls for access to CSC systems that pass SSAE 18 SOC 1 auditing. The Security Plan addresses the practices of requesting, approving, distributing, and other areas of user accounts to identify security weaknesses, or the lack of security controls. All access to a CSC system is controlled by an automated access control system. The CSC Security Plan addresses the following user account controls:

- CSC has a distinct user account management process for the Active Directory domain and individual projects. Each domain maintains a detailed account management plan.
- The Identification and Authentication process is required to access any CSC resource.
- Each user is associated with a role that will dictate user access.
- Auditing will be enabled for account creation, modification, disabling, and termination.
- Project Leads will maintain a comprehensive Accounts Management plan.
- Access to a specific domain is initiated by user managers by opening a ticket with the service desk. The IT Lead and Desktop Lead are approving authorities for their domains. The Database Manager approves the database accounts. The approval process for each project is documented in the Account Management Plan.
- Terminated CSC user accounts are immediately deleted.
- Terminated WVBTT users accounts are immediately disabled upon notification from WV Birth to Three.
- Accounts are reviewed every 90 days and the inactive accounts are disabled. CSC systems are configured to restrict users to the least privileged access required to perform required tasks. Users are granted access based on the user ID, correct password, and role associated with the user ID. Users without the correct credentials are denied access.

If users have both privileged and general user functions, the user will maintain privileged and general user accounts. Users with privileged accounts are prohibited from performing general user tasks with their privileged user account

4.2.1.8.6 No Privileged User for Database Access

4.2.1.8.6 No privileged user for database access

CSC Response:

Privileged access to the database is limited to members of the Database Administration (DBA) group only. Each member of the DBA group has their own individual database login

account and password that is used to connect to the database to perform privileged activities.

4.2.1.8.7 Least Privilege for Connections

4.2.1.8.7 Least privilege for connections

CSC Response:

CSC systems are configured to restrict users to the least privileged access required to perform required tasks. Users are granted access based on the user ID, correct password, and role associated with the user ID. Users without the correct credentials are denied access.

If users have both privileged and general user functions, the user will maintain separate privileged and general user accounts. Users with privileged accounts are prohibited from performing general user tasks with their privileged user account.

4.2.1.8.8 No SQL on Web Pages

4.2.1.8.8 No SQL on web pages

CSC Response:

As part of the CSC development standards, CSC does not embed SQL statements in web pages, code behind files, or even in Business Logic Dynamic Link Libraries. Instead, SQL is either captured in stored procedures that reside in the database or embedded in a Data Access Dynamic Link Library. By doing this, the database structure or functionality is not exposed in the HTML code sent back to the user.

4.2.1.8.9 Cleanse Data Input

4.2.1.8.9 Cleanse data input

CSC Response:

As part of the CSC development standards, CSC does not send any user input directly into SQL statements. Instead, CSC uses SQL parameterized stored procedures or an Object-Relational Mapper to sanitize and encapsulate the user's entry data. As part of this, CSC verifies the data is of the proper length, the proper type, and that any comment or special character in a string is escaped and can thus be safely entered into the system. Finally, CSC avoids design requiring construction of dynamic SQL statements – whether they may be constructed from previously entered user data or from sanitized data that comes directly from the user.

4.2.1.8.10 Reference Standards on How to Mitigate the Top 10 Dangerous Programming Errors

4.2.1.8.10 Reference standards on How to Mitigate the Top 10 Dangerous Programming Errors

CSC Response:

Not only do the CSC development standards mitigate the top 10 dangerous programming errors as designated by the 2019 CWE/SANS study, CSC also mitigates the other 15 discussed in the study as these individual responses show:

Item #1 (SQL Injection)

CSC development standards protect against SQL Injection in several ways. First, CSC does not embed SQL statements in Web pages, code behind files, or even in Business Logic Dynamic Link Libraries. Instead, all SQL is either captured in stored procedures that reside in the database or embedded in a Data Access Dynamic Link Library. By doing this, CSC ensures that none of the database structure or functionality is exposed in the HTML code sent back to the user. Second, CSC uses SQL parameters to sanitize and encapsulate the user's entry data. As part of this, CSC verifies the data is of the proper length, the proper type, and that any comment or special character in a string is escaped and can thus be safely entered into the system. Next, CSC avoids any system design that requires constructing dynamic SQL statements – whether that be constructed from previously entered user data or from sanitized data coming directly from the user. And lastly, CSC uses a SQL user with the least privilege required.

Item #2 (OS Command Injection)

CSC development standards protect against OS Command Injection through various ways. (1) CSC uses compiled applications and Dynamic Link Libraries (this includes the code behind the web pages) that do not allow users to execute OS commands outside of the application space. (2) In Web applications, CSC stores all sensitive information in session state, encrypted view state or encrypted query strings.

(3) While CSC validates data entry in the application, the system also verifies all data when it reaches the server prior to it being stored into the database. In the event that any one piece of data fails verification, CSC does not save any of the data associated with that action. Fourth, CSC standards restrict the types of files that can be uploaded into the system and stores them in the database as binary stream data which is never executed and only sent back to the user as a properly formed binary attachment.

Items #3 (Buffer Overflow), #20 (Incorrect Calculation of Buffer Size) and #24 (Integer Overflow or Wraparound)

CSC development standards protect against Buffer Overflow, Incorrect Calculation of Buffer Size and Integer Overflow in three ways: (1) CSC begins by stopping accidental overflow by setting the maxLength property on text fields and by using custom JavaScript on the client to limit the length entered in multiple line text fields; (2) On the server, CSC utilizes dataset

schemas, generic lists, SQL parameters, and built-in collections that are part of the development framework to validate the site is receiving and using the proper data types and data lengths. (3) The site's operations are constructed by the development framework which provides underlying overflow protection.

Items #4 (Cross-site Scripting), #12 (Cross-site Request Forgery), and #22 (Open Redirect)

CSC development standards protect against Cross-site scripting, Cross-site Request Forgery, and Open Redirect through websites that do not use cookies or integrate directly with any external system. Any integration with other systems is done either by static links on pages to known, trusted websites as provided by the client or by working indirectly through customized and protected Web services or other protected internal services. Additionally, CSC verifies user access to the site and to the page's specific data on posts back to the server through a combination of encrypted server and client data. CSC also follows company policy that externally available websites must utilize a secured HTTP connection (connecting to the non-secured HTTP address causes an automatic redirect to the secured version) and enforces that automatic redirects are done from the server and not from the client browser.

Items #5 (Missing Authentication), #6 (Missing Authorization), #10 (Reliance on Untrusted Inputs in a Security Decision), #15 (Incorrect Authorization), and #23 (Uncontrolled Format String)

First, CSC development standards protect against Missing Authentication, Missing Authorization, Reliance on Untrusted Inputs In A Security Decision, Incorrect Authorization, and Uncontrolled Format String by storing sensitive information in session state, encrypted view state or encrypted query strings that limit what data can be re-formatted. Second, while CSC validates data entry on the client browser, the system also verifies data when it reaches the server prior to it being stored into the system. In the event that any one piece of data fails verification, the system does not save any of the data associated with that action. For security decisions, CSC verifies user access to the site and to the page's specific data on posts back to the server through a combination of encrypted server and client data. Additionally, CSC implements a two-phase system. The first phase authenticates the user through a user name and password while the second phase uses role-based security to verify that even if a user is authenticated, they are not necessarily authorized to view the page or its data. Finally, CSC passes back generic login error messages (i.e., "Invalid User Name And/Or Password") when either an incorrect user name or password is entered.

Item #7 (Use of Hard-coded Credentials)

CSC development standards protect against hard-coded credentials in three ways: (1) Credentials are not hard-coded into the program; (2) Credentials located in configuration files and the configuration file is not made available to any transport protocols (HTTP, FTP, etc.); (3) Passwords are not stored in the database in clear text. Instead, passwords are

stored as a series of encrypted hash and salt values that are compared to validate a matching password.

Items #8 (Missing Encryption of Sensitive Data) and #25 (Use of a One-Way Hash without a Salt)

CSC development standards protect against Missing Encryption of Sensitive Data and use of a One-Way Hash without a Salt. CSC stores sensitive information in session state, encrypted view state, or encrypted query strings. Encryption utilizes Triple DES or better. In addition, CSC utilizes separate code objects to track and maintain extremely sensitive data, such as user and child information. Passwords are not stored in the database in clear text. Instead, passwords are stored as a series of encrypted hash and salt values that are compared to validate a matching password.

Item #9 (Unrestricted Upload of File with Dangerous Type)

CSC development standards protect against the dangerous uploading of files. CSC restricts the types of files that can be uploaded into the system to a pre-determined list. In addition, files uploaded to the system are stored in the database as binary stream data which is never executed and only sent back to the user as a properly formed binary attachment.

Item #11 (Execution with Unnecessary Privileges)

CSC operational standards protect against execution with unnecessary privileges by enforcing that people with more than one role in the system be required to obtain a separate user id for each role. In this way, the person will only be able to access the pages and specific data with one specific user id at a time. In addition, the CSC development standards program security where the default security context is an access violation. Specific rights are needed to load the page, as well as to view, add, modify, or delete specific data on the page.

Item #13 (Path Traversal)

CSC development standards protect against Path Traversal by verifying that the page URL's relative path matches a value stored in the database. In addition, the user account that the website runs under does not have rights to the file system outside of its root directory. When the user is denied access to a page, the system simply redirects the user back to the default Web page with a generic message indicating, "Access Is Denied".

Items #14 (Download of Code Without Integrity Check), #16 (Inclusion of Functionality from Untrusted Control Sphere) and #18 (Use of Potentially Dangerous Function)

CSC development standards protect against the Download of Code Without Integrity Check, the Inclusion of Functionality and the Use of Potentially Dangerous Function from Untrusted Control Sphere since all third-party controls are virus scanned, vetted, and rigorously tested before being used. Source code snippets that are downloaded are either documented in the code and thoroughly vetted and reviewed or are used as a starting point and rewritten from

scratch. In practice, CSC rarely uses downloaded source code snippets or third-party controls. CSC also does not integrate directly with any external system. Instead, any integration with other systems is done indirectly through customized and protected Web services or other protected internal services.

Item #17 (Incorrect Permission Assignment for Critical Resource)

CSC company policies protect against Incorrect Permission Assignment for Critical Resource by verifying and auditing that the user account the website runs under does not have rights to the file system outside of its root directory or specific shared resources and that it is only able to read and execute files inside the root directory or specific shared resources. In addition, CSC development standards require the application does not have any way to override or reset these permissions or the values in any configuration.

Item #19 (Use of a Broken or Risky Cryptographic Algorithm)

CSC development standards protect against the Use of a Broken or Risky Cryptographic Algorithm by using a standard encryption algorithm that utilizes Triple DES or better.

Item #21 (Improper Restriction of Excessive Authentication Attempts)

CSC development standards protect against the Improper Restriction of Excessive Authentication Attempts by locking a user's account after several successive unsuccessful login attempts. Once this happens, they will not gain access to the system, but instead receive a message stating that the account is locked. They will have to contact operations and answer pre-determined security information before operations will unlock their account.

Approach and Methodology to Compliance with Mandatory Project Requirements (RFP Section 4.2.2)

RFP Reference: Section 4.2.2 Mandatory Project Requirements, Page 33 to 35 of the RFP

4.2.2 Mandatory Project Requirements

4.2.2 Mandatory Project Requirements - The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

CSC Response:

Yes, CSC accepts the mandatory project requirements listed in this section as written. The following sections describe CSC's acceptance of WV Birth to Three's goals and objectives and, where appropriate, detail CSC's proposed solution.

4.2.2.1 Project Plan

4.2.2.1 Vendor will include a project plan using a formal and documented project management approach based on Project Management Institute (PMI) industry standards and guidelines. Microsoft Project or comparable software tools will be used to develop the work plan and will include tasks, milestones, and deliverables. The project management approach and work plan will provide Agency with a means of determining if the statement of work is being accomplished as scheduled with acceptable deliverables.

CSC Response:

Yes, CSC accepts this requirement.

CSC employs Project Management principles and best practices based on the Project Management Institute's (PMI's) best practices and Body of Knowledge (PMBOK). CSC utilizes Microsoft Project to document and record work plans. The work plan will be maintained in accordance with these best practices and will depict appropriate tasks, milestones and deliverables involved in the project. CSC proposes to review the work plan periodically with the WV Birth to Three program to demonstrate progress and resolve open questions and issues. The remainder of this section discusses our proposed project plan.

Proposed Plan for CSC’s Investment in WV Birth to Three (WVBTT) Systems and Technology

As part of our response to this RFP, CSC proposes to perform key technology upgrades for WV Birth to Three. These upgrades will be completed by CSC staff at no cost to West Virginia and will offer substantial benefits to the WVBTT program, its children and its system users. CSC proposes to complete the five system enhancements listed below over a period of 15 months, beginning on Day One of the new contract.

The proposed upgrades fall into five component areas:

- Implementation of the Provider Account Module (PAM), which will enable online claiming for Payees and Practitioners within 60 days of the start of the new contract
- The introduction of a comprehensive IFSP in WVBTT Online, tailored to reflect West Virginia’s current IFSP form
- The modernization of the searchable Practitioner Service Directory
- The modernization of Practitioner Enrollment capabilities
- The availability of a Parent Portal, which will allow the WVBTT program to offer select parent-facing functions to its family community.

The five components above are reflected in the high-level work plan view shown below.

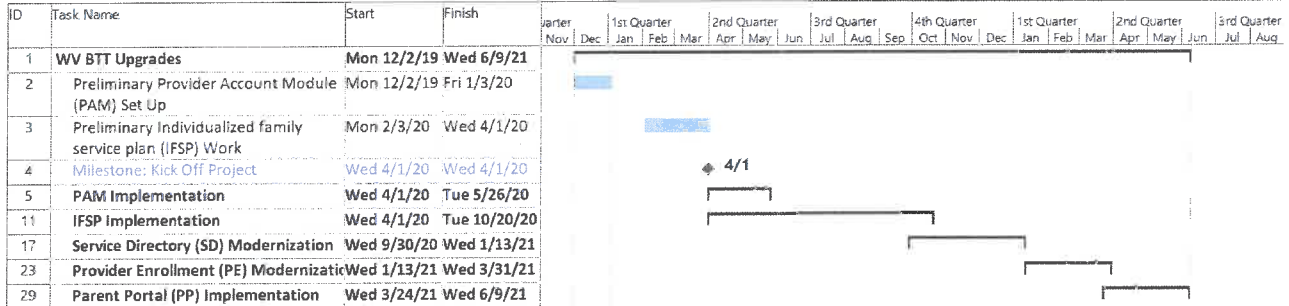


Figure 28. High Level Work Plan View

The first upgrade component is the delivery of the Provider Account Module (PAM). PAM offers broad online management and inquiry capabilities to authorized Payees and Practitioners, as well as to State and RAU staff. Most importantly, these capabilities include the ability to enter claims online, functionality that meets the new requirements in RFP **Section 4.2.1.3.1**. Online claiming functionality, including authorization and claims lookup, will be available in April 2020, within 30 days of the contract start date. CSC will work with WV Birth to Three on a roll out schedule that will meet the needs of WVBTT and the practitioner community.

Additional capabilities include Explanation of Payment (EOP) retrieval and access to view select payee information. CSC proposes to complete the roll out of the remaining PAM

functionality, including training, within approximately 60 days of execution of the new contract.

The second component is the implementation of the WV Birth to Three IFSP into the existing WVBTT Online application. The IFSP will greatly expand the quantity of reportable information available within the application and enable enhanced reporting and analysis options for the WVBTT program. CSC intends for the WVBTT Online IFSP functionality to reflect the actual WVBTT IFSP, rather than a generic IFSP format. CSC understands that WVBTT has procedures in place for the entry of child information into WVBTT Online. CSC will work with the WVBTT program during requirements gathering to ensure that IFSP functionality will work with WV Birth to Three processes and is confident these results will serve the WVBTT Community far better than any generic IFSP implementation could. CSC is excited to share our vision regarding the import of the writable IFSP PDF document, and how selected IFSP data can be captured and incorporated into WVBTT Online. Work on the IFSP component has already begun at CSC and the CSC team will be ready to engage WVBTT program staff on Day One of the new contract. CSC anticipates that the IFSP will be ready for training and deployment by October of 2020.

Following the addition of IFSP functionality to WVBTT Online, CSC will complete the Practitioner Service Directory modernization activities. The modernized Service Directory will involve an enhanced user experience when searching for practitioners. CSC plans to migrate the search capabilities of the Service Directory into the WVBTT Online application. This will allow users to enjoy a more modern online experience while researching practitioner options. The WVBTT program will benefit from a more maintainable application, and practitioners may benefit from enhanced information to document their specialties and experience. The expected delivery of Service Directory modernization is the first quarter of 2021.

CSC proposes to deliver modernized Practitioner Enrollment functionality as the fourth upgrade component. The scope of this enhancement involves migrating Practitioner Enrollment functionality from the existing back-end systems to the WVBTT Online application. CSC has already started the design of this enhancement and is working to develop a solution that supports the existing practitioner enrollment procedures. CSC will work with the WVBTT program staff to explore any practitioner enrollment procedure modifications that may accompany this functionality. This upgrade will offer WVBTT staff enhanced visibility to Practitioner Enrollment activity within the WVBTT Online application.

The fifth upgrade area planned is the Parent Portal component. The Parent Portal is an option CSC would like to extend to WV Birth to Three that is intended to offer families easy access to selected information in their child's early intervention record. Options that may be included in the Parent Portal are the ability to view Explanations of Benefits or the capability to view the IFSP. CSC has begun preliminary work on its parent portal capabilities and expects to engage WVBTT program staff in requirements gathering as soon as the higher priority components are fully planned. CSC understands that access to the Parent Portal must be limited to parents and legal guardians and the information available is subject to

FERPA and HIPAA regulations. The Parent Portal will be a secure application and CSC will work closely with WV Birth to Three to develop a process to only allow access for authorized users.

CSC expects to review this project plan with WVBTT program staff early in the new contract, and then frequently throughout the system enhancement process. WVBTT input to the schedule and priorities will be taken into account before finalizing and approving the project plan.

A more detailed view of the schedule is included below.

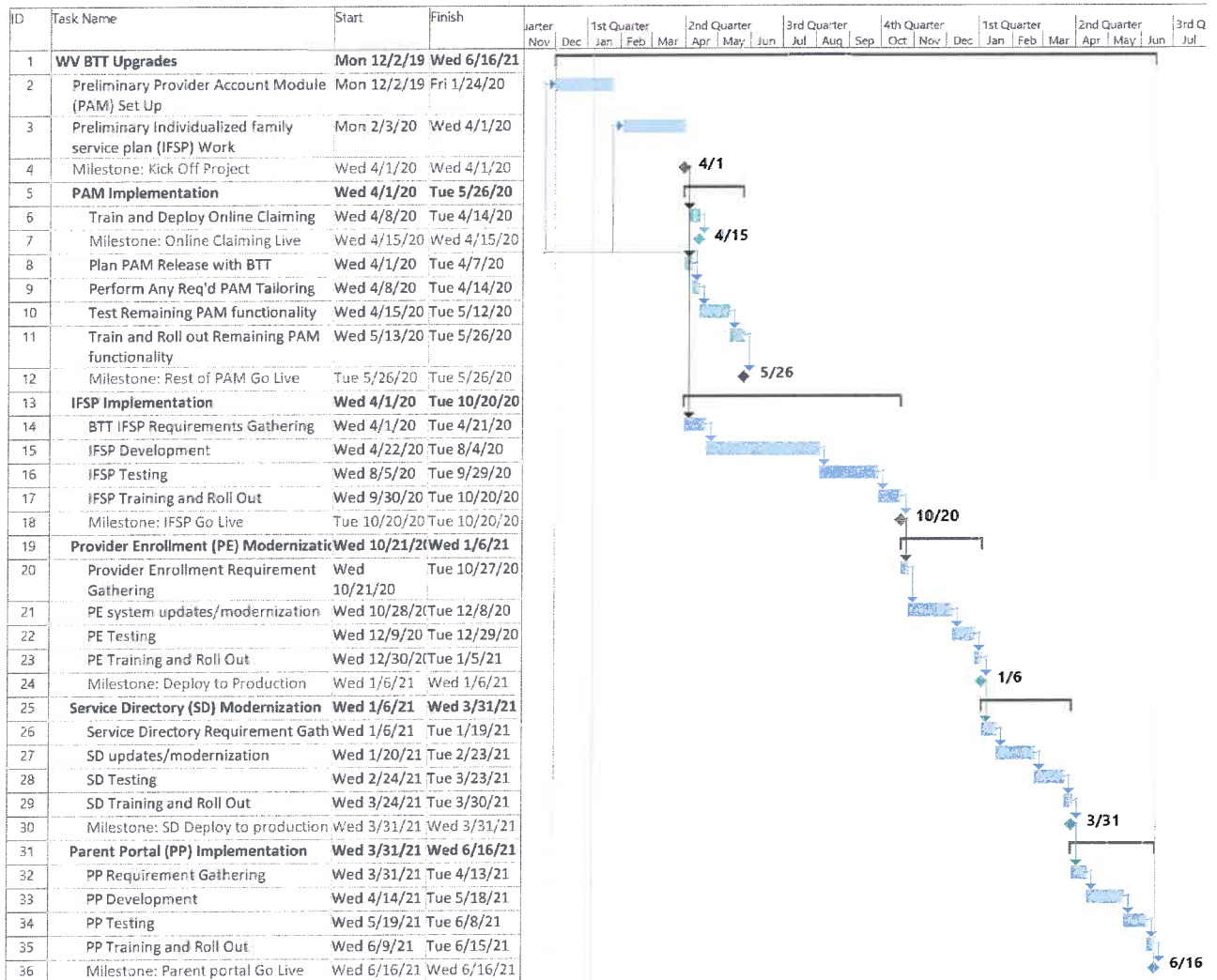


Figure 29. Detailed Project Schedule

Additional project plan schedule details can be added as the CSC and WVBTT program teams conduct planning around specific upgrade components. For example, training activities can be outlined and defined within the plan once appropriate training sessions are scheduled.

The CSC project plan detailed above creates enhancement opportunities that will not only benefit WVBTT Online users but also the families participating in the WVBTT program. CSC is looking forward to reviewing the project plan with WV Birth to Three State staff and tailoring each of these enhancements to meet the needs of the program.

The CSC Project Management Process (CPMP)

Over the past 16 years, CSC has utilized a proven project management methodology, the CSC Project Management Process (CPMP) for Early Intervention projects, and we will continue to follow this successful process for the system enhancements proposed in this solicitation. Our methodology incorporates proven techniques adopted from the PMI as well as our own best practices developed through years of experience providing systems integration services to more than 1,200 clients in the public and private sector. The CPMP provides a template to develop a comprehensive project plan and illustrate how project risks are mitigated, the business needs are met, and the project is delivered on schedule and within budget.

Time Management

The project plan is the key vehicle by which progress is measured. The specific tasks assigned to each team member and their progress toward completing these activities are objective measures of project status compared to schedule and budget. To capture this information, every member of the project team will record and report the time spent on project activities against time budgeted. In addition, each team member works closely with the Project Manager and provides estimates of the effort remaining on activities not yet completed.

Scope Management/Change Control

The change control procedure is an essential mechanism that can affect the success or failure of a project. This process is the primary vehicle for containing scope and ensuring management has the opportunity to make timely tradeoffs between the three key project variables of cost, time, and scope. It is imperative potential changes are identified early, documented carefully, and resolved at the appropriate levels of responsibility.

Changes are broadly defined as work activities or work products not originally included in the baseline project plan. More specifically, changes will include the following:

- All scope items not listed in the project plan
- Participation in activities not previously included in the project plan
- Provision or development of deliverables not included in the project plan
- Rework of completed activities or previously accepted deliverables
- Investigative work to determine the impact of major changes.

In order to manage change properly, a change control process will be followed to record, assess, and approve changes to the project. The CSC Project team and WV Birth to Three will follow this process to classify, approve or reject, and prioritize changes. Change requests must be clearly defined, as to cost and schedule implications, to allow our project team and WV Birth to Three to make appropriate decisions. Our project team will require prior authorization and approval of expenditures by the appropriate WV Birth to Three staff members before work commences on change requests.

In the event of requests for additional deliverables or changes to agreed-upon deliverables, CSC will determine where the request falls in the scope of the project plan. For requests outside the scope of the original plan, we will determine the priority of the request in conjunction with WV Birth to Three. Once an agreement is reached between the CSC Project team and WV Birth to Three, the request will be added to the scope of the project and the related effort will be estimated and deliverable dates adjusted as necessary. We are confident in the change control procedures that are in place as they have been successfully utilized over several years and benefit both CSC and WV Birth to Three by providing clear communication and responsibilities.

Cost Management

CSC uses project management tools including the project work plan for establishing the deliverables and milestones to be achieved throughout the course of the project. Activities that lead up to the deliverables/milestones are identified and estimates are made of the time, resources, and costs associated with each of the activities. The activities are sequenced in time order, taking into account activity dependencies, to form a schedule that predicts when the deliverables will be ready and when the milestones will occur. The CPMP methodology, as described within this section of the RFP response, assists our team in adhering to the schedule as it is defined and determine if the project is on time and within budget.

As described in the Scope Management/Change Control process section, it is critical to follow the change control process in place to manage the cost of the proposed system enhancements. This methodology supports the Project Manager and WV Birth to Three in making appropriate decisions to keep the project within scope and budget. Cost management of the project will be controlled and accomplished by identifying changes early, documenting them carefully and resolving them within the allocated time.

Quality Management

CSC understands the importance of internal quality control. In keeping with our uncompromising commitment to quality, CSC employs unbiased peer and supervisory reviews of all deliverables. The Project Manager, Database Design Specialist, Lead Programmer, and Quality Assurance Manager conduct structured walk-throughs with the Development team responsible for the completion of the work. The benefits of the structured walk-through include:

- Avoidance of logic or design problems
- Increased sharing of knowledge among team members
- An enhanced sense of teamwork and ownership

Prior to delivering code to the Quality Assurance team, the development team performs a complete unit test and peer review of the code.

The Quality Assurance team conducts independent review of all work prior to implementation. Familiarity with the system, both as a whole and at the component level, allows Quality Assurance team members to create insightful test scenarios and verifiable quality plans. The CSC team uses an online issue-tracking system, JIRA, into which potential issues may be logged. Issues uncovered during quality testing are documented in JIRA. Following evaluation by the Project Manager, the issue is given a priority status and assigned to one or more team members for resolution. The Project Manager can readily track issues resolved and open by querying JIRA by status.

Communication

CSC believes communication is a cornerstone to project success. CSC is committed to providing a comprehensive and knowledgeable team to support its Early Intervention clients. The team assigned to the proposed project plan, led by Nadine Tyler, has been supporting WV Birth to Three for sixteen years and has extensive experience with WVBTT Online and the proposed PAM application. CSC will work with WV Birth to Three to identify and establish appropriate communications, through regular meetings and project status reports, for the WV Birth to Three proposed enhancements. Communications will have agreed-upon recipients and time frames as appropriate for the project.

Project Schedule and Business Requirements Document

The Project Schedule and Business Requirements Document (BRD) will be the primary components CSC uses to manage the day-to-day activities of the proposed enhancements. The Project Schedule includes project implementation tasks, milestones and time frames.

CSC will create a BRD for new enhancements which details the background, objectives, scope, solution approach, constraints, assumptions, business rules, and project completion criteria. The BRD also serves as a traceability document for the development and quality assurance testing of new functionality. CSC will request approval of the BRD from WV Birth to Three.

The proposed Project Schedule is shown in the Figure 29 above. The schedule is based on a target project start date of April 1, 2020 and details the individual tasks and time frames required to successfully complete the implementation. Also, included in the detailed schedule are milestones to clearly define the completion of project key activities. The proposed Project Schedule will be reviewed during the Project Kick-Off meeting. The schedule will be updated based on discussions and decisions made between WV Birth to

Three and CSC during the Project Kick-Off meeting. CSC will request approval of the Project Schedule.

4.2.2.2 Preparation and Filing of 1099s

4.2.2.2 Vendor will be responsible for preparing and filing 1099s for enrolled Practitioners, Service Coordinators, and Payees.

CSC Response:

Yes, CSC accepts this requirement.

CSC has been producing and filing Internal Revenue Service (IRS) Form 1099 documents for Early Intervention clients for over 20 years. CSC has established an annual process to follow that begins in the fall when the IRS releases an updated Publication 1220. CSC reviews the publication for any changes from the prior tax year and implements all required system modifications. These system modifications are completed, and the electronic file is tested with the IRS by the end of December. Beginning in January, CSC calculates the payment amounts made to applicable WV Birth to Three payees for the prior tax year. These payment amounts are utilized to produce the Form 1099 document for all WV Birth to Three payees who were paid over \$600. All Form 1099s are mailed by the last business day in January. CSC also creates an electronic file containing the 1099 data for the IRS that adheres to the requirements in Publication 1220. The electronic file is sent to the IRS within the required filing timeline for the tax year.

4.2.2.3 Annual Statement of Standards for Attestation Engagements (SSAE) 16 SOC 1 Audit Report

4.2.2.3 Vendor will provide Agency with an annual Statement of Standards for Attestation Engagements (SSAE) 16 SOC 1 audit report completed by an independent Certified Public Accounting firm within 60 days of the end of the fiscal year.

CSC Response:

Yes, CSC accepts this requirement.

CSC currently works with an outside audit firm to conduct an annual Statement of Standards Attestation Engagement (SSAE) 18 SOC 1 audit report deliverable to WV Birth to Three within 60 days of the end of the fiscal year. The audit covers Practitioner Enrollment, Claims Processing, Fund Recovery Processing and Reporting. In addition, CSC provides WV Birth to Three with a SSAE 18 SOC 1 audit covering the IT Infrastructure Services for the Kansas Data Center. CSC is committed to continue to follow the rigorous standards tested by the controls within this audit and to providing WV Birth to Three with an annual SSAE 18 SOC 1 audit report.

At a high level the audit examines:

- Practitioner Enrollment – that formal policies and procedures for practitioner enrollment were followed
- Claims Processing and Practitioner Payment - as authorized by the director of WV Birth to Three program
- Application Changes – that formal policies and procedures for application and system development and maintenance process were followed and the required approvals were documented
- User provisioning – that reviews of external users' access to the secure FTP site and the WVBTT Online application were conducted with the Director of WV Birth to Three program
- Fund Recovery Processing – that documented processes regarding eligibility and review of the criteria by which claims are eligible for Medicaid or CHIP reimbursement including eligible procedures for both submission and re-submission were followed
- Reporting – that required reports were provided to the WV Birth to Three program

In addition, CSC provides WV Birth to Three with a SSAE 18 SOC 1 audit covering the IT Infrastructure Services for the Kansas Data Center. CSC is committed to continue to follow the rigorous standards tested by the controls within this audit and to providing WV Birth to Three with an annual SSAE 18 SOC 1 audit report.

4.2.2.4 Previous Experience with Complex Modular Systems such as the ERP

4.2.2.4 Vendor will provide documentation of previous experience with complex modular systems such as the ERP.

CSC Response:

Yes, CSC accepts this requirement.

CSC has extensive experience designing, implementing and maintaining complex modular systems. We consider our Early Intervention Solution to be a complex modular system as it contains many separate components that work separately or in a configuration that meets the program's needs. We support the following components for our Early Intervention Solution:

- Child Case Management – Collects data associated to the child's enrollment in Early Intervention from referral to transition
- Practitioner Enrollment – Collects data related to payee, practitioner and service coordinator enrollment and credentialing

- Provider Account Module – Allows practitioners to view authorization information, enter claims for payment and adjudicate claims against a set of State defined rules
- Practitioner Payment – Processes adjudicated claims for scheduled payments
- Fund Recovery – Evaluates practitioner claims for eligibility and creates HIPAA compliant submission files for Medicaid and Private Insurance. Functionality includes the ability to import HIPAA compliant remittance advice files
- Service Directory – A searchable web application to display information for enrolled practitioners.

CSC currently supports systems for five State Early Intervention programs. Each program utilizes a different combination of available components to meet the individual program's Early Intervention System needs. WV Birth to Three's current configuration includes Child Case Management, Practitioner Enrollment, Fund Recovery and Service Directory components. With this solicitation, we are proposing to add the Provider Account Module component to allow enhanced functionality for the practitioners to enter claims for authorized services online. We are also proposing to enhance three of the components in the current WV Birth to Three solution as a part of this proposal. IFSP functionality will be added to the Child Case Management component, WVBTT Online. The Practitioner Enrollment and Service Directory components will be modernized and merged into WVBTT Online to create a single sign on solution for the three separate components.

In addition to the CSC suite of Early Intervention components, CSC also knows it is important for states to have the ability to share early intervention data with other state systems, such as an ERP. Our experience includes creating data extract files for states to import specified early intervention data into a separate state system. We currently provide WV Birth to Three a file that includes pertinent practitioner payment information to allow the State to produce practitioner payments. We will continue providing this file as a part of the new contract. We understand that the wvOASIS system is currently utilized by West Virginia. CSC welcomes discussions with WV Birth to Three to determine if there are opportunities to create additional data extracts that will assist the State in streamlining or creating efficiencies in current processes.

4.2.2.5 Compliance with all Applicable Federal and State Rules, Regulations, and Requirements Governing the Maintenance of Documentation

4.2.2.5 Vendor will comply with all applicable Federal and State rules, regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. Vendor will maintain such records for a minimum of five years and make such records available to Agency personnel at Vendor's location during normal business hours upon written request by Agency within ten days after receipt of request.

CSC Response:

Yes, CSC accepts this requirement.

4.2.2.6 Confidentiality and Security of Information and Data made Available

4.2.2.6 Vendor will have access to private and confidential data maintained by the Agency to the extent required for Vendor to carry out the duties and responsibilities defined under this Request for Proposal. Vendor will maintain confidentiality and security of information and data made available and will indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, the Vendor's subcontractors, or individuals permitted access by the Vendor. In the event of a Non-Vendor breach by non-Vendor employees, non-Vendor subcontractors, or individuals not permitted access by the Vendor, the Vendor shall indemnify and hold harmless the State and Agency only if the Vendor failed to follow its internal security policies and protocol.

CSC Response:

Yes, CSC accepts this requirement.

CSC has demonstrated a longstanding commitment to maintaining the confidentiality and security of private data. The methods CSC employs to do this are discussed in detail in our response to **Section 4.2.1.8 - Security and Internal Controls**.

4.2.2.7 Transfer of Responsibility and/or Continuity of Services on Contract Expiration, Termination, or Cancellation

4.2.2.7 Upon expiration, termination, or cancellation of the contract, Vendor will assist Agency to ensure an orderly transfer of responsibility and/or continuity of services required under the terms of the contract to Agency or an organization designated by the Agency, if requested in writing. All data, technical information, materials gathered, originated, developed, prepared, used or obtained in the performance of the contract, including but not limited to, all reports, surveys, plans, charts, literature, brochures, mailings, recordings (video and/or audio), pictures, drawings, analyses, graphic representations, software computer programs and accompanying documentation and print-outs, notes and memoranda, written procedures and documents, regardless of state completion, which are prepared for or are a result of the services under the contract, will be and remain the property of the Agency, subject to the terms of any existing contract, memorandum of understanding, or other written agreement to which the Agency or State is a party and which governs the ownership, title, or interest to any software programs or source code relevant to the pre-existing agreements, and will be delivered to Agency or its designee within 30 days' notice by the Agency. With respect to software computer programs and/or source codes developed for the Agency, the work will be considered 'work for hire'. The Agency, not the Vendor or subcontractor, will have full and complete ownership of all software computer programs and/or source codes developed, subject to any limitations set forth in any pre-existing software agreement. However, the Agency and State will grant the Vendor a perpetual, non-exclusive, worldwide, royalty-free license to re-license the work-for-hire to other governmental entities or agencies. To the extent that any such materials may not, by operation of the law, be a work made for hire in right, title and interest in and to any such material, and the Agency will have the right to obtain and hold its own name and copyrights, registrations, and any other proprietary rights that may be available. Should the Vendor anticipate bringing pre-existing intellectual property to perform any of the

services required under the contract into the project, the intellectual property must be identified in the bid proposal or identified in writing to the Agency within 10 days subsequent to the bid award. Otherwise, the language in the first paragraph of this section shall prevail. If the Vendor identifies such intellectual property in its bid proposal, then the property owned by the Vendor on the date of the contract, as well as any modifications or adaptations thereto, shall remain the property of the Vendor. Upon contract award, the Vendor shall grant the Agency a perpetual non-exclusive, royalty free license to use any of the Vendor's intellectual property delivered to the Agency for the purposes contemplated by the Contract. The Vendor shall continue to provide any part or all of the services in accordance with the terms and conditions, requirements, and specifications of the contract for the period not to exceed 120 calendar days after the expiration, termination, or cancellation date of the contract for a price not to exceed those prices set forth in the contract.

CSC Response:

Yes, CSC accepts this requirement.

4.2.2.8 Fully Functional CFO Structure

4.2.2.8 Vendor will have a fully functional CFO structure within 30 working days following contract award.

CSC Response:

Yes, CSC accepts this requirement.

As the incumbent vendor, CSC has the unique opportunity to continue all CFO operations with no interruption in services with the award of this contract. CSC currently has the system and processes in place which allow us to meet WV Birth to Three's requirements for a fully functional CFO structure. We will continue the hosting and maintenance of WVBTT Online to allow WV Birth to Three users to process referrals, eligibilities, issue authorizations for services and evaluations, monitor timelines and produce reports. The Practitioner Service Directory will remain in place to allow practitioners access to important forms and documents, allow State users to send email communication messages and allow families to search for a practitioner. Additionally, we will continue our operational processes for practitioner enrollment and credentialing, mailing authorizations, claims entry and adjudication, Medicaid and CHIP eligibility and billing, Call Center support, and other fiscal and operational activities. All of the listed services will remain live and fully operational on Day One of the new contract.

In addition to the ongoing system and services, CSC is prepared to implement online claim entry functionality within 30 days to meet the requirements set forth in this RFP. CSC plans to meet this requirement with the implementation of our Provider Account Module (PAM) solution. More information about PAM is located in **Section 4.2.1.3.1**.

4.2.2.9 Retain the Right to Reject any of the Vendor's Employees whose Qualification do not meet the Expectations

4.2.2.9 Agency will retain the right to reject any of the Vendor's employees whose qualifications, in the Agency's judgment, do not meet the expectations established by the Agency as necessary for the performance of services. In considering Vendor's employees' qualifications, Agency will act reasonably and in good faith.

CSC Response:

Yes, CSC accepts this requirement.

4.2.2.10 Cost Sheet Preparation

Cost Sheet Preparation: To establish methodology and documentation requirements for reimbursement of vendor activities.

4.2.2.10 Vendor will provide a fixed cost associated with start-up of the current SPOE, service matrix directory, and CFO functions.

CSC Response:

Yes, CSC has complied with this requirement by providing a fixed startup cost. Please refer to our cost proposal for details.

4.2.2.11 Total Yearly Operating Costs for Maintenance Operation of all CFO Functions

4.2.2.11 Vendor will calculate total yearly operating costs for maintenance operation of all CFO functions and submit a fixed per paid claim line amount by which Agency will reimburse vendor. Paid claim lines are those claims that the Vendor processes on behalf of the Agency as payable to enrolled Payees. An estimate of annual paid claim lines based on past history is provided on the Cost Sheet. Postage may be invoiced as a pass-through cost with supporting documentation.

CSC Response:

Yes, CSC has complied with this requirement by proposing a fixed cost per claim line. Please refer to our cost proposal for details.

4.2.2.12 Per Hour Cost for Ongoing System Modification Work

4.2.2.12 Vendor will provide a per hour cost for ongoing system modification work. An estimated pool of 8,000 hours will be available for ongoing system modifications.

CSC Response:

Yes, CSC has complied with this requirement by proposing an hourly cost for system modifications. Please refer to our cost proposal for details.

4.2.2.13 All-inclusive Hourly Cost for Training

4.2.2.13 Vendor will provide an all-inclusive hourly cost for training.

CSC Response:

Yes, CSC has complied with this requirement by proposing an all-inclusive hourly cost for training. Please refer to our cost proposal for details.

Qualifications and Experience (RFP Section 4.3)



4.3 Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans, descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

CSC Response:

CSC is pleased to have served WV Birth to Three for sixteen years and is committed to providing an experienced and committed team to serve the WV Birth to Three program, its families, practitioners and staff. In the following sections, we will describe the experience and skills that our proposed team will continue to bring to WV Birth to Three in the future.

Qualifications and Experience Generally (RFP Section 4.3.1)

RFP Reference: Section 4.3.1 Qualifications and Experience, Page 35 to 36 of the RFP

4.3.1 Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

CSC Response:

CSC proposes a team of highly qualified individuals to provide services to the WV Birth to Three project. These individuals understand the current environment, processes, and direction West Virginia would like to move toward, as well as, some of the challenges faced by the program. CSC has a well-established professional business services team located in Lenexa, KS. The CSC team has extensive experience in supporting Early Intervention automated systems. CSC uses this expertise to provide project management, training, and central finance office services to WV Birth to Three program.

4.3.1.2 Key Personnel Job Responsibilities

4.3.1.2 Vendor should provide key personnel job responsibilities including workload and lines of supervision.

CSC Response:

See the table below for a list of the management team including the key personnel. The table lists staff experience, project role, and the percentage of time allocated to this project. See the organization chart in **Section 4.3.1.4** for lines of supervision.

Experience in Number of Years						
Staff (* denotes key personnel)	Percentage of Time Allocated to this project	Project Role	Information Technology Solutions	Early Intervention Solutions	Web-Based Implementations	Central Finance Office (CFO)
Nadine M. Tyler*	100%	Project Manager	33	19	15	16
Wayne McGuire*	20%	Database Design Specialist	33	20	17	21
Vasudevan Sethumadhavan*	10%	Hardware Specialist	22	12	17	11
Maurice (Mo) Fanty*	25%	Lead Programmer	27	15	16	15
Susan Woodward*	20%	Medicaid/Fund Recovery Specialist	38	2	15	2
Sapthagiri Chakravarthy	15%	Quality Assurance Manager	10	7	10	7
John Reynolds	5%	Operations Manager	32	10	20	10
Karen Ratterree	20%	CFO Operations Supervisor	23	12	10	10
Heather Mains	50%	Senior Associate, Practitioner Enrollment	11	11	9	11

Experience in Number of Years						
Staff (* denotes key personnel)	Percentage of Time Allocated to this project	Project Role	Information Technology Solutions	Early Intervention Solutions	Web-Based Implementations	Central Finance Office (CFO)
Suzanne Page	25%	Help Desk Technician Lead	37	19	19	19

Table 6. Details of Project Team

4.3.1.3 Job Descriptions of all Project Staff

4.3.1.3 Vendor should provide job descriptions of all staff allocated to this project that includes:

4.3.1.3.1 Percentage of time allocated to this project

4.3.1.3.2 Specific duties allocated to this project

4.3.1.3.3 Educational level

4.3.1.3.4 Training

4.3.1.3.5 Experience

4.3.1.3.6 Specialized skills

CSC Response:

The table below lists the Central Finance Office Operational staff. The table lists staff experience in Early Intervention, project role, and the percentage of time allocated to this project.

Staff	Percentage of Time Allocated to this Project	Project Role	Early Intervention Solutions
Michael Osborne	5%	Practitioner Payment/Reports	10
Richard Wojnarowski	2%	Practitioner Payment/Reports	6
Heather Mains	50%	Senior Associate, Practitioner Enrollment	11
Emily Jones	5%	Practitioner Enrollment	4
Victoria Green	40%	Practitioner Enrollment	2
Elisabet Baldwin	5%	Practitioner Enrollment	11

Staff	Percentage of Time Allocated to this Project	Project Role	Early Intervention Solutions
Christina Jones	25%	Customer Service Representative	5
Marie Dreiling	25%	Customer Service Representative	5
Shawna Reed	25%	Customer Service Representative	4
Suzanne Page	25%	Help Desk Technician Lead	19
Kaileen Wilson	25%	Help Desk Technician	11
Ebone Moore	20%	Help Desk Technician	3
Suzette Yonker	25%	Help Desk Technician	2
Sheila Harris	5%	Help Desk Technician	1

Table 7. Details of Central Finance Operational Staff

CSC has provided the requested information for Sections 4.3.1.3.2 to 4.3.1.3.6 and applicable staff certifications in **Attachment A – Detailed Response to Section 4.3.1.3** of this proposal. This attachment section contains the details for each CSC team member we propose to support the WV Birth to Three project. Details include the individual’s specific job duties, education, training, experience, EI experience, and specialized skills.

4.3.1.4 Organizational Chart

4.3.1.4 Vendor should provide an organization chart identifying all staff, job titles, and job duties.

CSC Response:

CSC has provided the organization chart in the following figure. Details including the individual’s specific job duties, education, training, experience, EI experience, and specialized skills are provided in **Attachment A – Detailed Response to Section 4.3.1.3** of this proposal.

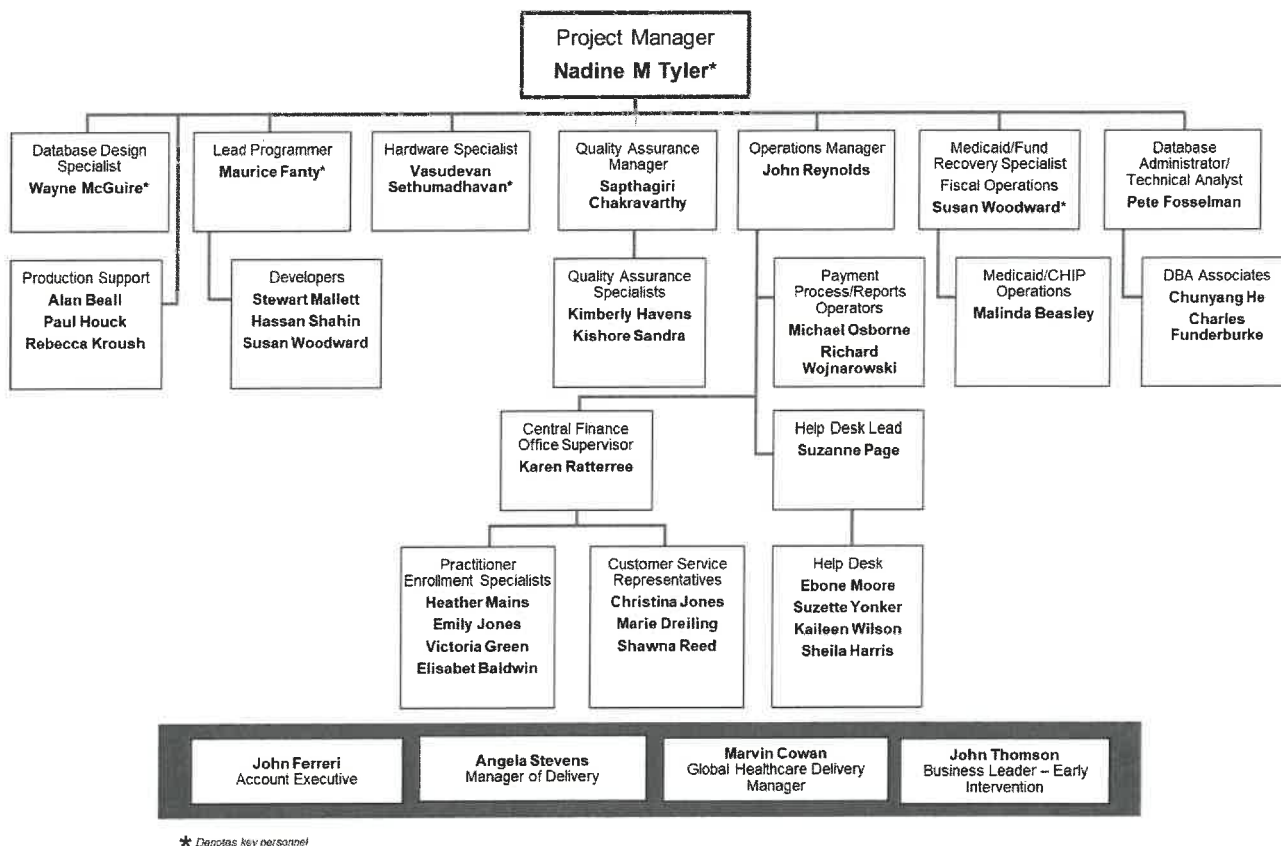


Figure 30. CSC Early Intervention CFO Services Organization Chart

4.3.1.5 Customer References

4.3.1.5 Vendor should provide a minimum of two customer references for similar projects within the past two years. References should include organization name, contact person, email address, and telephone number.

CSC Response:

CSC’s customer references for similar projects within the past 2 years are provided in the following tables.

Reference #1 - State of Louisiana, Louisiana Early Steps	
Organization Name	State of Louisiana, Louisiana Early Steps
Contact Person Name and Title	Brenda Sharp, Program Manager
Email Address	Brenda.Sharp@la.gov
Telephone Number	225-342-8853
Project Dates	2003 to Present (LA EarlySteps 2017 to present)
Description of Services Provided	Since 2003, CSC software and services have helped Louisiana serve over 6,000 children and their families in the EI program. In 2017, the legacy system in Louisiana was migrated to the web-based Case

Reference #1 - State of Louisiana, Louisiana Early Steps	
	<p>Management application, EarlyStepsonline, which is also based on the Indiana First Steps platform.</p> <p>CSC currently accepts LA EarlySteps provider claims on paper, online through the Provider Service module or via HIPAA-compliant EDI claiming. CSC adjudicates provider claims based on program-specific adjudication edits. CSC performs a payment process that generates payments to providers via checks or EFT for the claims submitted and paid during the statement period.</p> <p>CSC calculates, generates, and mails IRS Form 1099 to payees receiving reportable income during the tax year based on IRS guidelines. CSC also submits an electronic tax file to the IRS for all payees with reportable income during the tax year.</p> <p>CSC provides LA EarlySteps with a broad range of fiscal and operational services that meet the full spectrum of the program's needs. These additional services include provider enrollment and credentialing, Medicaid eligibility request and response processing, prior authorization processing, call-center support, and other fiscal and operational activities.</p>

Table 8. Reference #1 - State of Louisiana, Louisiana Early Steps

Reference #2 - Georgia Department of Public Health, Division of Health Promotion	
Organization Name	Georgia Department of Public Health, Division of Health Promotion
Contact Person Name and Title	Lisa Pennington, MS, MA, LPC, Deputy Director, Early Intervention
Email Address	lisa.pennington@dph.ga.gov
Telephone Number	404-651-5995 (office)
Project Dates	2010 to present
Description of Services Provided	<p>The Georgia Babies Can't Wait (BCW) EI data system, known as BIBS and hosted by CSC, is a full-featured case management system similar in scope and function to the Missouri Early Intervention platform.</p> <p>In 2010 the Georgia Department of Community Health issued an RFP for a comprehensive web-based data system that was tailored to meet the reporting and administrative requirements for Part C of IDEA. As the successful bidder, CSC began working in late 2010 with the Part C coordinator of the Georgia EI program and other administrative personnel to create a new data system that was modeled on the Missouri First Steps WebSPOE system.</p> <p>Georgia's primary goal for the new data system was to improve the efficiency and accuracy of data collection for reporting on Federal Indicators associated with the program's Annual Performance Report (APR). Prior to contracting with CSC for a new data system, Georgia's Annual Performance Reporting determinations slipped from "Need Improvement" to three consecutive years of "Needs Intervention".</p>

Reference #2 - Georgia Department of Public Health, Division of Health Promotion

	<p>One of the corrective actions Georgia proposed to take to improve their performance on the APR indicators was the development of a new data system. CSC and Georgia administrative staff worked closely to implement a data system that provided consistent and accurate data on all aspects of their Early Intervention system. In the reporting year following the implementation of the BIBS data system, Georgia received an APR determination of "Meets Requirements". In their letter to Georgia, the Office of Special Education Programs commended Georgia on their efforts related to the correction of long-standing non-compliance and the submission of reliable and valid data.</p> <p>In 2017, the governor of Georgia prioritized Autism intervention as a collaborative multi-agency initiative. To support this initiative, the Georgia BCW program worked with CSC to enhance the BIBS system for the collection and storage of Autism Spectrum Disorder (ASD) data. This includes ASD screening and diagnostic evaluation data. As part of the IFSP, data is now collected for 18-month and 24-month ASD screenings when Autism is suspected. In addition, data for ASD diagnostic evaluations can be collected and a digital copy of the diagnostic evaluation report can be uploaded to the database for viewing on-demand.</p>
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Table 9. Reference #2 - Georgia Department of Public Health, Division of Health Promotion

Exceeding Mandatory Qualification / Experience Requirements (RFP Section 4.3.2)

RFP Reference: Section 4.3.2 Mandatory Qualification/Experience Requirements, Page 36 to 37 of the RFP

4.3.2 Mandatory Qualification/Experience Requirements -The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

CSC is pleased to have served WV Birth to Three for sixteen years and is committed to providing an experienced and committed team to serve the WV Birth to Three program, its families, practitioners, and staff. In the following sections, we will detail how we meet each mandatory qualification/experience requirement.

4.3.2.1 Dedicated, High-skilled Core Team of Key Personnel

4.3.2.1. Vendor shall commit a dedicated, high-skilled core team of key personnel to conduct the functions and duties of the CFO. Key personnel should include the following all of which should have a minimum of two years experience working in their respective positions and a minimum of two years experience working with early intervention systems.

CSC Response:

CSC's operations and technical teams will be in place and ready to go on Day One of the new contract, including our core team of key personnel. With CSC, there is no need for an intense, complex transition of the system and operations that has the potential to disrupt services to children, parents, and practitioners, as well as other stakeholders. Our key technical and operations staff, with more than 60 years of combined West Virginia-specific Early Intervention experience, will remain dedicated, delivering outstanding support to the WV Birth to Three program.

CSC proposes the following core team members as key personnel assigned to the WV Birth to Three project.

4.3.2.1.1 Project Manager

4.3.2.1.1 Project Manager

CSC Response:

An experienced Project Manager will oversee all aspects of the CSC relationship with the WV Birth to Three program. CSC proposes Nadine M. Tyler to continue as the WV Birth to Three Project Manager. As the current Project Manager, Ms. Tyler has intimate knowledge of the WV Birth to Three System and has 15 years' experience managing and directing the WV Birth to Three system efforts. The Project Manager serves as the primary client contact and is available for regularly scheduled phone meetings and an annual site visit as requested by the client.

Continuing to leverage Ms. Tyler's experience will provide WV Birth to Three with program continuity. Ms. Tyler is extremely knowledgeable regarding WVBTT procedures, central finance office operations, SSAE 18 SOC 1 audit standards and WVBTT program nuances, such as Medicaid billing activities. There will be no need to re-familiarize a new Project Manager with the details of the WVBTT program.

The Project Manager will also:

- Work in conjunction with team members and stakeholders to anticipate and manage changes to projects, such as, but not limited to, technical requirements, business requirements, and schedules.
- Determine when additional resources are needed.
- Identify or gather information regarding possible solutions that may create additional, different or unique project objectives or results.
- Manage CSC internal and WV Birth to Three expectations and balance the needs of each to achieve satisfactory solutions for all parties.
- Oversee day-to-day central finance office activities.
- Supervise delivery of the SSAE 18 SOC 1 audit report and verify that audited processes are complied with throughout the organization.
- Coordinate with technical staff planning and solutions preparation.
- Manage the delivery of all enhancements and fixes for on-time and within-budget delivery.

4.3.2.1.2 Database Design Specialist

4.3.2.1.2 Database Design Specialist

CSC Response:

CSC proposes Wayne McGuire as the Database Design Specialist. Mr. McGuire is an IT professional with more than 29 years' experience with the entire project development process, from writing project specifications through design, programming, testing, implementation, and final user documentation and training. Mr. McGuire has performed multiple roles during his 20-year career with CSC including Senior Technical/Data Analyst, Senior Business Analyst, Conversion Lead, Senior Programmer/Analyst, and Lead Programmer. He specializes in Visual Basic, SQL Server, Universe Basic, QicBasic, and MTB Basic, and has experience with VB .Net. Mr. McGuire has substantial experience in HIPAA EDI X12 transactions, health care claims processing systems, banking systems, billing systems, order processing, and inventory control systems, and report generation processes. As a developer and analyst, he is experienced in all aspects of the CSC Early Intervention software systems, including both user interfaces and back-end processes. Mr. McGuire works directly with the WVBTT State staff to understand their business processes and discover requirements for new and enhanced software systems.

As the Database Design Specialist, Mr. McGuire will apply data analysis/data modeling techniques to establish, modify, or maintain data structures and associated components (entity descriptions, relationship descriptions, attribute definitions). He will validate processes, monitor the database components, and provide logical and physical database design support to other members of the WVBTT project team.

Mr. McGuire was the lead designer and developer for the initial CSC Fund Recovery systems and will continue to analyze claims data and advise both developers and management on all aspects of the CSC Fund Recovery systems. WV Birth to Three will continue to benefit from Mr. McGuire's extensive experience in Medicaid and CHIP.

4.3.2.1.3 Hardware Specialist

4.3.2.1.3 Hardware Specialist

CSC Response:

CSC proposes Vasudevan Sethumadhavan as the Hardware Specialist. Mr. Sethumadhavan has more than 20 years of experience in Information Technology (IT) infrastructure management and support, and 12 years of experience providing IT infrastructure support for the Early Intervention programs. He has extensive knowledge of the Microsoft Operating systems, database servers, and application software.

Mr. Sethumadhavan is also a Project Management Professional (PMP) certified. He currently oversees the day-to-day technical infrastructure responsibilities for CSC's projects administered from Kansas and leads a team of highly skilled IT system administrators. He

oversees the support and implementation of the development, testing, User Acceptance Testing (UAT), and production systems.

Mr. Sethumadhavan has overseen the implementation of the entire WV Birth to Three hosted environment at the CSC hosting facility, as well as the implementation of the current disaster recovery (DR) environment. His familiarity with these installations makes him invaluable to CSC and to the WV Birth to Three program. This value is evidenced by the strong track record of system availability enjoyed by the WVBTT Online application.

As the Hardware Specialist, Mr. Sethumadhavan will provide hardware recommendations and assist in identifying software required for new deployments. He will assist with planning for both system needs and networking requirements, as well as configuring and optimizing servers. Mr. Sethumadhavan will also lead and coordinate the maintenance of complex data hardware systems and investigate and resolve complex network and hardware matters.

4.3.2.1.4 Medicaid/Fund Recovery Specialist

4.3.2.1.4 Medicaid/Fund Recovery Specialist

CSC Response:

CSC is proposing Susan Woodward as the Medicaid/Fund Recovery Specialist. Ms. Woodward has 35+ years of experience designing and developing databases and software solutions. She has performed multiple roles during her career including software development lead, programmer/analyst, senior software engineer, software engineer, and programmer/analyst. Ms. Woodward specializes in client/server and Web-based systems and has spent the last two years working on the WV Birth to Three project.

Ms. Woodward currently serves as a Senior Professional Software Engineer and is the proposed Medicaid/Fund Recovery Specialist. As part of her current position, she was responsible for the following:

- Served as primary developer on a two-year project to modernize the WV Birth to Three Medicaid Claiming System. Worked closely with CSC and State subject matter experts to transfer an existing rules-based billing system and transition WV Birth to Three billing rules into it. The project resulted in a new, state of the art, billing system that delivered enhanced key features, such as adjustment billing, for WV Birth to Three. The project led to enhanced revenue for WV Birth to Three and improved handling of children with multiple Medicaid IDs.
- Developed and maintained software for the various state web-based EI data systems. Work has included the development of user application web pages and back-office automated functionality. Her back-office work includes extensive experience in automating data transformations using the SSIS features of MS SQL Server.
- Data reporting and analysis: Created and enhanced numerous SQL Server Reporting Service reports for several state EI clients. Susan developed extensive experience

reporting on Participant and Financial system data. She works closely with clients to understand client needs and accomplish data reporting that addresses those needs.

- The technical environment she works in includes Visual Basic 6, Net 2003 – 2010 (ASP.NET, VB.NET), SQLServer 2000 – 2008 R2, COM, COM+, ADO, VB Scripting, SSIS, SSRS, BizTalk.

As the Medicaid/Fund Recovery Specialist, Ms. Woodward possesses extensive knowledge of funding sources, such as Medicaid, for Early Intervention services. In this role, she advises database and application program developers on fund recovery requirements necessary to properly and efficiently construct and submit healthcare claims to the various funding sources. Ms. Woodward analyzes the resulting Remittance Advice (RA) data and advises developers on the best methods of dealing with typical and atypical payer adjudication results. Ms. Woodward's experience allows her to identify areas where deeper analysis of claims denied by the funding sources in order to identify necessary corrections to the initial claiming process is required. Ms. Woodward also assists developers in constructing any reports related to fund recovery.

By utilizing Ms. Woodward in the position of Medicaid/Fund Recovery Specialist, CSC is providing continuity of knowledge gained from collaboration with Medicaid during the process of implementing the new Medicaid billing software.

4.3.2.1.5 Lead Programmer

4.3.2.1.5 Lead Programmer

CSC Response:

CSC proposes Maurice (Mo) Fanty as the Lead Programmer. Mr. Fanty has more than 25 years of programming experience and has been a member of the CSC Early Intervention team for the past 16 years. He oversees Early Intervention projects and supervises the work of his direct reports, having the overall responsibility and accountability for the development efforts for Early Intervention projects from inception to completion. He is responsible for project estimation and plan activities, reviewing and tracking application performance, and integrity of the system. Mr. Fanty audits system activities to make sure the performance meets current standards and procedures. He has performed multiple roles during his career including software development manager, development lead, product architect, product analyst, advisory programmer/analyst, senior software engineer, software engineer, and programmer/analyst. Mr. Fanty specializes in client/server and Web-based systems with substantial experience with Early Intervention and WIC.

Mr. Fanty has been a key contributor to many initiatives in West Virginia, including the implementation of WVBTT Online and the development of the new Fund Recovery application. He is also a subject matter expert on the Provider Account Module that CSC proposes to implement early in the new contract cycle. Leveraging Mr. Fanty's experience in this area offers clear benefits to the WVBTT program and its stakeholders.



As the Lead Programmer, Mr. Fanty:

- Reviews software and data issues reported by the client and operations staff
- Codes, tests, debugs, implements application code and creates appropriate technical documentation
- Designs systems to meet business needs and prepares detailed specifications from which projects are developed and coded
- Meets required project standards and technical specifications
- Performs technical analysis and component delivery
- Gathers information from existing systems and assists the Project Manager in preparing time estimates and justifications for assigned tasks
- Supervises the work of direct reports, assigns tasks, manages workload, and monitors day-to-day activity to provide direction to team members and supporting organizations.

4.3.2.2 Experience with Early Intervention Systems and Similar Central Finance Office Operations

4.3.2.2 Vendor shall have at least five years of experience working with early intervention systems and similar Central Finance Office operations.

CSC Response:

For over two decades, CSC has been fortunate to collaborate with six different states and one major city/municipality's Early Intervention/Birth to Three program to implement a comprehensive solution and operate as the Central Finance Office (CFO) for a majority of these programs. No other vendor brings the level of knowledge CSC offers regarding Birth to Three regulations, experience in early intervention data system design and implementation, effective management of claims payment, proven practitioner enrollment and credentialing processes, and collaborative work with other programs, such as Medicaid, to perform fund recovery activities. CSC also brings to this engagement 10 years of SSAE 18 SOC 1 audits with no exceptions.

Case Management

CSC provides our current EI Case Management system, WVBTT Online, to West Virginia. A similar Case Management system is utilized by two other early intervention clients. The EI Case Management system is a modern, secure, web-based application that supports real-time access and record maintenance by system users. Supporting a variety of user roles and automating the full lifecycle of child activity from Referral to Transition, WVBTT Online

supports the technical requirements for the WV Birth to Three program. CSC's solution offers a wealth of functionality and reliability that has been proven in production for more than four years. Monitoring and compliance features leverage real-time data and actively manage federal and state requirements.

CSC knows from experience that there can be subtle differences between Early Intervention programs across State Lead Agencies and as such developed the Case Management component of WVBTT Online with the flexibility to accommodate those differences. Our systems are built to fully support program operations and uphold the principles of IDEA and incorporate compliance with Part C.

Billing and Claims

CSC has current and relevant billing and claims experience for WV Birth to Three. We also perform this function in each of the other four EI states we serve. CSC has performed financial reimbursement activities for several state Part C programs for over 15 years and continues to design and develop systems that are optimized to efficiently recover revenue from the program's various funding sources. We have financial reimbursement experience with multiple types of potential Part C revenue sources including:

- Medicaid
- CHIP
- TANF
- CSHCN – Title V
- Private Insurance
- State General Funds

The CSC EI system contains a Financial component for processing eligibility requests and responses, submitting claims to funding sources, and processing the resulting remittance advice data. The Fund Recovery component interfaces with BizTalk Server to create and/or read HIPAA compliant X12 EDI files. BizTalk Server includes native functionality providing support for HIPAA file formats. It includes the EDI components and capabilities that are required to comply with the HIPAA mandates.

Practitioner Enrollment and Credentialing

CSC has current and relevant practitioner enrollment and credentialing experience in West Virginia. We conduct practitioner enrollment and credentialing activities for many Part C programs including Missouri, Indiana, Louisiana, and Georgia. We utilize a back-end tool to accept and manage practitioner data, that is stored in the EI database. Practitioner data is used to authorize services to practitioners, validate actual services delivered for invoicing purposes, and evaluate regional coverage of practitioner specialties.

Fund Recovery Experience

CSC has extensive experience in recovering funds for EI programs. Duties include the analysis of fund recovery claims, remittance advice data, resubmission activities, and any problems encountered in the fund recovery process. We are also responsible for designing and implementing analysis reports. Our current Fund Recovery component is being successfully used in Missouri, Louisiana, Indiana, and West Virginia Early Intervention programs.

CSC submits eligible claims to Medicaid and private insurance in an 837 file, and remittance advices are received from Medicaid via an 835 file. Medicaid payments are directly routed to each State program. Private insurance remittance advices are received via an 835 file or on paper, which is entered into the fund recovery system. We are well-versed in the 837/835 processes and perform them successfully.

CSC calculates family cost share fees based on the specific guidelines for each individual state program. Family cost-share statements are calculated and mailed on a monthly basis. CSC accepts and processes cost participation payments.

Based on an Early Intervention-determined schedule, the Fund Recovery component evaluates potentially eligible practitioner claims to determine which claims can be billed for reimbursement to each funding source — Medicaid and/or CHIP. The funding source evaluation order is configured within the system. Potentially eligible practitioner claims are evaluated by a series of “rules”, or data edits, that are specific to the given funding source. The rules evaluate many factors including First Steps’ business rules for the funding source, family consent, child eligibility, service definitions, and service practitioner eligibility and credentials. Similar rules and database tables are used to control the flow of each practitioner's claim through the Fund Recovery system, and to determine the point at which the practitioner's claim will be evaluated for the next funding source. Practitioner claims that fail a rule are noted in a database table and will be available for reporting and analysis. For practitioner claims that pass the evaluation rules, the Fund Recovery component retrieves from the database the data necessary to create HIPAA compliant 837P Health Care Claim transactions. The individual 837P transactions are consolidated into one or more files and the files are submitted to the appropriate funding source via their EDI interface.

The Fund Recovery component of Early Intervention completely supports the automated processing of X12N 835 Electronic Remittance Advice (RA) files. The 835 RA files selected for processing are passed through BizTalk Server to verify each file is syntactically accurate and correctly formatted. Each file is then balanced at both the claim level and the file level. Any errors or unbalanced files encountered are immediately reported to the system operator for issue resolution. Valid and balanced files are then parsed into individual claim payment transactions. Additional validations occur during this process to verify that the received RA data is appropriate for the submitted claim before posting the RA data to the database. Payer adjustments (denials) to the claim are also saved to the database and are available for reporting and analysis. Practitioner claims that are paid in full by the funding source are

moved to the end of the Fund Recovery cycle. Claims that are denied or partially paid are made available for evaluation by the next funding source if one exists. Under certain conditions, changes in child data or practitioner claim data may cause the claim to be “restarted” through the Fund Recovery system once the current RA data has been posted to the database.

CSC has over ten years of experience in exchanging HIPAA compliant X12 EDI files for private insurance claims, and for multiple state clients. Due to a large variance in claim format and parameter requirements across the many private insurance carriers, CSC has developed a relationship with an insurance claims clearing house. Private insurance claims are formatted into HIPAA compliant 837P files with each file containing claims for multiple private insurance carriers. The file is then passed to the clearing house where the claims are submitted to the individual private insurance carriers. The private insurance carriers send their remittance advice data to the clearing house when they have adjudicated the claims. The clearing house then formats the RA data into an 835 Electronic RA file. CSC processes each 835 Electronic RA file as described above. This methodology offers the benefits of not having to create and maintain a relationship with every private insurance carrier, as well as not having to configure the Fund Recovery system for each carrier’s specific requirements.

The Fund Recovery component also supports the Coordination of Benefits (COB) between both public and private funding sources. When a practitioner claim is eligible for multiple funding sources, it is initially submitted to the primary source. When the primary source has reported their adjudication and has denied any portion of the billed amount, the practitioner claim will then be submitted to the next eligible funding source. The 837P transactions for the subsequent billing include the adjudication information from the previous funding source(s). This allows all subsequent funding sources to determine their liability for the claim by evaluating how all previous payors have adjudicated.

4.3.2.3 Extent of Responsibility on Present or Prior Similar Projects

4.3.2.3 Vendor shall specify the extent of responsibility on present or prior similar projects, including:

CSC Response:

CSC Public Health Services industry solutions enable collaboration across the entire ecosystem and the mining of value from market players and information, leading to better business outcomes and patient service. We employ a dedicated Early Intervention team consisting of approximately 50+ staff whose experience allows us to deliver a wide spectrum of services:

- Hosted IDEA Part C Data Systems
- Outcome Data Collection and Reporting

- Customized Federal and other Data Reporting
- Technical Help Desk
- Practitioner Enrollment, Credentialing, and Workforce Tracking
- Fiscal Agent and Finance Office Services
- Practitioner Claims (Service) Systems
- Claims Processing and Payments
- Family Cost Participation (FCP) Billing and Management
- Fund Recovery and Management
- Practitioner and Family Call Center Support

This blend of experience enables the CSC team to understand the broader picture of Early Intervention and CFO programs' needs. We bring to each engagement a rich set of experience-based best practices which are based on solutions specifically crafted to meet the requirements of each customer.

CSC is currently hosting five comprehensive web-based Early Intervention Data Systems. In fact, we have implemented Early Intervention Data Systems for state and local programs at least ten times since 1996. CSC also hosts web-based Practitioner Claims (Service) Management Systems for five State Part C programs and one State-run substance abuse program.

By selecting CSC, you gain confidence in knowing the work will be completed to meet Part C and State Plan regulations and delivered within the agreed-upon time period. Our approach provides a stable framework to effectively manage and administer the Early Intervention program while providing a solid foundation for growth and change as the program expands or develops.

CSC is proud to have worked with many Early Intervention programs over the years. Our experience is outlined in the following client specific summaries.

State of West Virginia Birth to Three

CSC has supported the West Virginia Birth to Three (WV Birth to Three) program since 2003. In 2015, the WV Birth to Three legacy application was migrated to a web-based Case Management application, WVBTT Online, which is based on the Indiana First Steps platform. This online application accomplishes point of entry data collection for WV Birth to Three Early Intervention Services, child and family information, program eligibility determination, and health and medical assessments. Evaluations and assessments, Individualized Family Service Plan (IFSP), and service authorizations are entered by the Regional Administrative Unit.

CSC accepts WV Birth to Three practitioner claims on paper or via HIPAA-compliant EDI claim files. CSC enters paper claims, processes EDI files, adjudicates the claims based on

WV Birth to Three program-specific rules and issues a payment file. WV Birth to Three utilizes this file and produces payments to practitioners.

CSC submits eligible claims to Medicaid and CHIP in an 837 file on behalf of WV Birth to Three and receives remittance advices from Medicaid and CHIP via an 835 file. Medicaid and CHIP payments are routed directly to the State program.

WV Birth to Three utilizes a report server to produce child reports, services reports, practitioner reports, financial reimbursement reports, and fiscal reports. WV Birth to Three recently enhanced online reporting to include Federal Indicator Reports.

CSC administers enrollment and verification of annual credentialing activities for West Virginia practitioners. CSC reviews all initial and annual enrollment packets and approves or denies them based on the criteria established by the WV Birth to Three program.

CSC has ten years of successful SSAE 18 SOC 1 audits with no exceptions.

CSC provides help desk support and other administrative services.

State of Indiana First Steps

In 1995, CSC formed a working partnership with the State of Indiana First Steps (INFS) program to implement an automated software system to capture data for Part C of IDEA. Indiana's First Steps software was among the first in the nation developed to assist in the delivery of services and data management for Early Intervention (EI) programs.

Today, CSC provides Indiana's First Steps program with a data management system for approximately 20,000 recipients annually. CSC implemented a new web-based Case Management application for INFS in 2014. The application allows INFS system users to enter child and family information, program eligibility determination, health and medical assessments, and evaluation and assessments. Additionally, CSC creates financial reports and required federal and state reports for program management.

CSC currently accepts Indiana First Steps provider claims on paper; online through the Provider Account Management component, which is a website utilized by Indiana's approximately 2,400 providers to access authorizations and enter claims; or via HIPAA-compliant EDI claims. CSC adjudicates received provider claims based on INFS program-specific adjudication edits. On a regularly scheduled basis, CSC performs a payment process that generates payments to providers via checks or electronic funds transfer (EFT) for the claims submitted and paid during the statement period.

CSC calculates, generates and mails an IRS Form 1099 to payees receiving reportable income during the tax year based upon IRS guidelines, and submits an electronic tax file to the IRS.

CSC submits eligible claims to Medicaid and private insurance in an 837 file. Remittance advices are received from Medicaid via an 835 file, while Medicaid payments are routed directly to the State program. Private insurance remittance advices are received via an 835 file or on paper. For remittance advices received on paper, CSC receives and processes the

payment and keys the remittance advice information into the database. CSC also evaluates provider claims eligible for TANF and produces reports for INFS allowing them to complete their TANF fund recovery efforts.

CSC calculates family cost share amounts based on INFS program-specific guidelines. Families are not charged a copay on claims paid by private insurance. CSC accepts and processes cost participation payments.

Additional services include provider enrollment, a help desk call center for families, providers, and software end-users, and hosting of report servers for on-demand delivery of a wide range of reports which aid in the monitoring of all facets of Indiana's EI program:

CSC hosts a central directory website that serves as a searchable listing of available providers for First Steps services. This assists Indiana families to find and select providers. Information presented is a combination of CSC provider enrollment information and information entered and maintained by the providers.

State of Louisiana EarlySteps

Since 2003, CSC software and services have helped Louisiana serve over 6,000 children and their families in the EI program. In 2017, the legacy system in Louisiana was migrated to the web-based Case Management application, EarlyStepsonline, which is also based on the Indiana First Steps platform.

CSC currently accepts LA EarlySteps provider claims on paper, online through the Provider Account Management module or via HIPAA-compliant EDI claiming. CSC adjudicates provider claims based on program-specific adjudication edits. CSC performs a payment process that generates payments to providers via checks or EFT for the claims submitted and paid during the statement period.

CSC calculates, generates, and mails IRS Form 1099 to payees receiving reportable income during the tax year based on IRS guidelines. CSC also submits an electronic tax file to the IRS for all payees with reportable income during the tax year.

CSC provides LA EarlySteps with a broad range of fiscal and operational services that meet the full spectrum of the program's needs. These additional services include provider enrollment and credentialing, Medicaid eligibility request and response processing, prior authorization processing, call-center support, and other fiscal and operational activities.

State of Missouri First Steps

Since 2001, CSC has been engaged with the Missouri Department of Elementary and Secondary Education's EI program, providing comprehensive business process outsourcing of its First Steps program. Over those eighteen years, the program's data system and fiscal management have evolved from a standalone software application to the current comprehensive web-based application, WebSPOE.

The WebSPOE application has a child case management component that contains all information regarding the child's enrollment in the Missouri First Steps program. The data

system allows for online child referrals. Referrals are received, reviewed and accepted by the appropriate regional SPOE office. The child record contains child demographic information, family information, and child health information including vision and hearing screenings. The child's evaluation and assessments are scheduled and assessment reports are uploaded and reviewed in the WebSPOE application. WebSPOE also contains information regarding the child's Individualized Family Service Plan (IFSP). IFSP meetings are scheduled within the application and meeting notices are sent to IFSP meeting participants. IFSP information including routines and activities, outcomes, parental consent, and authorizations are all captured within the data system.

The WebSPOE application also allows authorized Missouri First Steps service providers the opportunity to perform multiple tasks online. Providers may view authorization details, including method, intensity, and location. In addition, providers can enter and submit claims for authorized services. When the provider enters a claim, they have the ability to view the claim processing adjudication detail prior to the submission of the claim. WebSPOE also has functionality that allows providers to report mileage for payment and State users may enter and approve payment transactions for activities such as training. CSC runs the payment process on a schedule agreed upon by Missouri First Steps, and providers are paid via check or EFT. Once a year, Form 1099 documents are calculated and mailed to applicable providers and an electronic file is submitted to the IRS.

CSC submits eligible claims to Medicaid and private insurance in an 837 file, and remittance advices are received from Medicaid via an 835 file. Medicaid payments are directly routed to the State program. Private insurance remittance advices are received via an 835 file. CSC processes the remittance advices and generates monthly reports for the State to detail the Medicaid and private insurance data.

The CSC Customer Service department assists providers and Missouri First Steps staff with questions concerning provider enrollment, authorizations for services, and claims payments. In addition, they provide support and information to families as it relates to service authorizations and the Explanation of Benefits.

CSC continues to work with the Missouri EI program in ongoing maintenance and enhancements for its data and financial systems. CSC supports State initiatives by meeting regularly with WebSPOE's user community to keep the system aligned with evolving State processes.

State of Georgia Babies Can't Wait

The Georgia Babies Can't Wait (BCW) EI data system, known as BIBS, and hosted by CSC is a full-featured case management system similar in scope and function to the Missouri First Steps platform.

In 2010 the Georgia Department of Community Health issued an RFP for a comprehensive web-based data system that was tailored to meet the reporting and administrative requirements for Part C of IDEA. As the successful bidder, CSC began working in late 2010

with the Part C coordinator of the Georgia EI program and other administrative personnel to create a new data system that was modeled on the Missouri First Steps WebSPOE system.

Georgia's primary goal for the new data system was to improve the efficiency and accuracy of data collection for reporting on Federal Indicators associated with the program's Annual Performance Report (APR). Prior to contracting with CSC for a new data system, Georgia's Annual Performance Reporting determinations slipped from "Need Improvement" to three consecutive years of "Needs Intervention".

One of the corrective actions Georgia proposed to take to improve their performance on the APR indicators was the development of a new data system. CSC and Georgia administrative staff worked closely to implement a data system that provided consistent and accurate data on all aspects of their Early Intervention system. In the reporting year following the implementation of the BIBS data system, Georgia received an APR determination of "Meets Requirements". In their letter to Georgia, the Office of Special Education Programs commended Georgia on their efforts related to the correction of long-standing non-compliance and the submission of reliable and valid data.

In 2017, the governor of Georgia prioritized Autism intervention as a collaborative multi-agency initiative. To support this initiative, the Georgia BCW program worked with CSC to enhance the BIBS system for the collection and storage of Autism Spectrum Disorder (ASD) data. This includes ASD screening and diagnostic evaluation data. As part of the IFSP, data is now collected for 18-month and 24-month ASD screenings when Autism is suspected. In addition, data for ASD diagnostic evaluations can be collected and a digital copy of the diagnostic evaluation report can be uploaded to the database for viewing on-demand.

State of New Jersey Drug Addiction Services

The New Jersey Division of Mental Health and Addiction Services (DMHAS) program has been contracted by CSC since 2009 to process claim authorizations, adjudicate service claims, and process provider payments. DMHAS processes over 1 million claims annually.

CSC designed, implemented and now maintains the web application, serving over 442 provider sites associated with an active agency. The web application also provides reports for use by State staff and providers. Additionally, CSC offers call center services to support providers.

4.3.2.3.1 Similar Projects' Scope of Work

4.3.2.3.1 Similar projects' scope of work

CSC Response:

The following table references CSC projects with a similar scope of work.

State	Program	Description of Services	Begin Date	End Date
MO	First Steps/Early Intervention	Help Desk, Provider Enrollment and Credentialing, Online Provider Claims, Fiscal Agent Services/Provider Payments, Online Case Management, Private Insurance, Medicaid Fund Recovery, Family Cost Participation, Training, Hosting	2001	Present
LA	EarlySteps/Early Intervention	Help Desk, Online Case Management, Medicaid Fund Recovery, Provider Enrollment and Credentialing, Online Provider Claims, Fiscal Agent Services/Provider Payment, Training, Hosting	2003	Present
IN	First Steps/Early Intervention	Help Desk, Online Case Management, Provider Enrollment and Credentialing, Provider Claims, Fiscal Agent Services/Provider Payment, Training, Hosting, Online Provider Claims, Private Insurance Claims, Medicaid and TANF Fund Recovery, Family Cost Participation	1995 2008	2006 Present
NJ	Early Intervention	Help Desk, Medicaid Fund Recovery, Provider Enrollment and Credentialing, Provider Claims, Fiscal Agent Services/Provider Payment, Training, Hosting, Online Provider Claims, Family Cost Participation, Online Provider Matrix	2004	2018
WV	Birth To Three/Early Intervention	Help Desk, Online Case Management, Medicaid and CHIP Fund Recovery, Practitioner Enrollment and Credentialing, Practitioner Claims, Fiscal Agent Services/Practitioner Payment Processing, Training, Hosting, Online Practitioner Service Directory	2003	Present

State	Program	Description of Services	Begin Date	End Date
New York City	Early Intervention	Help Desk, Medicaid Fund Recovery, Provider Claims, Fiscal Agent Services/Provider Payment, Training, Hosting, Online Provider Claiming	2007	2014
GA	Babies Can't Wait/Early Intervention	Online Claiming, Online Case Management, Private Insurance Claiming, Family Cost Participation, Help Desk, Medicaid Fund Recovery, Provider Enrollment and Credentialing, Provider Claims, Fiscal Agent Services/Provider Payment, Training, Hosting	2010	Present
NJ	Division of Addiction Services	Online Claiming, Help Desk, Provider Claims, Fiscal Agent Services/Provider Payments, Training, Hosting	2008	Present

Table 10. Projects with Similar Scope of Work

4.3.2.3.2 Similarity to this Project

4.3.2.3.2 Similarity to this project

CSC Response:

CSC’s depth of experience, both in West Virginia and in other states, offers unparalleled value for the WVBTT program. CSC’s experience meeting the needs of WVBTT for many years means that it is prepared to offer these services with exceptional quality. CSC proposes the continuance of the WVBTT Online and Central Finance Office operations as described in this solicitation. These components are the core of the services we have provided for WV Birth to Three, and other early intervention clients, for many years.

CSC proposes to continue providing these services with its current staff, avoiding the risks associated with a disruptive transition, not only by the WVBTT program but also by families, practitioners and RAU staff throughout the State.

CSC seeks to exceed expectations and understands that vendors must sometimes take the initiative to offer additional value to clients. CSC proposes to offer this additional value by completing significant upgrades to WV Birth to Three at no additional cost. In this way, we believe we are offering value that exceeds the expectations of the RFP.

In addition to the current services, CSC proposes to enhance the WV Birth to Three program web-based system functionality to include the following services:

- Addition of an online Provider Account Module for claims entry and adjudication
- Enhancing WVBTT Online to include an online Individualized Family Service Plan (IFSP)

- Modernization of the Practitioner Service Directory by adding the functionality to WVBTT Online
- Transitioning the practitioner enrollment data entry and maintenance into WVBTT Online
- Development of a parent portal to allow families to view specific child information.

These enhancements are a part of the proposed project plan, and CSC has a tremendous amount of experience delivering similar projects for WV Birth to Three and other early intervention clients.

The Provider Account Module (PAM) is already in production and utilized by four current CSC clients. The PAM application will allow practitioners to enter claims online and view, in real-time, the adjudication of the entered claim. PAM will also give WV Birth to Three State staff more insight into practitioner claims. State users will have the ability to search for and view claims within the module.

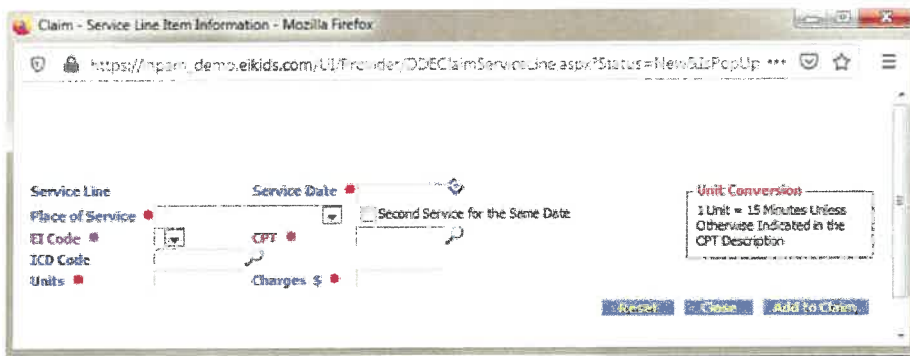


Figure 31. PAM Claim Entry

The second phase of the proposed project enhances WVBTT Online to include the child's IFSP. CSC currently supports full IFSP functionality in both the Missouri and Georgia child case management systems and will draw on this experience when working with WV Birth to Three on requirements and design of the WV IFSP. The IFSP functionality in Missouri and Georgia allows for the data entry of all aspects of the IFSP from scheduling the meeting, documenting routines, establishing child and family outcomes, obtaining parental consent for services and creating authorizations. In CSC's vision for the WV IFSP, CSC will import the information from the fillable PDF of the WV Birth to Three IFSP Form. WVBTT Online will perform edits on the imported data and the user will be able to make updates as necessary. We understand that each state has differences in the requirements for their program's IFSP. We are looking forward to leveraging our knowledge of the WV Birth to Three IFSP and our experience creating online IFSP functionality for other state programs to implement this feature into WVBTT Online. This process will include discussions with WV Birth to Three program staff to ensure that the new IFSP functionality supports existing State processes.

Role: InternalDev
 Logged in as: ProductionSupport

Summary	IFSP Details		
Child Detail	Type	Start Date	End Date
Family	IFSP	8/13/2019	8/12/2020
El Dates			
IFSP Detail	FAMILY AND CHILD PREFERENCES, STRENGTHS AND RESOURCES		
Authorizations	Waking Up		
Physician	What is going well?	What could be better?	Task Difficulty
RAU Transfer			
Child History	Developmental Areas Where Concerns Exist	Related National Child Outcomes	
COSF	Communication Movement/Physical Learning/Cognition Social/Emotional Behaviors	Positive Social/Emotional Skills Incl. Acquiring and Using Knowledge and Taking Appropriate Action to Meet N	
Team Note			
	Dressing / Toileting		
	What is going well?	What could be better?	Task Difficulty
	Developmental Areas Where Concerns Exist	Related National Child Outcomes	
	Communication Movement/Physical Learning/Cognition Social/Emotional Behaviors	Positive Social/Emotional Skills Incl. Acquiring and Using Knowledge and Taking Appropriate Action to Meet N	
	Meals / Feeding		
	What is going well?	What could be better?	Task Difficulty
	Developmental Areas Where Concerns Exist	Related National Child Outcomes	
	Communication Movement/Physical Learning/Cognition Social/Emotional Behaviors	Positive Social/Emotional Skills Incl. Acquiring and Using Knowledge and Taking Appropriate Action to Meet N	
	Outings		

Figure 32. IFSP Page

One key goal of this RFP is the modernization of the Practitioner Service Directory. CSC currently supports a Service Directory for four early intervention state programs. We designed, developed and have continued to maintain the existing Service Directory for several years. Our vision is to enhance WVBTT Online to include the Practitioner Service Directory functions. We are excited about the opportunity to modernize our original Service Directory as a part of this contract.

CSC has been processing practitioner enrollment and credentialing for WV Birth to Three practitioners for sixteen years. We designed, developed and implemented our stand-alone application, EIX, to directly support early intervention practitioner enrollment processes. This system is currently utilized for five early intervention state programs. Over the years, CSC has refined our practitioner enrollment processes, and we consider practitioner enrollment one of our strongest service offerings. As a part of the project plan, CSC proposes to

modernize and integrate the practitioner enrollment functionality into WVBTT Online. We are currently working on a similar modernization project for Missouri First Steps that is scheduled to be deployed in May 2020. We will utilize our research and basic design concepts from the Missouri project to merge this functionality into WVBTT Online.

The final proposed enhancement is the design, development, and implementation of a parent portal for WV Birth to Three families. As a leader in early intervention data systems, the CSC team spends time researching and evaluating industry trends. CSC has identified an optional parent portal as a new module to add to our early intervention solution. This new solution will allow parents to view information related to their child's enrollment in a secure system. CSC will work with WV Birth to Three program staff to determine what information they wish to include in the parent portal as well as devise a process to ensure that only identified parents or guardians are granted access to child records. CSC will draw on our experience from the new development and implementation of our existing early intervention modules to complete this project.

4.3.2.3.4 Vendor Responsibilities on Similar Projects

4.3.2.3.4 Vendor responsibilities on similar projects

CSC Response:

CSC, and its parent company, DXC, provide services similar to those outlined in this RFP to programs in dozens of state and local governments across the country. This section will summarize our experience with Early Intervention (EI) projects and describe other lines of business. We will describe the similarities between engagements in these other lines of business and EI engagements.

Early Intervention Projects

The following table provides a brief summary of similar EI projects performed by CSC.

Early Intervention/Part C					
State:	Missouri	Georgia	West Virginia	Louisiana	Indiana
Program	First Steps	Babies Can't Wait	Birth to Three	EarlySteps	First Steps
Start Date	2001	2010	2003	2003	1995
End Date	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Years of Experience	19	10	17	17	25
Providers					
Provider Payments	X	X		X	X
Provider Claims	X	X	X	X	X
Online Claims	X	X		X	X

Early Intervention/Part C					
State:	Missouri	Georgia	West Virginia	Louisiana	Indiana
Help Desk	X	X	X		X
Provider Enrollment	X	X	X	X	X
Provider Credentialing/Annual Enrollments	X		X	X	X
Program/Fund Recovery					
HIPAA	X	X	X	X	X
FERPA	X	X	X	X	X
Medicaid	X		X	X	X
Medicaid Managed Care	X				
Private Insurance/TPL	X				X
Children's Health Insurance Program (CHIP)			X		
Cost Participation	X	X		X	X
Online Individualized Family Service Plan (IFSP)	X	X			
Federal Reporting	X	X	X	X	X
Program Data	X	X	X	X	X
Training	X	X	X	X	X
Miscellaneous					
Online Reporting	X	X	X	X	X
Database Transfer	X	X	X	X	X
Hosted Data System(s)	X	X	X	X	X

Table 11. Similar Contract Work in Early Intervention

CSC's experience in the public health arena extends beyond that of its Early Intervention business. As a wholly-owned subsidiary of DXC Technology, CSC's clients benefit from our ability to collaborate with solution, technology and subject matter expertise in other business lines.

As a national leader in state and local public health, DXC supports contracts in 42 states and two U.S. territories. We bring to WVBT 50 years of support for state government and are the market-leading provider of Medicaid business process services nationwide. This market-leading position means we can leverage insight and new ideas to support state agencies in achieving their program objectives.

DXC and CSC also provide market-leading solutions for Women Infants and Children (WIC) programs and Immunization Information Systems (IIS). Together, we support Women,

Infant, and Children (WIC) programs in 17 states, Immunization in 16 states and early intervention healthcare programs in 5 states.

The following map shows our coverage of the states in our Health and Life Sciences line of business.

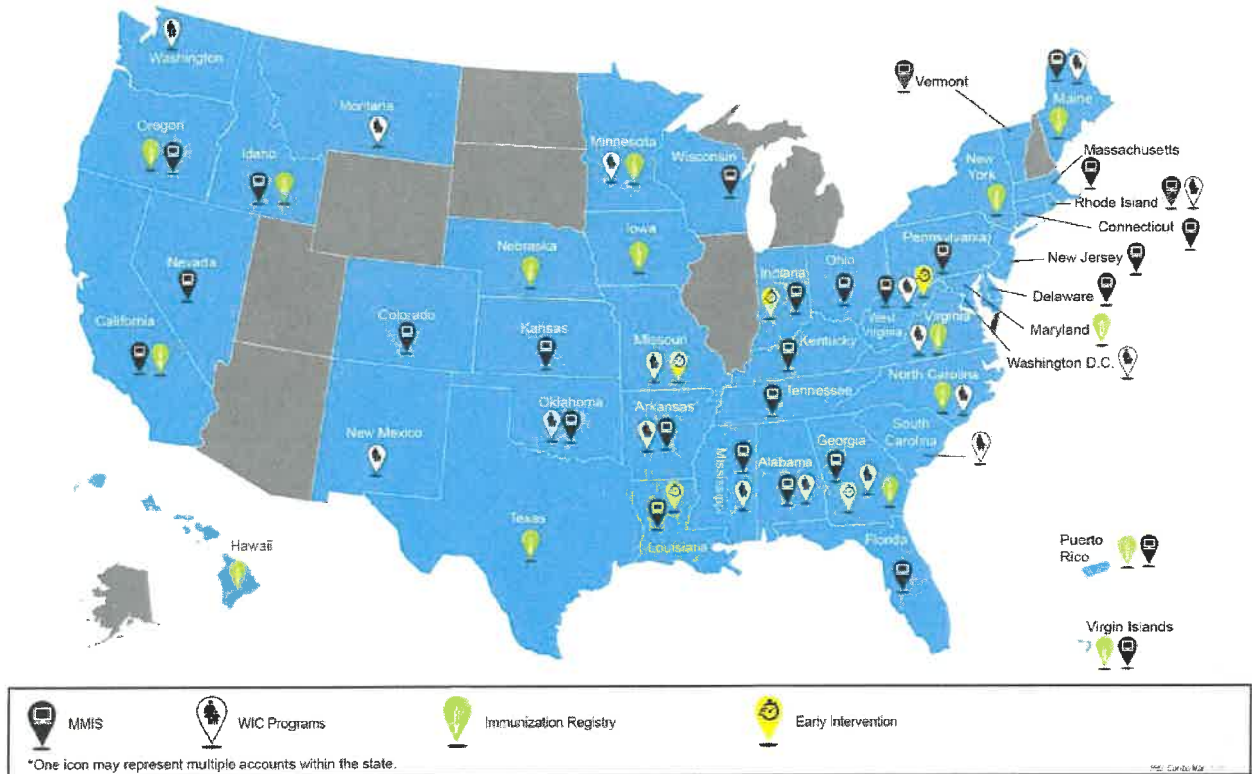


Figure 33. DXC's Line of Business Map

Keenly focused on providing citizen-centric solutions to specific agencies and organizations that use domain expertise, technology innovation, and business savvy, we continually develop and deliver industry-leading solutions and services in seven specific vertical areas of government: Health and Human Services; Motor Vehicles/Transportation; Tax and Revenue; Elections Management and Voter Registration; Public Employee Pension Administration (Retirement); Unemployment Insurance; and Justice and Public Safety. The following paragraphs highlight some of our major lines of business in Public Health. These business lines leverage solution elements that are similar to those offered to West Virginia Birth to Three. These similarities include:

- Application Hosting and Development
- Central Finance Office (CFO) or Fiscal Agent (FA) services
- Experience with data security and privacy (FERPA and HIPAA)
- Financial Management and Claims Processing

- Cross Program or Longitudinal data sharing and reporting
- Federal Reporting
- Federal Oversight and Compliance Management.

State Medicaid Experience

DXC is the No. 1 provider of Medicaid process management services, providing services in 29 states and touching 45.8 million lives. For the Oklahoma Health Care Authority, for example, we developed the first online Medicaid application for members. As a result, eligibility determination times dropped from 20 days to 20 minutes, and most enrollments are completed in less than 24 hours. When the Georgia Department of Community Health mandated electronic submission of Medicaid claims, DXC supported this digital transformation with direct outreach to providers, training webinars, collaboration with the provider association, and other targeted outreach. Electronic submission has reduced the number of claims returned to providers by 90% and improved the provider experience for enrollment, claims filing, appeals, and reimbursement.

We are currently transforming Medicaid claims processing with a next-generation claims processing system that supports a software-oriented architecture (SOA)–orchestrated environment, integrates best-of-breed commercial off-the-shelf software, and introduces software-as-a-service components to offer agencies agility and flexibility in their operations.

DXC builds strong, lasting, and high-value relationships by understanding our customers' needs, meeting or exceeding their expectations, and consistently providing outstanding service and quality.

We have specialized in supporting state Medicaid and other state healthcare programs, but also have significant nationwide experience with other systems and services. With these projects, we are helping our customers enhance citizen experience with their agencies, reduce costs, improve business process accuracy, and increase productivity. We build strong and lasting high-value relationships by understanding our customers' needs, meeting or exceeding their expectations, and consistently providing outstanding service and quality.

DXC's account teams help state governments increase information accuracy, reduce operational costs, and innovatively apply new technology. Our extensive knowledge and experience set us apart from other vendors in the Medicaid marketplace:

- 50 years' experience working with state governments on innovative health and human services solutions
- 13.7 billion state healthcare transactions processed annually
- 581 million patient encounters a year processed through DXC clinical and administrative applications
- 48 million lives touched annually through DXC Medicaid process management services

- 970 million Medicaid claims processed annually, totaling \$117 billion in claims payments
- \$92.4 billion in managed care capitations distributed each year
- 5.1 million provider and recipient telephone calls answered annually by call-center staff for state healthcare customers

The following figure summarizes key aspects of our deep Medicaid experience that will support us in bringing new insight and ideas to this initiative.



Figure 34. DXC's Medicaid Experience

Our history serving state governments benefit WV Birth to Three because we understand evolving state and federal requirements and have proven solutions to help states meet them. Our experience with operating the West Virginia Birth to Three system, WIC program, Medicaid enterprise and other states' Medicaid systems is a significant importance to the Agency.

DXC has served as the MMIS fiscal agent for the West Virginia Medicaid enterprise since 2003 under two competitively awarded contracts. Our account team and technical staff replaced an existing legacy system with Health PAS, re-engineered business processes, obtained certification, and have performed administrative, technical, and operations functions under two consecutive contracts.

The second contract implements the newest version of Health PAS and expands interoperability and other capabilities, including support for Health Information Exchanges, as well as expanded web portal services for providers and members. The system, which was delivered on time and within budget, was then certified within months of go-live.

Additionally, West Virginia serves as the host site for the U.S. Virgin Islands MMIS contract. DXC leveraged our West Virginia MMIS solution and infrastructure in support of the U.S. Virgin Islands in 2012. DXC's use of the West Virginia MMIS and infrastructure to support the U.S. Virgin Islands project is consistent with CMS' MITA and Standards and Conditions

for Medicaid IT principles of leveraging, modularity, and reuse and has been hailed by CMS as a historic partnership that benefits taxpayers.

Women, Infants and Children (WIC)

CSC has enjoyed a long history with the WIC program; providing services such as WIC, Farmers' Market, and Seniors Farmers' Market check processing; design and implementation of new systems; transfer of existing WIC systems; and operational services since 1976. CSC's WIC services are delivered by the well-established, professional Kansas City Business Process Outsourcing (KCBPO) team, located in our Lenexa, Kansas offices.

CSC has comprehensive experience in creating, supporting, and maintaining WIC software products, including the completed development and implementation of two of the three USDA/FNS State Agency Model (SAM) systems, Crossroads, and SPIRIT.

CSC also has extensive experience providing software modification services. CSC is currently the incumbent contractor for the implementation and warranty contract with the Crossroads consortium and has served as the vendor to provide enhancement services to the SPIRIT Consortium. Through our tenure in these contracts, CSC has modified custom-developed software, developed requested interfaces, provided training, and completed data conversions.

CSC's WIC experience includes:

- Software design, development, data conversion, training, and implementation to the four Crossroads Consortium states:
 - Alabama
 - North Carolina
 - Virginia
 - West Virginia
- Software design, development, data conversion, training, implementation and transfer of SPIRIT to 16 Indian Tribal Organizations and five geographical states.
- CSC is the incumbent provider of Maintenance and Enhancement services to the Crossroads User Group.

The following pages contain information on CSC's WIC clients and the services provided. Our WIC Management Information System (MIS) clients and services provided are depicted in the table below.

Client	Services Provided
Arkansas	<ul style="list-style-type: none"> • SPIRIT Implementation • System Maintenance • Operational Services

Client	Services Provided
	<ul style="list-style-type: none"> • Training • Smartcard EBT Development
Crossroads Consortium – Alabama, Virginia, West Virginia, and lead state agency North Carolina	<ul style="list-style-type: none"> • Design • Development • Training • Implementation
Georgia	<ul style="list-style-type: none"> • Back-end processing supporting MIS systems
Indiana	<ul style="list-style-type: none"> • System Maintenance • Operational Services • Hosting Services • Reporting and Data Collection
Minnesota	<ul style="list-style-type: none"> • SPIRIT Implementation • System Maintenance • Operational Services • Hosting Services • Help Desk Services • Hardware Support Services
Mississippi	<ul style="list-style-type: none"> • SPIRIT Implementation • System Maintenance • Operational Services • Training
Rhode Island	<ul style="list-style-type: none"> • Help Desk Services • System Maintenance
South Carolina	<ul style="list-style-type: none"> • Maintenance of State Office Applications
SPIRIT Partners, lead agency Wichita, Caddo, Delaware (WCD) (16 ITOs)	<ul style="list-style-type: none"> • SPIRIT Maintenance • Operational Services • Help Desk Services • Hosting Services • New State Implementations

Table 12. MIS Clients

Our WIC Banking clients and the services provided are depicted in the table below.

Client	Services Provided
Acoma, Canoncito, Laguna	<ul style="list-style-type: none"> • WIC Banking Services
Alabama	<ul style="list-style-type: none"> • WIC Banking Services
Choctaw Nation	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Citizen Potawatomi Nation	<ul style="list-style-type: none"> • WIC Banking Services
Connecticut	<ul style="list-style-type: none"> • WIC Banking Services
District of Columbia	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services • Produce Plus Banking Services • Freggie Bucks Banking Services
Eight Northern Indian Pueblo Council, Inc.	<ul style="list-style-type: none"> • WIC Banking Services
Five Sandoval Indian Pueblos Council, Inc.	<ul style="list-style-type: none"> • WIC Banking Services
Georgia	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Illinois	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Indiana	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Inter-Tribal Council of Arizona	<ul style="list-style-type: none"> • WIC Banking Services
Inter-Tribal Council of Oklahoma	<ul style="list-style-type: none"> • WIC Banking Services
Kansas	<ul style="list-style-type: none"> • WIC Banking Services • Senior Farmers' Market Banking Services
Minnesota Farmers Market (FMNP Banking Services)	<ul style="list-style-type: none"> • Farmers' Market Banking Services
Muscogee (Creek) Nation	<ul style="list-style-type: none"> • WIC Banking Services
New Mexico	<ul style="list-style-type: none"> • EBT ACH Payment Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services • Farmers' Market Nutrition Enhancement Banking Services

Client	Services Provided
Ohio	<ul style="list-style-type: none"> • Farmers' Market Banking Services
Oregon	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Otoe-Missouria Tribe	<ul style="list-style-type: none"> • WIC Banking Services
Pueblo of Isleta	<ul style="list-style-type: none"> • EBT ACH Payment Services
Pueblo of Zuni	<ul style="list-style-type: none"> • WIC Banking Services
South Carolina	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services
Tennessee	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Washington	<ul style="list-style-type: none"> • WIC Banking Services • Farmers' Market Banking Services • Seniors Farmers' Market Banking Services
Wichita Tribe, Caddo Tribe, and Delaware Nation	<ul style="list-style-type: none"> • WIC Banking Services

Table 13. Banking Clients

Immunization Registry (IR)

DXC has been engaged with Immunization Information System (IIS) services since 1995, providing more than 23 years of immunization-related experience as an organization across multiple customers. Some key highlights of our experience, qualifications, and capacity include the following:

- We have been successfully maintaining and enhancing the WIR-based IIS for more than 19 years. This includes providing interoperability, technical and user support, data quality, and training services to support the WIR-based software application.
- We are the national leader in providing WIR-based IIS services, having supported 17 different customers in 2019. Today we support and maintain more than 118 million patients and 1.3 billion immunizations in DXC-supported IIS applications.
- DXC has supported WIR-based system enhancements for functional standards, including immunization forecaster based on ACIP recommendations; data exchange, including the latest HL7 2.5.1 v1.5 specifications; VTrckS; Vaccine Inventory Management; AFIX; VFC Enrollment; Patient Access; and many more.

The following table lists the states and territories where DXC has provided WIR maintenance, enhancement, interoperability, user support, data quality, and training services.

Project	System Maintenance	Enhancement	Inter-operability	User Support	Oracle Database Support
California	✓	✓	✓		✓
Georgia	✓	✓	✓	✓	✓
Hawaii	✓	✓	✓		✓
Idaho	✓	✓	✓		✓
Iowa	✓	✓	✓	✓	✓
Maine	✓	✓			✓
Maryland	✓	✓	✓		✓
Minnesota	✓	✓			
Nebraska	✓	✓	✓		
New York	✓	✓	✓	✓	✓
North Carolina	✓	✓	✓		✓
Oregon	✓	✓	✓		✓
Puerto Rico	✓	✓			✓
Texas	✓	✓			✓
U.S. Virgin Islands	✓	✓			✓
Virginia	✓	✓	✓		✓
Wisconsin	✓	✓	✓	✓	✓

Table 14. DXC WIR Experience

RFP Acknowledgement

CSC agrees to the RFP terms and conditions with exceptions as noted in Exceptions to General Terms and Conditions section of this proposal. This proposal, and corresponding signature in this proposal, is submitted subject to the said exceptions. The following pages of this section includes the RFP with the below listed pages of the RFP signed and acknowledged:

1. Page 23 of the RFP titled "Certification and Signature"
2. Page 24 of the RFP titled "Addendum Acknowledgement Form"
3. Page 41 of the RFP

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

TABLE OF CONTENTS

1. Table of Contents
2. Section 1: General Information and Instructions
3. Section 2: Instructions to Vendors Submitting Bids
4. Section 3: General Terms and Conditions
5. Section 4: Project Specifications
6. Section 5: Vendor Proposal
7. Section 6: Evaluation and Award
8. Certification and Signature Page

SECTION 1: GENERAL INFORMATION

1.1. Introduction:

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the “Purchasing Division”) is issuing this solicitation as a request for proposal (“RFP”), as authorized by W. Va. Code §5A-3-10b, for the Office of Maternal, Child and Family Health/WV Birth to Three (hereinafter referred to as the “Agency”) to provide Central Finance Office (CFO) operations.

The RFP is a procurement method in which vendors submit proposals in response to the request for proposal published by the Purchasing Division. It requires an award to the highest scoring vendor, rather than the lowest cost vendor, based upon a technical evaluation of the vendor’s technical proposal and a cost evaluation. This is referred to as a best value procurement. Through their proposals, vendors offer a solution to the objectives, problem, or need specified in the RFP, and define how they intend to meet (or exceed) the RFP requirements.

1.2. RFP Schedule of Events:

RFP Released to Public.....	11/19/19
Mandatory Pre-bid Conference.....	xx/xx/xx
Vendor’s Written Questions Submission Deadline	12/15/19
Addendum Issued.....	TBD
Technical Bid Opening Date.....	01/15/20
Technical Evaluation Begins	xx/xx/xx
Oral Presentation (<i>Agency Option</i>)	xx/xx/xx
Cost Bid Opening.....	TBD
Cost Evaluation Begins.....	TBD
Contract Award Made.....	TBD

REQUEST FOR PROPOSAL
CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING BIDS

Instructions begin on next page.

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting
Revised 10/01/2019

are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: **December 15, 2019, at 3:00 PM EST**

Submit Questions to: **April Battle, File #22**

2019 Washington Street, East

Charleston, WV 25305

Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)

Email: april.e.battle@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:

Department of Administration, Purchasing Division

2019 Washington Street East

Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID: West Virginia Birth to Three Early Intervention System

BUYER: April Battle, File #22

SOLICITATION NO.: CRFP 0506 MCH200000001

BID OPENING DATE: January 15, 2020

BID OPENING TIME: 1:30 PM EST

FAX NUMBER: N/A

Revised 10/01/2019

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression or Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus _____⁶ convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

Technical

Cost

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: **January 15, 2020, at 1:30 PM EST**

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the

equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and should include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the

Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled “confidential,” “proprietary,” “trade secret,” “private,” or labeled with any other claim against public disclosure of the documents, to include any “trade secrets” as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. INTERESTED PARTY DISCLOSURE: West Virginia Code § 6D-1-2 requires that the vendor submit to the Purchasing Division a disclosure of interested parties to the contract for all contracts with an actual or estimated value of at least \$1 Million. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission prior to contract award. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

23. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

REQUEST FOR PROPOSAL
CRFP 0506 MCH2000000001
West Virginia Birth to Three Early Intervention System

SECTION 3: GENERAL TERMS AND CONDITIONS

Terms and conditions begin on next page.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: This Contract becomes effective on award _____ and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to four (4) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ year(s) thereafter.

One Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Other: See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

BID BOND (Construction Only): Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

- Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.
- Automobile Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.
- Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.
- Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.
- Cyber Liability Insurance** in an amount of: \$3,000,000.00 per occurrence.
- Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.
- Pollution Insurance** in an amount of: _____ per occurrence.
- Aircraft Liability** in an amount of: _____ per occurrence.
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Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. [Reserved]

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____

Liquidated Damages Contained in the Specifications

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes; Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts (“Other Government Entities”), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

39. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

41. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider’s employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Revised 10/01/2019

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a

“substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

44. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

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

Giovanni Ferreri, Account Executive – State and Local Government Healthcare

(Name, Title)

Giovanni Ferreri, Account Executive – State and Local Government Healthcare

(Printed Name and Title)

CSC Covansys Corporation, 13401 W 98th Street, Lenexa, KS 66215

(Address)

Phone: 949-445-5963 Fax: 913-469-5814

(Phone Number) / (Fax Number)

john.ferreri@dxc.com

(email address)

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

CSC Covansys Corporation, a DXC Technology Company

(Company)



Andrew F. Saxe, General Manager, Northeast State and Local

(Authorized Signature) (Representative Name, Title)

Andrew F. Saxe, General Manager, Northeast State and Local

(Printed Name and Title of Authorized Representative)

January 10, 2020

(Date)

Phone: 617-699-3974 Fax: 913-469-5814

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP 0506 MCH2000000001

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.

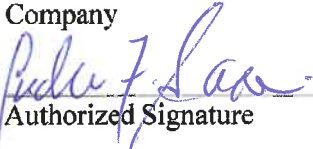
Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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.

CSC Covansys Corporation, a DXC Technology Company

Company


Authorized Signature

Andrew F. Saxe, General Manager, Northeast State and Local

January 10, 2020

Date

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

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

SECTION 4: PROJECT SPECIFICATIONS

4.1. Background and Current Operating Environment

Location: Agency is located at 350 Capitol Street, Room 427, Charleston, WV 25301.

Background and Current Operating Environment: The Department of Health and Human Resources (DHHR) is the lead agency responsible for implementation of Part C of the Individuals with Disabilities Education Act (IDEA), P.L. 108-446 in West Virginia. West Virginia's Part C early intervention system is known as WV Birth to Three and is administered within DHHR through the Office of Maternal, Child and Family Health.

(http://www.wvdhhr.org/birth23/lawandregs/Part_c_approved_state_planWV2014.pdf) Eligible infants and toddlers, in accordance with State policy, include children under the age of three who meet the State's definition for having developmental delays, established medical conditions or multiple risk factors that are likely to result in delay.

The lead agency is responsible for meeting all Federal requirements of Part C of IDEA, including but not limited to: assuring that all potentially eligible infants and toddlers are identified and provided appropriate early intervention services by qualified professionals; assuring procedural safeguards; coordinating available funding; and monitoring. The WV Birth to Three early intervention system was initiated in West Virginia in 1992. The current WV Birth to Three system design has been in place since 2004 and utilizes a CFO structure to assist with meeting multiple Federal requirements and State oversight responsibilities.

The WV Birth to Three System includes eight (8) Regional Administrative Unit (RAU) grantee agencies. Each RAU serves as the System Point of Entry (SPOE) for a defined geographic region, and as such is responsible for accepting all child referrals, gathering initial information from families, and coordinating the eligibility and initial Individualized Family Service Plan (IFSP) process. The IFSP identifies outcomes and service needs for eligible children and families. After the initial IFSP is developed, ongoing service coordination and IFSP services are provided by Service Coordinators and qualified practitioners who meet the entry level standards established by WV Birth to Three in accordance with Federal regulations of Part C of IDEA.

RAUs are responsible for developing and maintaining each child/family's electronic and hard copy educational record. Approximately 9,000 child referrals are processed annually including those for children who are determined eligible and those who are not. During the fiscal year 2017, over 6,700 children were determined eligible and received IFSP services.

Each RAU enters data into the WVBTT Online integrated data system, which is a component of the CFO structure. WVBTT Online maintains a history of all referrals, eligibilities, services and terminations as well as critical timelines and dates necessary for reporting purposes. Only the RAUs have access to enter data into WVBTT Online. Through the integrated components of WVBTT Online, the RAU matches the family's selected Service Coordinator and Practitioners to initiate the generation of electronic authorizations for evaluation/assessment, teaming, and/or IFSP services. Based on data entered by each RAU, the CFO contractor issues authorizations the following day,

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

either by mailing paper authorizations, or posting electronic authorizations for respective Practitioners or Service Coordinators. Both options must be present. The CFO maintains the servers which house the child/family data system, practitioner enrollment, adjudication of Payee claims and submission of WV Birth to Three's fund recovery. On a weekly basis, the CFO provides WV Birth to Three with a back-up of the child/family website data, which is uploaded to a WV Birth to Three server. However, WV Birth to Three has immediate real time access to all data entered in WVBTT Online, as well as reporting capability.

Agency/WV Birth to Three is the provider of record for delivered services. The CFO is responsible for reviewing and approving enrollment for qualified Service Coordinators and Practitioners as well as their respective Payees, in accordance with Agency/WV Birth to Three policies and procedures. Qualified Service Coordinators and Practitioners are enrolled with WV Birth to Three through the CFO, as Payee agencies. Payee agencies submit claims for delivered services to the CFO. The CFO is responsible for the claims payment process to the point of adjudicating claims against existing authorizations and Agency rules, notifying Payees of their claim status, and submitting an appropriate claims payment file to the Agency each week. The Agency is responsible for processing payment to the rendering Payee based upon the claim status file. The current CFO contractor processed an estimated one hundred seventy-five thousand (175,000) Payee claim lines in 2017.

The CFO also matches eligibility files and prepares and submits fund recovery on behalf of WV Birth to Three to Medicaid and the WV Children's Health Insurance Program (CHIP), using a 270/271 eligibility matching process. The CFO has the capacity to conduct additional fund recovery activities including private insurance and/or family fees, should the Agency decide to implement such policies in the future. The CFO provides standard and timely ad-hoc data reports to the Agency in the format and at the frequency determined by the Agency.

The CFO maintains an online Service Directory of all enrolled Service Coordinators and Practitioners, which is searchable by the public for location, provider types, provider qualifications, availability and other variables. The CFO also maintains a statewide email system for all enrolled Practitioners, Service Coordinators and Payees, which is available to the Agency.

The Agency is in the last year of the current contract for operation of the CFO structure. In addition to seeking continued operation of the current CFO structure, this RFP also reflects the need to update and modernize the existing Service Directory which has been in place since 2004.

- 4.2. Project Goals and Mandatory Requirements:** The Vendor will provide and operate an integrated Central Finance System that includes child and family data system, Payee and Practitioner enrollment, claims processing, fund recovery, online service directory, and reporting at Agency desired frequency. Vendor should describe its approach and methodology to providing the service or solving the problem described by meeting the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

REQUEST FOR PROPOSAL

CRFP 0506 MCH200000001

West Virginia Birth to Three Early Intervention System

4.2.1 Goals and Objectives – The project goals and objectives are listed below.

4.2.1.1 System Point of Entry (SPOE) Data System and Software: To provide Agency and eight RAUs a means for tracking child and family data, initiating authorizations of needed early intervention services, and the ability to provide reporting of child data at local, regional, and state levels.

Vendor should describe how it will provide and manage each SPOE data system with online software that has the following capabilities:

4.2.1.1.1 Common intake function for all children referred to WV Birth to Three regardless of eligibility status including referral date, intake date, IFSP, transition meeting date, exit date, child outcome ratings, and date notification is provided to county school system

4.2.1.1.2 Child and family demographics, referral sources including original and follow up referrals, and initial and ongoing eligibility data specific to each child, including unique child identifier

4.2.1.1.3 Demographic information for parent or legal guardian

4.2.1.1.4 Initial and ongoing assessments and child eligibility categories in accordance with Agency procedures

4.2.1.1.5 Record of each IFSP service for each child including dates, locations, durations, and service Practitioners assigned to provide the service

4.2.1.1.6 Family income and head of household

4.2.1.1.7 Private and public insurance coverage

4.2.1.1.8 Searchable history for each child of prior IFSP services, service types, and authorizations including dates, locations, and authorized Practitioners for at least five years after child's third birthday

4.2.1.1.9 Ability to authorize services prior to the initial IFSP

4.2.1.1.10 Agency ability for calculations to determine date timelines in accordance with WV Birth to Three policies and late reasons when timelines are not met

4.2.1.1.11 Ability for assigned Practitioners and Service Coordinators to upload

REQUEST FOR PROPOSAL

CRFP 0506 MCH200000001

West Virginia Birth to Three Early Intervention System

additional information into Child Library including but not limited to family assessment, evaluation/assessment reports, consents and case notes

4.2.1.1.12 Provide practitioners, service coordinators and RAU staff with restricted access to view child records by individuals with authorizations, in accordance with the Family Educational Rights and Privacy Act (FERPA) and IDEA

4.2.1.1.13 Assign a unique identifier for each child that is maintained from entry to exit regardless of moves within or out of the system, including returns to the system

4.2.1.1.14 Provide enhanced access to data and reporting functions at the state and local levels to support effective service delivery and management requirements

4.2.1.1.15 Provide practitioners and service coordinators with ability to run reports relative to their caseloads

4.2.1.2 Vendor should describe how it will ensure timely and compliant processing of service authorizations, including:

4.2.1.2.1 Printing and mailing service authorizations for each evaluation or assessment and/or IFSP service to respective Payees within two days of entry of the electronic information from the RAUs

4.2.1.2.2 Providing electronic transfer of authorizations for services to Payees that submit electronic claims

4.2.1.2.3 Computing the value of service authorizations both in units and dollar amounts using a rate table established by the Agency including the computed numbers of units but not the computed dollar amount on authorizations

4.2.1.2.4 Assuring that Payees will not be paid more than the maximum rate or total calculated amount of authorization

4.2.1.2.5 Assuring that authorizations for services are limited to enrolled RAU, Service Practitioners and Service Coordinators

4.2.1.3 Claims Administration: To process and render Payee service claims accurately and timely.

Vendor should describe how it will provide a multi-user claims payment system with the following features:

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

4.2.1.3.1 Ability to receive claims from Payees via web-based application, electronic file layout, paper authorization form mailed to Practitioner, or a CMS1500 form

4.2.1.3.2 CFO data entry of submitted paper claims and receipt of electronic claims in HIPAA compliant format

4.2.1.3.3 Designed to pay claims within 60 days of date of service with a process override upon Agency approval

4.2.1.3.4 Validation of claims against existing authorizations and check for duplicate submissions

4.2.1.3.5 Adjudicate claims from the rendering service Payee, prepare electronic file in a specified format, and submit to Agency by Thursday of each week for any claim received from local Payees by noon on Tuesday

4.2.1.3.6 Provide Payees with Explanation of Payment for each weekly paid claims file prepared by Vendor

4.2.1.3.7 Mail list to provide families Explanation of Benefits by the 15th of each month for claims paid in previous month

4.2.1.3.8 Help Desk technical assistance and support for enrollment and billing questions. Help Desk assistance will be available via email and toll-free number during business hours of 8:00 am to 5:00 pm EST/EDT, Monday through Friday, 52 weeks of the year, excluding Federal and State holidays or as otherwise approved in advance by Agency.

Vendor should describe its internal controls, policies, and procedures related to claims administration for the purpose of:

4.2.1.3.9 Preventing, detecting, reviewing, and reporting potential fraud and abuse activities by local Payees

4.2.1.3.10 Internal testing of financial claims processing related to extreme variability in claims

4.2.1.3.11 Reporting detailed claims data to Agency weekly

4.2.1.3.12 Surveying enrolled practitioners and payees annually, and reporting results to Agency

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

4.2.1.4 Fund Accounting: To have a centralized and standardized operational CFO process for preparing and submitting fund recovery claims on behalf of WV Birth to Three. Current fund recovery sources include Medicaid, WV CHIP, State Early Intervention line item, and Federal Part C funds. Additional fund sources could be added over the period of the contract, such as private insurance and/or family fees. The WV Birth to Three Program office is the provider of record for billing to Medicaid and WV CHIP. Local service codes must be cross walked to four Medicaid and CHIP approved codes for WV Birth to Three services.

Vendor should provide a description of prior history with similar fund recovery activities, including how it will accomplish the following:

4.2.1.4.1 Provide fund recovery software that uses a crosswalk to transform the multiple local WV Birth to Three service codes for each Part C service type to four designated Medicaid billing codes and billed in the specified Medicaid format. Each Medicaid code will have a specified billing charge that reflects the Agency's total cost, and is therefore different from the amount paid to the local rendering service Payee

4.2.1.4.2 Submit Medicaid fund recovery files in HIPAA compliant 837 format and retrieve remittance advices and 835 files as outlined by Medicaid, on a weekly basis

4.2.1.4.3 Prepare fund recovery claims based on the hierarchy established for funding sources, child/family eligibility, service definitions, and Practitioner credential

4.2.1.4.4 Interface with other systems within the Agency and other agencies as needed in order to confirm eligibility for various fund sources and/or services, including a 270/271 process

4.2.1.4.5 Complete delayed submission of claims to Medicaid and WV CHIP due receiving child eligibility information at a later date

4.2.1.4.6 Resubmit claims based on denials from Medicaid and/or WV CHIP

4.2.1.4.7 Assist Agency with financial projections based on authorizations for the State fiscal year July 1 – June 30

4.2.1.5 Practitioner/Payee Enrollment and Credentialing: To ensure that early intervention services are provided by professionals that meet Agency's personnel standards in accordance with IDEA, Part C and to promote communication with all enrolled service Practitioners, Service Coordinators, and Payees.

4.2.1.5.1 Vendor should describe how it will provide a single user or network application

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

for the purpose of enrolling qualified Practitioners in accordance with WV Birth to Three personnel standards and procedures. Vendor should include the following in its description:

4.2.1.5.2 Website to host Practitioner, Service Coordinator, and Payee information including Billing Manual, enrollment forms, procedure codes and rate structures, and links to pertinent resources

4.2.1.5.3 Service Directory that includes all Practitioners and Service Coordinators by specialty with search features to locate Practitioners and Service Coordinators by Payee, county, zip code, and specialty discipline

4.2.1.5.4 Review of initial and annual enrollment applications from Practitioners, Service Coordinators, and Payees to ensure that required paperwork is submitted, and to confirm documentation of proper licenses, certifications, liability insurance, email addresses, and training requirements as stipulated by Agency.

4.2.1.5.5 Approve complete and accurate applications and enroll Practitioner, Service Coordinator, or Payees in the WV Birth to Three system with listing inserted into the Service Directory

4.2.1.5.6 Notify Practitioners that do not complete Agency required annual enrollment updates; implement disenrollment processes, and provide updates to Agency

4.2.1.5.7 Send monthly reports to WV Birth to Three that include all new enrollments and disenrollment for previous month

4.2.1.5.8 Implement a process for holding, stopping, and recouping provider payments based on sanctions imposed by Agency

4.2.1.5.9 Host and manage a statewide email broadcast system that allows WV Birth to Three staff to send messages to enrolled Practitioners, Service Coordinators and Payees

4.2.1.5.10 Allow Practitioners, Service Coordinators and Payees the ability to update their own availability and descriptions sections in the Service Directory

4.2.1.6 Reporting and Operating Functions: To ensure effective management and oversight of CFO functions.

Vendor should include a project work plan and schedule for implementation that includes:

4.2.1.6.1 Explanation of the organizational structures of operations and program administration that includes how they will support service implementation

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

4.2.1.6.2 Demonstrated knowledge of services to be provided and effective strategies to achieve goals and objectives

4.2.1.6.3 Description of approach and strategy for project oversight and management

4.2.1.6.4 Explanation of processes that will be implemented in order to complete all tasks and phases of the project in a timely manner

4.2.1.6.5 Procedures to protect the confidentiality of records in WV Birth to Three databases, including database records that may be transmitted electronically via email or the internet

Vendor should provide descriptions of how it will provide Agency and other defined users access to routine reporting capabilities that include:

4.2.1.6.6 Providing RAU staff access to develop routine reports such as Service Coordinator and Interim Service Coordinator caseloads; Interim Service Coordinator referrals by date; open referrals; and days from referral to eligibility along with reasons for why initial IFSP was beyond 45 days. Reports must be formatted to allow data sorts by users.

4.2.1.6.7 Providing Agency with requested data extracts that can be imported into Microsoft Access for routine reports such as: number of days from referral to IFSP; children who transition during a period including transition conference dates; procedure code utilization; timely services; children with active initial and annual IFSPs during a period; child count and place of service; and primary eligibility categories.

4.2.1.6.8 Providing Agency with ad hoc statistical and management reports upon request

4.2.1.6.9 Ensuring that access to all reports is based on level of security approved by Agency

4.2.1.7 Vendor should describe a proposed plan for training WV Birth to Three state staff and eight RAU staff in order to ensure successful and timely implementation.

Training should include:

4.2.1.7.1 One-day hands on trainings at the WV Birth to Three State Office and each of the eight RAU locations

4.2.1.7.2 Training aids

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

4.2.1.8 Security and Internal Controls: To ensure that the CFO structure is designed to mitigate or eliminate weaknesses that could result in compromise of data in the creation, usage, transfer, or destruction of information.

Vendor should provide a security and confidentiality plan that addresses the following areas:

- 4.2.1.8.1. Family Educational Rights and Privacy Act (FERPA) requirements
- 4.2.1.8.2 System access and logins
- 4.2.1.8.3 Strong password functionality
- 4.2.1.8.4 Monitoring and reporting unauthorized access attempts
- 4.2.1.8.5 User account controls
- 4.2.1.8.6 No privileged user for database access
- 4.2.1.8.7 Least privilege for connections
- 4.2.1.8.8 No SQL on web pages
- 4.2.1.8.9 Cleanse data input
- 4.2.1.8.10 Reference standards on How to Mitigate the Top 10 Dangerous Programming Errors

4.2.2 Mandatory Project Requirements – The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

- 4.2.2.1 Vendor will include a project plan using a formal and documented project management approach based on Project Management Institute (PMI) industry standards and guidelines. Microsoft Project or comparable software tools will be used to develop the work plan and will include tasks, milestones, and deliverables. The project management approach and work plan will provide Agency with a means of determining if the statement of work is being accomplished as scheduled with acceptable deliverables.
- 4.2.2.2 Vendor will be responsible for preparing and filing 1099s for enrolled Practitioners, Service Coordinators, and Payees.
- 4.2.2.3 Vendor will provide Agency with an annual Statement of Standards for Attestation Engagements (SSAE) 16 SOC 1 audit report completed by an independent Certified Public Accounting firm within 60 days of the end of the fiscal year.
- 4.2.2.4 Vendor will provide documentation of previous experience with complex modular systems such as the ERP.

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

- 4.2.2.5 Vendor will comply with all applicable Federal and State rules, regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. Vendor will maintain such records for a minimum of five years and make such records available to Agency personnel at Vendor's location during normal business hours upon written request by Agency within ten days after receipt of request.
- 4.2.2.6 Vendor will have access to private and confidential data maintained by the Agency to the extent required for Vendor to carry out the duties and responsibilities defined under this Request for Proposal. Vendor will maintain confidentiality and security of information and data made available and will indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, the Vendor's subcontractors, or individuals permitted access by the Vendor. In the event of a Non-Vendor breach by non-Vendor employees, non-Vendor subcontractors, or individuals not permitted access by the Vendor, the Vendor shall indemnify and hold harmless the State and Agency only if the Vendor failed to follow its internal security policies and protocol.
- 4.2.2.7 Upon expiration, termination, or cancellation of the contract, Vendor will assist Agency to ensure an orderly transfer of responsibility and/or continuity of services required under the terms of the contract to Agency or an organization designated by the Agency, if requested in writing. All data, technical information, materials gathered, originated, developed, prepared, used or obtained in the performance of the contract, including but not limited to, all reports, surveys, plans, charts, literature, brochures, mailings, recordings (video and/or audio), pictures, drawings, analyses, graphic representations, software computer programs and accompanying documentation and print-outs, notes and memoranda, written procedures and documents, regardless of state completion, which are prepared for or are a result of the services under the contract, will be and remain the property of the Agency, subject to the terms of any existing contract, memorandum of understanding, or other written agreement to which the Agency or State is a party and which governs the ownership, title, or interest to any software programs or source code relevant to the pre-existing agreements, and will be delivered to Agency or its designee within 30 days' notice by the Agency. With respect to software computer programs and/or source codes developed for the Agency, the work will be considered 'work for hire'. The Agency, not the Vendor or subcontractor, will have full and complete ownership of all software computer programs and/or source codes developed, subject to any limitations set forth in any pre-existing software agreement. However, the Agency and State will grant the Vendor a perpetual, non-exclusive, worldwide, royalty-free license to re-license the work-for-hire to other governmental entities or agencies. To the extent that any such materials may not, by operation of the law, be a work made for hire in right, title and interest in and to any such material, and the Agency will have the right to obtain and hold its own name and copyrights, registrations, and any other proprietary rights that may be available. Should the Vendor anticipate bringing pre-existing intellectual property to perform any of the services required under the contract into the project, the

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

intellectual property must be identified in the bid proposal or identified in writing to the Agency within 10 days subsequent to the bid award. Otherwise, the language in the first paragraph of this section shall prevail. If the Vendor identifies such intellectual property in its bid proposal, then the property owned by the Vendor on the date of the contract, as well as any modifications or adaptations thereto, shall remain the property of the Vendor. Upon contract award, the Vendor shall grant the Agency a perpetual non-exclusive, royalty free license to use any of the Vendor's intellectual property delivered to the Agency for the purposes contemplated by the Contract. The Vendor shall continue to provide any part or all of the services in accordance with the terms and conditions, requirements, and specifications of the contract for the period not to exceed 120 calendar days after the expiration, termination, or cancellation date of the contract for a price not to exceed those prices set forth in the contract.

4.2.2.8 Vendor will have a fully functional CFO structure within 30 working days following contract award.

4.2.2.9 Agency will retain the right to reject any of the Vendor's employees whose qualifications, in the Agency's judgment, do not meet the expectations established by the Agency as necessary for the performance of services. In considering Vendor's employees' qualifications, Agency will act reasonably and in good faith.

Cost Sheet Preparation: To establish methodology and documentation requirements for reimbursement of vendor activities.

4.2.2.10 Vendor will provide a fixed cost associated with start-up of the current SPOE, service matrix directory, and CFO functions.

4.2.2.11 Vendor will calculate total yearly operating costs for maintenance operation of all CFO functions and submit a fixed per paid claim line amount by which Agency will reimburse vendor. Paid claim lines are those claims that the Vendor processes on behalf of the Agency as payable to enrolled Payees. An estimate of annual paid claim lines based on past history is provided on the Cost Sheet. Postage may be invoiced as a pass-through cost with supporting documentation.

4.2.2.12 Vendor will provide a per hour cost for ongoing system modification work. An estimated pool of 8,000 hours will be available for ongoing system modifications.

4.2.2.13 Vendor will provide an all-inclusive hourly cost for training.

4.3 Qualifications and Experience: Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP. Information and documentation should include, but is not limited to, copies of any staff certifications or degrees applicable to this project, proposed staffing plans,

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.), references for prior projects, and any other information that vendor deems relevant to the items identified as desirable or mandatory below.

4.3.1 Qualification and Experience Information: Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.2 Vendor should provide key personnel job responsibilities including workload and lines of supervision.

4.3.1.3 Vendor should provide job descriptions of all staff allocated to this project that includes:

4.3.1.3.1 Percentage of time allocated to this project

4.3.1.3.2 Specific duties allocated to this project

4.3.1.3.3 Educational level

4.3.1.3.4 Training

4.3.1.3.5 Experience

4.3.1.3.6 Specialized skills

4.3.1.4 Vendor should provide an organization chart identifying all staff, job titles, and job duties.

4.3.1.5 Vendor should provide a minimum of two customer references for similar projects within the past two years. References should include organization name, contact person, email address, and telephone number.

4.3.2 Mandatory Qualification/Experience Requirements – The following mandatory qualification/experience requirements must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it meets the mandatory requirements and include any areas where it exceeds the mandatory requirements. Failure to comply with mandatory requirements will lead to disqualification, but areas where the mandatory requirements are exceeded will be included in technical scores where appropriate. The mandatory qualifications/experience requirements are listed below.

4.3.2.1. Vendor shall commit a dedicated, high-skilled core team of key personnel to conduct the functions and duties of the CFO. Key personnel should include the following all of which should have a minimum of two years experience working in their respective positions and a minimum of two years experience working with early intervention systems.

4.3.2.1.1 Project Manager

4.3.2.1.2 Database Design Specialist

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

- 4.3.2.1.3 Hardware Specialist
- 4.3.2.1.4 Medicaid/Fund Recovery Specialist
- 4.3.2.1.5 Lead Programmer

4.3.2.2 Vendor shall have at least five years of experience working with early intervention systems and similar Central Finance Office operations.

4.3.2.3 Vendor shall specify the extent of responsibility on present or prior similar projects, including:

- 4.3.2.3.1 Similar projects' scope of work
- 4.3.2.3.2 Similarity to this project
- 4.3.2.3.4

Vendor responsibilities on similar projects

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

SECTION 5: VENDOR PROPOSAL

- 5.1. Economy of Preparation:** Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.
- 5.2. Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3. Proposal Format:** Vendors should provide responses in the format listed below:
- 5.3.1. Two-Part Submission:** Vendors must submit proposals in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.
 - 5.3.2. Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.
 - 5.3.3. Table of Contents:** Clearly identify the material by section and page number.
 - 5.3.4. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.
 - 5.3.5. Proposal Submission:** All proposals must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFP as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Bidders Submitting Bids.

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

SECTION 6: EVALUATION AND AWARD

- 6.1. Evaluation Process:** Proposals will be evaluated in two parts by a committee of three (3) or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. The Vendor who demonstrates that it meets all of the mandatory specifications required, attains the minimum acceptable score and attains the highest overall point score of all Vendors shall be awarded the contract.
- 6.2. Evaluation Criteria:** Proposals will be evaluated based on criteria set forth in the solicitation and information contained in the proposals submitted in response to the solicitation. The technical evaluation will be based upon the point allocations designated below for a total of 70 of the 100 points. Cost represents 30 of the 100 total points.

Evaluation Point Allocation:

Project Goals and Proposed Approach (§ 4.2)

- Approach & Methodology to Goals/Objectives (§ 4.2.1) (30) Points Possible
- Approach & Methodology to Compliance with Mandatory Project Requirements (§ 4.2.2) (20) Points Possible

Qualifications and experience (§ 4.3)

- Qualifications and Experience Generally (§ 4.3.1) (10) Points Possible
- Exceeding Mandatory Qualification/Experience Requirements (§ 4.3.2) (10) Points Possible

Total Technical Score: 70 Points Possible

Total Cost Score: 30 Points Possible

Total Proposal Score: 100 Points Possible

- 6.3. Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.

REQUEST FOR PROPOSAL

CRFP 0506 MCH2000000001

West Virginia Birth to Three Early Intervention System

6.4. Technical Evaluation: The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.

6.5. Proposal Disqualification:

6.5.1. Minimum Acceptable Score ("MAS"): Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.

6.5.2. Failure to Meet Mandatory Requirement: Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.

6.6. Cost Bid Opening: The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

The Purchasing Division reserves the right to disqualify a proposal based upon deficiencies in the technical proposal even after the cost evaluation.

6.7. Cost Evaluation: The Agency evaluation committee will review the cost proposals, assign points in accordance with the cost evaluation formula contained herein and make a final recommendation to the Purchasing Division.

Cost Evaluation Formula: Each cost proposal will have points assigned using the following formula for all Vendors not disqualified during the technical evaluation. The lowest cost of all proposals is divided by the cost of the proposal being evaluated to generate a cost score percentage. That percentage is then multiplied by the points attributable to the cost proposal to determine the number of points allocated to the cost proposal being evaluated.

Step 1: $\text{Lowest Cost of All Proposals} / \text{Cost of Proposal Being Evaluated} = \text{Cost Score Percentage}$

Step 2: $\text{Cost Score Percentage} \times \text{Points Allocated to Cost Proposal} = \text{Total Cost Score}$

Example:

Proposal 1 Cost is \$1,000,000

Proposal 2 Cost is \$1,100,000

Points Allocated to Cost Proposal is 30

REQUEST FOR PROPOSAL
CRFP 0506 MCH2000000001
West Virginia Birth to Three Early Intervention System

Proposal 1: Step 1 – $\$1,000,000 / \$1,000,000 =$ Cost Score Percentage of 1 (100%)
Step 2 – $1 \times 30 =$ Total Cost Score of 30

Proposal 2: Step 1 – $\$1,000,000 / \$1,100,000 =$ Cost Score Percentage of 0.909091 (90.9091%)
Step 2 – $0.909091 \times 30 =$ Total Cost Score of 27.27273

6.8. Availability of Information: Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

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

CSC Covansys Corporation, a DXC Technology Company

(Company)

Andrew F. Saxe, General Manager, Northeast State and Local

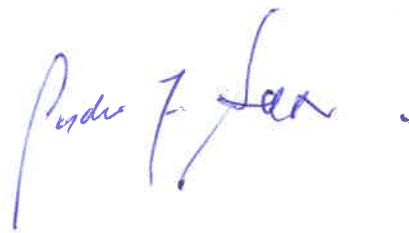
(Representative Name, Title)

Phone: 617-699-3974 Fax: 913-469-5814

(Contact Phone/Fax Number)

January 10, 2020

(Date)



REQUEST FOR PROPOSAL

CRFP 0506 MCH200000001

West Virginia Birth to Three Early Intervention System

Attachment A: Cost Sheet



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

State of West Virginia
 Request for Proposal
 33 – Service - Misc

Proc Folder: 636226

Doc Description: Addendum No. 1 - WV Birth to Three Early Intervention System

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2019-12-23	2020-01-15 13:30:00	CRFP 0506 MCH2000000001	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:
 CSC Covansys Corporation, a DXC Technology Company
 13401 W 98th Street, Lenexa, KS 66215
 Telephone Number: 949-445-5963

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
 (304) 558-2157
 brittany.e.ingraham@wv.gov

Signature X  FEIN # 38-2606945 DATE January 10, 2020

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

ADDITIONAL INFORMATION:

Addendum No. 1 - issued to change the buyer and contact information for the CRFP.

Contact Information: Brittany Ingraham, Senior Buyer

Email: Brittany.E.Ingraham@wv.gov

Phone number: 304-558-0067

Responses to vendor questions will be issued under separate addendum.

No other changes.

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR 304-356-4116 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR 304-356-4116 HEALTH AND HUMAN RESOURCES BPH/MCH - BIRTH TO THREE 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Public Administration and Finance Services				

Comm Code	Manufacturer	Specification	Model #
93150000			

Extended Description :

Public Administration and Finance Services

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions Due	2019-12-15

MCH200000001	Document Phase Final	Document Description Addendum No. 1 - WV Birth to Three Early Intervention System	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
 Request for Proposal
 33 — Service - Misc

Proc Folder: 636226

Doc Description: Addendum No. 2 - WV Birth to Three Early Intervention System

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-01-07	2020-01-15 13:30:00	CRFP 0506 MCH2000000001	3

BID RECEIVING LOCATION

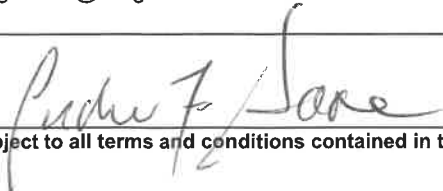
BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:
 CSC Covansys Corporation, a DXC Technology Company
 13401 W 98th Street, Lenexa, KS 66215
 Telephone Number: 949-445-5963

FOR INFORMATION CONTACT THE BUYER

Brittany E Ingraham
 (304) 558-2157
 brittany.e.ingraham@wv.gov

Signature X  FEIN # 38-2606945 DATE January 10, 2020
 All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum No. 2 issued to -

- 1. Publish vendor questions and agency responses.
- 2. Attach "Disclosure of Lobbying Activities and Certification Regarding Lobbying"

Bidding will remain 01/15/2020 at 1:30 PM ET.

No other changes.

INVOICE TO		SHIP TO	
PURCHASING DIRECTOR 304-356-4116 HEALTH AND HUMAN RESOURCES BPH - MATERNAL & CHILD HEALTH 350 CAPITOL ST, RM 427 CHARLESTON WV25301-3714 US		PURCHASING DIRECTOR 304-356-4116 HEALTH AND HUMAN RESOURCES BPH/MCH - BIRTH TO THREE 350 CAPITOL ST, RM 427 CHARLESTON WV 25301-3714 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Public Administration and Finance Services				

Comm Code	Manufacturer	Specification	Model #
93150000			

Extended Description :

Public Administration and Finance Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions Due	2019-12-15

MCH200000001	Document Phase Final	Document Description Addendum No. 2 - WV Birth to Three Early Intervention System	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP MCH2000000001

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)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> 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 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.

CSC Covansys Corporation, a DXC Technology Company

Company

Andrew F. Saxe, General Manager, Northeast State and Local

Authorized Signature

January 10, 2020

Date

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

West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1 million or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation, but does not include publicly traded companies listed on a national or international stock exchange.

"Interested party" or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of *W. Va. Code* § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: CSC Covansys Corporation Address: 13401 W 98th Street,
Lenexa, KS 66215

Name of Authorized Agent: Andrew F. Saxe Address: 13401 W 98th Street, Lenexa, KS 66215

Contract Number: CRFP 0506 MCH2000000001 Contract Description: West Virginia Birth to Three Early Intervention System

Governmental agency awarding contract: West Virginia Department of Administration, Purchasing Division

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

Signature: Andrew F. Saxe Date Signed: 1/7/2020

Notary Verification

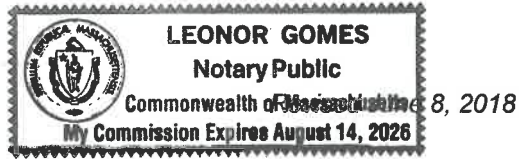
State of MA County of Suffolk

I, Andrew F. Saxe, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 7 day of January, 2020.

Leonor Gomes
Notary Public's Signature

To be completed by State Agency:
Date Received by State Agency: _____
Date submitted to Ethics Commission: _____
Governmental agency submitting Disclosure: _____



STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: CSC Covansys Corporation, a DXC Technology Company

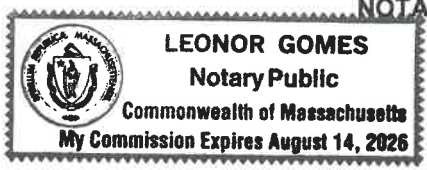
Authorized Signature: [Signature] Date: 1/7/2020

State of MA

County of Suffolk, to-wit:

Taken, subscribed, and sworn to before me this 7 day of January, 2020

My Commission Expires AUG 14, 2026.



NOTARY PUBLIC

[Signature]

Certification Regarding Lobbying

The signed copy of the Certification Regarding Lobbying form is included in the following page. The Standard Form–LLL, “Disclosure of Lobbying Activities,” is not applicable as CSC has not been involved in any lobbying activities.

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents of all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, United States Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Organization: CSC Covansys Corporation, a DXC Technology Company

Street address: 13401 W 98th Street

City, State, Zip: Lenexa, KS 66215

Andrew F. Saxe
CERTIFIED BY: (type or print)

General Manager, Northeast State and Local
TITLE:

Andrew F. Saxe
(signature)

January 10, 2020
(date)

Attachment A – Detailed Response to Section 4.3.1.3



Job Descriptions of all Project Staff

As required in RFP section 4.3.1.3, we have provided the following details of all our proposed project staff in this section:

- Specific duties allocated to this project
- Educational level
- Training
- Experience
- Specialized skills

Key Personnel

Nadine M. Tyler - Project Manager

Location/Specific Section Reference	Nadine M. Tyler*	Project Manager
4.3.1.3.2	Specific Duties Allocated to this Project	<p>The Project Manager is responsible for ensuring effective and timely communication is achieved between the client and CSC staff. This includes customer inquiries regarding information, enhancements, processes, and data issues. The Project Manager responds to these items daily, sees tasks related to the day-to-day operations are being completed, and issues are communicated to the client. The Project Manager also informs the project team of client issues and ensures the Service Level Agreements are reported in the format agreed to by the client.</p> <p>The Project Manager is also responsible for overseeing the SSAE 18 SOC 1 Audit is completed for the WVBTT project annually.</p> <p>The Project Manager will also:</p>

Location/Specific Section Reference	Nadine M. Tyler*	Project Manager
		<ul style="list-style-type: none"> • Work in conjunction with team members and stakeholders to anticipate and manage changes to projects, such as, but not limited to, technical requirements, business requirements, and schedules • Determine when additional resources are needed and implement the same • Identify or gather information regarding possible solutions which may create additional, different or unique project objectives or results • Manage client expectations and balance the needs of each • Oversee day-to-day operational support • Coordinate with technical staff planning and solutions preparation, and coordinate and manage technical activities • Manage the delivery of all enhancements and fixes on-time and within budget delivery
4.3.1.3.3.	Educational Level	Bachelor of Science in Business Administration – Minor in Education.
4.3.1.3.4	Training	Continued Education/Certifications <ul style="list-style-type: none"> • Management Skillport Course • HIPAA Privacy Skillport Course • Customer Service Course Five-Component Approach to Early Intervention in Natural Environments, Robin McWilliam, Ph.D.
4.3.1.3.5	Experience Summary	CSC proposes Nadine M. Tyler as the Project Manager. Ms. Tyler has more than 13 years of experience in the healthcare industry – specifically Early Intervention. She has performed many roles and has worked in all phases of the software development lifecycle for the past 33 years.
	Early Intervention Related Experience	Ms. Tyler has served as the Account Manager for the WV Birth to Three Program for the past 13 years. Prior to her role as Account Manager on the Early Intervention projects, she served as the Quality Assurance Lead for all the Early Intervention Programs hosted by CSC.
4.3.1.3.6	Specialized Skills	Ms. Tyler has strong communication skills, analytical skills, training skills, and great organization skills.

Wayne McGuire - Database Design Specialist

Location/Specific Section Reference	Wayne McGuire*	Database Design Specialist
4.3.1.3.2	Specific Duties Allocated to this Project	The Database Design Specialist is responsible for investigating present and future database requirements, documenting them according to the required standards, and utilizing the prescribed methods and tools. The Database Design Specialist creates databases and objects within the database, as well as designs and fine-tunes database components. This person provides logical and physical database design support for relational database management systems. The Database Design Specialist applies data analysis/data modeling techniques to establish, modify, or maintain data structures and their associated components (e.g., entity descriptions, relationship descriptions, attribute definitions). This person determines the data modeling strategy and selects tools and techniques to devise the solution. The Database Design Specialist analyzes, validates, and designs database models, structures, and processes. The Database Design Specialist may be responsible for one or more components of the overall architecture.
4.3.1.3.3	Educational Level	Bachelor of Business Administration in Information Systems.
4.3.1.3.4	Training	Background experience, in-house, and on-the-job training.
4.3.1.3.5	Experience Summary	CSC proposes Wayne McGuire as the Database design Specialist. Wayne is an IT professional with more than 30 years' experience in the entire project development process, from writing project specifications through design, programming, testing, implementation, and final user documentation and training. Wayne has performed multiple roles during his career including Senior Technical/Data Analyst, Senior Business Analyst, Conversion Lead, Senior Programmer/Analyst, and Lead Programmer. He specializes in SQL Server, Visual Basic, Universe Basic, QicBasic, and MTB Basic, and has some rudimentary experience with VB .Net. Wayne has substantial experience in HIPAA X12 transactions, health care claims processing systems, banking

Location/Specific Section Reference	Wayne McGuire*	Database Design Specialist
		<p>systems, billing systems, order processing, and inventory control systems, and report generation processes. Wayne was the co-lead database designer for the initial CSC Early Intervention system and the lead database designer and developer for the initial CSC Fund Recovery systems. He continues to analyze Medicaid, CHIP, and private insurance claims data and advise both developers and management on all aspects of the CSC Fund Recovery systems.</p>
	<p>Early Intervention Related Experience</p>	<p>Mr. McGuire was one of the original developers of CSC's Early Intervention System. He plays an active role in the design and development of the case management database, provider enrollment database, and several of the back-end processing applications. Mr. McGuire is one of the key developers of CSC's first Fund Recovery system, contributing to the overall design, as well as the database and application software development. As a Senior Data Analyst, Business Analyst, and Subject Matter Expert, Mr. McGuire continues to assist with the design, development, and day-to-day operations of the Early Intervention systems for several states including Missouri, Georgia, Louisiana, West Virginia, and Indiana.</p>
<p>4.3.1.3.6</p>	<p>Specialized Skills</p>	<p>Mr. McGuire possesses in-depth knowledge of HIPPA X12 file formats for healthcare (both 4010 and 5010 versions as well as advanced data analysis skills). He is also a subject matter expert for CSC's Early Intervention Fund Recovery Solution.</p>

Maurice (Mo) Fanty - Lead Programmer

Location/Specific Section Reference	Maurice (Mo) Fanty*	Lead Programmer
4.3.1.3.2	Specific Duties Allocated to this Project	<ul style="list-style-type: none"> • Overseeing the programming Teams productivity, training, and educational opportunities • Trouble Shooting problems (software, system set up, processing errors) • Fund Recovery Business issues (submission and reconciliation) • System architecture • Ad hoc Query design • Payment Processing Issues • Technical design
4.3.1.3.3	Educational Level	University of Kansas, Lawrence, Kansas Bachelor of Science, Computer Science
4.3.1.3.4	Training	Continued Education/Certifications <ul style="list-style-type: none"> • Oracle Database • SQL Training • Microsoft ASP.NET MVC • HTML5 and CSS3 • Entity Framework • Remote Data Objects • Data Access Objects • ActiveX Data Objects • BizTalk • Conflict Resolution • Team Building
4.3.1.3.5	Experience Summary	Mr. Fanty is a .NET developer with more than 25 years dedicated to the development of client-server and Web-based systems. He has performed multiple roles during his career, including software development manager, development lead, product architect, product analyst, advisory programmer/analyst, senior software engineer, software engineer, and programmer/analyst. Mr. Fanty specializes in client/server and Web-based systems with substantial experience with Early Intervention and WIC.

Location/Specific Section Reference	Maurice (Mo) Fanty*	Lead Programmer
	Early Intervention Related Experience	<p>Mr. Fanty is currently the Lead Programmer/Manager for the system development team for Early Intervention in the following: WV, MO, LA, GA, IN and EDI systems. As the Lead Programmer/Development Manager Maurice (Mo) serves as head of all development for the Early Intervention programs. This responsibility includes the management of the development team in distributing tasks, reviewing and critiquing code, development, and training in current/new technologies, system optimization, and system building and distributing. He is also involved with personnel career development using bi-weekly individual meetings with each developer. Mr. Fanty is heavily involved in staffing plans for each project and overseeing each project's progress. He is also involved in overseeing the development, modification, testing and implementation of the Early Intervention software to become compliant with the rules and regulations of HIPAA and FERPA.</p> <p>Previous experience includes development lead/.NET developer for WV, NJ, MO, IN, LA, GA, and New York City. Mr. Fanty was also the software development/technical lead/analyst for the Indiana WISE Project, product architect for the South Carolina Project, and product architect/technical lead for the New Jersey WIC Project.</p>
4.3.1.3.6	Specialized Skills	Mr. Fanty specializes in ASP.NET, VB.NET, HTML, CSS, ADO.NET, SQL, SQL Reporting Services, VB6, and Biztalk 2010.

Vasudevan Sethumadhavan - Hardware Specialist

Location/Specific Section Reference	Vasudevan Sethumadhavan*	Hardware Specialist
4.3.1.3.2	Specific Duties Allocated to this Project	The Hardware Specialist provides hardware recommendations and assists in identifying software required for new deployments. This person assists with planning for both system needs, networking requirements and configuring hardware to optimize servers. The Hardware Specialist leads and coordinates the maintenance of complex data hardware systems, investigates and resolves complex network and hardware matters of significance, and researches, analyzes, and resolves errors.
4.3.1.3.3	Educational Level	Bachelor of Science in IT
4.3.1.3.4	Training	Continued Educations/Certifications <ul style="list-style-type: none"> • Certified Project Management Professional • Diploma in Electrical and Electronics Engineering • Cisco Certified Network Associate (CCNA) • Microsoft Certified Information Technology Professional (MCITP) • Oracle 8i Database Administration Training • 6-month post-graduate diploma in computer hardware and advanced computer troubleshooting.
4.3.1.3.5	Experience Summary	CSC proposes Vasudevan (Vasu) Sethumadhavan as a Hardware Specialist. Mr. Sethumadhavan has more than 16 years of experience in Information Technology (IT) infrastructure management and support. He has extensive knowledge in the Microsoft Operating systems, database servers, and application software. Mr. Sethumadhavan is PMP certified with a Diploma in Electrical and Electronics Engineering. He also received his Bachelor of Science Degree in IT.
	Early Intervention Related Experience	Mr. Sethumadhavan oversees the day-to-day technical infrastructure responsibilities for CSC's projects administered from Kansas, as well as leads a team of highly skilled IT System Administrators. He oversees the support and implementation of the development, testing, UAT, and production systems. Mr. Sethumadhavan has five years of experience providing IT infrastructure support for the Early Intervention programs. Mr. Sethumadhavan is a strong leader of the IT support staff

Location/Specific Section Reference	Vasudevan Sethumadhavan*	Hardware Specialist
		and has an excellent working relationship with all departments.
4.3.1.3.6	Specialized Skills	Mr. Sethumadhavan has Microsoft operating systems, database servers, and application software expertise.

Susan Woodward - Medicaid/Fund Recovery Specialist

Location/Specific Section Reference	Susan Woodward*	Medicaid/Fund Recovery Specialist
4.3.1.3.2	Specific Duties Allocated to this Project	The Medicaid/Fund Recovery Specialist for Early Intervention possesses extensive knowledge of billing funding sources, such as Medicaid, for Early Intervention services. The Specialist advises database and application program developers on fund recovery requirements necessary to properly and efficiently construct and submit healthcare claims to various funding sources. This person also analyzes the resulting Remittance Advice (RA) data and advises developers on the best methods of dealing with typical and atypical payer adjudication results. This person also conducts further analysis of claims denied by the funding sources in order to identify necessary corrections to the initial claiming process. The Specialist also advises and assists developers in constructing any reports related to fund recovery.
4.3.1.3.3	Educational Level	University of Kansas, Lawrence, Kansas Bachelor of Science, Sociology
4.3.1.3.4	Training	Ms. Woodward has received specialized training in the following environments, along with CSC-led training, including HIPAA Privacy and Security. <ul style="list-style-type: none"> • Visual Basic 6 • .Net 2003 – 2010 (ASP.NET, VB.NET) • SQLServer 2000 – 2008 R2 • COM • COM+ • ADO • VB Scripting • SSIS • SSRS • BizTalk and EDI
4.3.1.3.5	Experience Summary	Ms. Woodward has been a .NET developer with more than 35 years dedicated to the development of client-server and Web-based systems. She has performed multiple roles during her career including software development lead, programmer/analyst, senior software engineer, software engineer, and programmer/analyst. Ms. Woodward specializes in client/server and Web-

Location/Specific Section Reference	Susan Woodward*	Medicaid/Fund Recovery Specialist
		based systems with substantial experience with Early Intervention.
	Early Intervention Related Experience	<p>Ms. Woodward currently serves as a Senior Professional Software Engineer and is the proposed Medicaid/Fund Recovery Specialist. As part of her current position she:</p> <ul style="list-style-type: none"> • Served as primary developer on a nearly two-year project to modernize the WVBTT Medicaid Claiming System. Worked closely with CSC and state subject matter experts to transfer an existing rules-based billing system and transition WV Birth to Three billing rules into it. The project resulted in a new, state of the art, billing system that delivered enhanced key features, such as adjustment billing, for WV Birth to Three. The project led to enhanced revenue for WV Birth to Three via improved handling of participants with multiple Medicaid IDs. • Developed and maintained software for the various state Web-based EI data systems. Work has included the development of user application Web pages and back-office automated functionality. Her back-office work includes extensive experience in automating data transformations using the SSIS features of MS SQL Server. • Data reporting and analysis: Created and enhanced numerous SSRS reports for several state EI clients. Susan developed extensive experience reporting on Participant and Financial system data. She works closely with clients to understand client needs and accomplish data reporting that addresses those needs. • The technical environment includes Visual Basic 6, Net 2003 – 2010 (ASP.NET, VB.NET), SQLServer 2000 – 2008 R2, COM, COM+, ADO, VB Scripting, SSIS, SSRS, BizTalk.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Software Development and Architecture • Data Reporting and Analysis • System Design and Analysis • Complex Problem Resolution Systems Migrating and Conversion

Development Team

Stewart Mallett - Senior Developer

Location/Specific Section Reference	Stewart Mallett	Senior Developer
4.3.1.3.2	Specific Duties Allocated to this Project	Develops and maintains software for all WVBTT web sites and applications.
4.3.1.3.3	Educational Level	Bachelor of Science, Business Administration – Information Technology
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Languages: C, C++, Visual Basic, Visual • Studio.NET, ASP • Software: Microsoft Office Suite, Crystal Reports, SQL Server Reports, BizTalk • Tools: SourceSafe, Source Mountain • Operating Systems: Windows • Technologies: Client/Server, Citrix, Web development • Databases: Oracle, SQL Server, DB2/2
4.3.1.3.5	Experience Summary	Stewart Mallett is a senior developer with more than 30 years dedicated to information technology on various systems. He has performed consulting roles in various applications during his career. He specializes in Visual Basic.NET and has substantial experience in Early Intervention, WIC and insurance industry business processes. Mr. Mallett is responsible for supporting all the WV Birth to Three web sites and applications.
	Early Intervention Related Experience	Mr. Mallett has 4 years of experience working on Early Intervention projects in Development and Support roles.
4.3.1.3.6	Specialized Skills	Designed, developed, and maintained software over wide-ranging projects, for many clients and industries.

Hassan Shahin - Senior Developer

Location/Specific Section Reference	Hassan Shahin	Senior Developer
4.3.1.3.2	Specific Duties Allocated to this Project	Design and implementation of new projects / adding new functionalities, maintaining and enhancing existing projects include system customization for State requirements. Resolve complex problems and provide support for software, operating systems and application issues.
4.3.1.3.3	Educational Level	Bachelor of Science, Civil Engineering, Faculty of Engineering, Alexandria University, Egypt
4.3.1.3.4	Training	Microsoft Certified Solution Developer (MCSD.NET) Microsoft Certified Application Developer (MCAD.NET) Microsoft Certified Professional (MCP): <ul style="list-style-type: none"> • Analyzing Requirements and Defining Microsoft .NET Solution Architectures • Designing and Implementing DB with Microsoft SQL Server Enterprise Edition • Developing XML Web Services and Server Components with Microsoft Visual Basic .NET and the Microsoft .NET Framework • Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio.NET • Developing and Implementing Windows-based Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET • Designing and Implementing Distributed Applications with Microsoft Visual Basic 6.0 • Designing and Implementing Desktop Applications with Microsoft Visual Basic 6.0 • Windows Operating Systems & Services Architecture • Microsoft Access and Development Tools • MS Windows Operating Systems & Services Architecture
4.3.1.3.5	Experience Summary	Mr. Shahin is a Senior developer with proven technical expertise in a career spanning 20+ years. A talent for solving complex problems, analyzing business requirements, achieving innovative and integrated solutions. Advanced abilities utilizing Microsoft development tools and methodologies. Proven record of

Location/Specific Section Reference	Hassan Shahin	Senior Developer
		<p>delivering simultaneous, large-scale, mission-critical projects on time and within budget. Broad experience includes software engineering, architecture, full life cycle development, database design and modeling, reengineering and upgrades programming. In-depth experience in healthcare, flood insurance, consumer finance, real estate, hospitality, education, and civil engineering industries.</p>
	<p>Early Intervention Related Experience</p>	<ul style="list-style-type: none"> • 2 years of experience with EI as a Senior Professional Application Designer. • Role includes analysis and design of new projects, adding new functionality, maintenance of current projects includes coding, testing, enhancements, fixing and deployment of all types of projects include SQL Server Integration Service packages, WCF Services, Web/Windows development, SQL Server Reporting Service and Scripting. • Resolved complex problems and provided support for software, operating systems, and application issues.
<p>4.3.1.3.6</p>	<p>Specialized Skills</p>	<ul style="list-style-type: none"> • Software Development and Architecture • Database Design and Modeling • System Design and Analysis • Complex Problem Resolution • Systems Migrating and Conversion • Systems Re-Engineering and Stabilizing

Production Support Team

Alan Beall - Production Support

Location/Specific Section Reference	Alan Beall	Production Support
4.3.1.3.2	Specific Duties Allocated to this Project	<p>Mr. Beall's duties for this project include:</p> <ul style="list-style-type: none"> • EDI Mailbox • FCP process monitor • Fund Recovery and HIPAA 4010 and 5010 • Computer software upgrades including Windows 2000 migration to Windows 2003; Windows 2003 migration to 2008 • Currently spearheading the upgrade from Windows 2008 to Windows 2016 <p>Mr. Beall is the primary contact for the WVBTT Online application. He also provides ad hoc reports and assists the Project Manager with research projects requested from the Birth to Three Program Director.</p>
4.3.1.3.3	Educational Level	<ul style="list-style-type: none"> • Johnson County Community College, Kansas, Associate of Arts • University of Kansas, Kansas, Bachelor of Arts
4.3.1.3.4	Training	<p>Mr. Beall has not received formal training in computer software and hardware; however, he has worked for 5 years in the commercial software industry for Quarterdeck and Symantec. Mr. Beall has been trained on HIPAA and specialized Early Intervention training courses.</p>
4.3.1.3.5	Experience Summary	<p>Mr. Beall has spent 25 years in the computer software field. Twenty of those years were spent with CSC. Eighteen of those years have been spent on the Early Intervention product range. He has been involved with the West Virginia Early Intervention effort since its inception with CSC. He oversees the EDI process for Early Intervention and assists the IT department with server software and hardware upgrades. Mr. Beall was involved with the implementation and troubleshooting of the original Family Cost Participation process for our Early Intervention projects. His problem-solving and analytical skills have proven essential to the team.</p>
	Early Intervention Related Experience	<p>Mr. Beall was directly involved with the original rollout of West Virginia SPOE in 2003. That includes but is not</p>

Location/Specific Section Reference	Alan Beall	Production Support
		<p>limited to managing the rollout of the distributed SPOE software that was recently replaced by WVBTT Online. He has also been involved in every implementation of SPOE/Provider Module/CCM starting in the early 2000s, including the original rollout and implementation of SPOE Classic in our other Early Intervention Programs. Mr. Beall took over the EDI process and mailbox communication in the Mid 2000s. CSC has many practitioners that submit claims electronically, and he has been instrumental in setting them up and working directly with them as a support to assist them with EDI issues. Mr. Beall was involved directly with the WVBTT Online implementation. Mr. Beall has also been a primary driver on the Disaster Recovery environment since it was implemented for WVBTT.</p>
4.3.1.3.6	Specialized Skills	<p>Mr. Beal is well versed in supporting end users and the help desk with troubleshooting Early Intervention technologies, EDI troubleshooting, analytical research, hardware, software, and database upgrades</p>

Paul Houck - Production Support

Location/Specific Section Reference	Paul Houck	Production Support
4.3.1.3.2	Specific Duties Allocated to this Project	<ul style="list-style-type: none"> • Deploys all aspects of WVBTT web site and applications modules and all database scripts • Assists in Fund Recovery operations • Level 3 Help Desk support and troubleshoots all issues reported • Develops and provides all client requested ad hoc queries and reports
4.3.1.3.3	Educational Level	Bachelor of Science - Human Resources Management
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Hardware: PCs, Web, Mainframe • Software: Microsoft Office Suite, Visio, Oracle, MS Project, SQL Plus • Technologies: Client/Server, Web-based • Operating Systems: Microsoft Windows • Databases: Oracle, MS SQL Server • Industries: Logistics, Public Health, State & Local Government, Telecommunications
4.3.1.3.5	Experience Summary	Paul Houck is a Production Support professional with more than 40 years of IT experience in various industries including the healthcare industry. He has designed, developed, implemented, and maintained IT solutions over wide-ranging projects, for many clients and industries. Mr. Houck is responsible for supporting all the WV Birth to Three applications with emphasis on the fund recovery and WVBTT Online systems. He spearheads the deployment of Birth to Three software application enhancements and assists the IT department with Microsoft monthly upgrades to the operating systems on the hosting servers.
	Early Intervention Related Experience	Mr. Houck has 10 years working on Early Intervention projects in Quality Assurance and Production Support roles. He oversees the Fund Recovery processes for Birth to Three and is responsible for troubleshooting any issues that may occur. He deploys the monthly software enhancements assists with monthly Microsoft releases to the WV Birth to Three servers.
4.3.1.3.6	Specialized Skills	Designed, developed, implemented, and maintained IT solutions over wide-ranging projects, for many clients and industries.

Rebecca Kroush - Production Support

Location/Specific Section Reference	Rebecca Kroush	Production Support
4.3.1.3.2	Specific Duties Allocated to this Project	Ms. Kroush is a member of the Production Support Team, which deploys Monthly Production Releases. She is a Liaison/Second level customer service for the Help Desk/Customer Service Reps which includes Claim Research, Online Application assistance, and Practitioner Enrollment. She tests the web sites after Microsoft Monthly upgrades. Creates ad hoc queries or performs data fixes for Account Manager upon request. Ms. Kroush assists the QA Team, Development Team and Account Managers. She also creates training documents for and assists with client training for the Early Intervention Web applications.
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	<ul style="list-style-type: none"> • State Early Intervention Training • HIPAA Training • FERPA Training • Early Intervention Training
4.3.1.3.5	Experience Summary	Ms. Kroush is a Production Support professional with 26 years of experience in Early Intervention which includes backend processes and client websites.
	Early Intervention Related Experience	26 years with the Early Intervention Team in various positions from Customer Service Representative to practitioner enrollment to claims entry to Quality Assurance and Production Support.
4.3.1.3.6	Specific Duties Allocated to this Project	Ms. Kroush is a member of the Production Support Team, which deploys Monthly Production Releases. She is a Liaison/Second level customer service for the Help Desk/Customer Service Reps which includes Claim Research, Online Application assistance, and Practitioner Enrollment. She tests the web sites after Microsoft Monthly upgrades. Creates Ad hoc queries or performs data fixes for Account Manager upon request. Ms. Kroush assists the QA Team, Development Team and Account Managers. She also creates training documents for and assists with client training for the Early Intervention Web applications.

Quality Assurance Team

Sapthagiri Chakravarthy - Quality Assurance Manager

Location/Specific Section Reference	Sapthagiri Chakravarthy	Quality Assurance Manager
4.3.1.3.2	Specific Duties Allocated to this Project	<ul style="list-style-type: none"> • Testing lead for all aspects of WV EI System (Early Intervention) • Creating and Maintaining the QA Testing documents for West Virginia set forth by DXC Life Cycle • Tracked defects using JIRA • Executed test scripts using Microsoft SQL
4.3.1.3.3	Educational Level	Computer Science Engineering, University of Madras, Chennai, India, 2003
4.3.1.3.4	Training	<ul style="list-style-type: none"> • ITIL Foundation Certificate • Six Sigma Yellow belt
4.3.1.3.5	Experience Summary	Mr. Chakravarthy is a Documentation/QA Specialist with more than 10 years of documentation, quality control, and quality assurance experience He has managed different facets of testing including unit, integration, system, load, performance, automated, functional, regression, data-driven, batch, database, user acceptance and end to end testing. He has an in-depth understanding of SQA Techniques, SDLC methodologies (waterfall, agile) and Software Testing Life Cycle (STLC). Mr. Chakravarthy creates test plans for SIT, UAT, Requirement Traceability Matrix, Implementation Plan, Release Notes for helpdesk and external users and training plan for new users. He leads the QA team to verify elements of tested software meets specified requirements.
	Early Intervention Related Experience	Acting as Quality Leader performed quality assurance functions to support the Early Intervention Part C program. Mr. Chakravarthy led a team of 7 QA Analysts. He developed and reviewed documentation including Quality Test Strategy plan, Implementation Plan, Release Notes and Training Plan for projects and ensured compliance with EI QA policies and procedures.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • C, C++, COBOL, VB Script, SQL, XML, Java • PCs, Mainframe, Midrange, Web • Office 2007, MS Project 2007, Visio, Toad • Client/Server, Citrix Web-enabled, Web-based • Oracle, DB2, IMS, MS SQL Server

Kimberley Havens - Senior Quality Assurance Analyst

Location/Specific Section Reference	Kimberley Havens	Senior Quality Assurance Analyst
4.3.1.3.2	Specific Duties Allocated to this Project	<ul style="list-style-type: none"> • Testing all aspects of West Virginia EI System (Early Intervention). • Creating and Maintaining the QA Testing documents for West Virginia set forth by DXC Life Cycle. • Tracking defects using JIRA • Executing test scripts using Microsoft SQL
4.3.1.3.3	Educational Level	Associate Degree
4.3.1.3.4	Training	Ms. Havens has received extensive on-the-job training and specialized CSC training courses.
4.3.1.3.5	Experience Summary	Ms. Havens has over 15 years' experience in Software Quality Assurance, Programming, and Analysis. She works closely with software engineers, technical leads, release engineers, database developers, service providers, and key clients to diagnose product issues, identify potential software limitations, resolve defects, and verify corrective actions. Ms. Havens has in-depth experience with the software development life cycle (SDLC). She has experience in detecting, recording, reporting, and tracking defects, also reporting progress status, and analyzing, documenting, and reporting trends, as well as having skills in performing manual functional smoke, system, end-to-end, and regression testing using black-box testing techniques. She is knowledgeable in SQL and applying it to test data harvesting, creation, and back end data inspection. Her focus on meeting deadlines to deliver quality projects utilizing strong organizational and communication skills makes her a value-added asset to the team.
	Early Intervention Related Experience	<ul style="list-style-type: none"> • Dedicated 2 Years on testing all aspects of Indiana & West Virginia EI System (Early Intervention) • Dedicated 7 Years on testing all aspects of Missouri EI System (Early Intervention) • Worked on the testing projects for all states (GA, IN, LA, MO, NJ, WV, NY) in the EI system. • Responsible for the QA Team status for the projects for all states in the EI system.

Location/Specific Section Reference	Kimberley Havens	Senior Quality Assurance Analyst
		<ul style="list-style-type: none"> • Responsible for creating Test Plans for the Industry change of a 4010 to 5010 files that use Biztalk to send files to Medicaid & Insurance Companies. • Maintain the QA Testing documents for the team to adhere to Best Practices set forth by DXC Life Cycle. • Mentored and coached several QA team members. • Tested software functionality against business requirements • Created, modified, and implemented manual test cases using Microsoft Excel • Tracked defects using JIRA • Executed test scripts using Microsoft SQL
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Ms. Havens' experience in quality assurance and her focus on meeting deadlines to deliver quality projects utilizing strong organizational and communication skills makes her a value-added asset to the Early Intervention Team. • Quality Assurance • Written & Verbal Communication • Project Planning • Risk Management • Application Team Leadership & Development • Production Support & Maintenance • Status Reporting • Relationship Management • MS Office Suite – Word, Excel

Kishore Sandra - Senior Quality Assurance Analyst

Location/Specific Section Reference	Kishore Sandra	Senior Quality Assurance Analyst
4.3.1.3.2	Specific Duties Allocated to this Project	<ul style="list-style-type: none"> • Testing all aspects of West Virginia EI System (Early Intervention). • Creating and Maintaining the QA Testing documents for West Virginia set forth by DXC Life Cycle. • Tracking defects using JIRA • Executing test scripts using Microsoft SQL
4.3.1.3.3	Educational Level	Bachelor of Engineering in Electronics
4.3.1.3.4	Training	Mr. Sandra has received training in the following: <ul style="list-style-type: none"> • HIPAA – Privacy Rule for Business Associates • Performing Advanced Query Techniques in SQL Server 2008 • SQL Server 2008 R2: Running Queries and Manipulating Data • Agile Software Testing: Methodologies and Testing Approaches • Automated Software Testing • Selenium-WebDriver
4.3.1.3.5	Experience Summary	Mr. Sandra has 12 years' experience in Information Technology with a primary focus on Healthcare testing. He is involved in the testing and implementation stages of Web-based and client-server applications developed using various tools and technologies. As part of his assignments, he has worked as a Quality Assurance Analyst. Mr. Sandra also works with different teams such as business, development, and management in various activities of the Software development life cycle. His roles and responsibilities include requirements gathering, effort estimation, test planning, requirement analysis, test management, quality reviews and testing with manual and automation tools.
	Early Intervention Related Experience	Mr. Sandra has over 7 years' experience in Early Intervention as a Quality Assurance Analyst. His responsibilities include Understanding the Business Requirements and Functional Specifications and preparation of Test artifacts like Estimation, Metrics, Test Scenarios, Test Scope, Test Cases, Test Execution documents, Defect Logs and Closure documents or Summary Report. He has worked in different

Location/Specific Section Reference	Kishore Sandra	Senior Quality Assurance Analyst
		<p>applications including, WVBTT Online, eixWV, WVAutoDRC (278 Outbound files), WVccgProviderChecks (Payment Processing, Outbound 835 files), WVccgReports, WVProviderPass, EI. OperationsCore (Medicaid and CHIP Claim submission), 835 Inbound Process and Reconciliation, Eligibility Request (270 files) and Service Matrix. He is actively involved in ICD-9 to ICD-10 conversion projects and performed comparative analysis and gap analysis to identify variations in the process as per HIPAA X12 4010 and 5010 guidelines to incorporate updates as per 5010 guidelines. Mr. Sandra has Performed EDI mapping activities for inbound and outbound transactions sets 270/271, 278 Outbound,837 Inbound and Outbound,835 837 Inbound and Outbound, as well as manipulating the data in the database tables using SQL queries to create various testing conditions. He is responsible for writing the PDW (Production Deployment worksheets) documents and Release Documents for every release and performs WVBTT quarterly edit review.</p>
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • HIPAA EDI Transaction Sets of 837 P, 835, 270/271, 278, • SQL Server 2008 R2,2012, Java, Eclipse, JIRA, Team Web Access, VSS, Share Point, Selenium WebDriver, TestNG Framework and Microsoft BizTalk Server. • He has worked on projects in different domains like Healthcare, Finance, and Telecom. He has worked on projects for clients such as Penson Financial Services Inc and Tata Communications. His technical and communication skills are an asset to any Project Team. • Possess good management skills, analytical skills and learning capabilities on the job.

Operations Team

John Reynolds - Operations Manager

Location/Specific Section Reference	John Reynolds	Operations Manager
4.3.1.3.2	Specific Duties Allocated to this Project	Mr. Reynolds oversees the operations department for the Early Intervention projects which include help desk technicians, data entry and claims processing, practitioner payment and reporting operations, mailing services for practitioners and families and customer services operations.
4.3.1.3.3	Educational Level	Associate of Arts Degree
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Continued Education/Certifications • Six Sigma Green Belt • Disney Institute of Management • Dale Carnegie's Customer Relations and Employee Development Program • BISYS/Document Solutions University training. • Numerous management and technical courses. • HIPAA Training
4.3.1.3.5	Experience Summary	CSC proposes Mr. John Reynolds as the Operations Manager for this project. Mr. Reynolds is an experienced manager with more than 22 years dedicated to Financial and Banking Operations Management, 10 years with CSC Operations, technical and non-technical call centers, software/hardware implementation projects, and database administration. Mr. Reynolds provides oversight and direction to all CSC call centers and operational units.
	Early Intervention Related Experience	As the Operations Manager, Mr. Reynolds directs three departmental teams who are responsible for external software and hardware support to public health end users. Specifically, Mr. Reynolds directs help desk, claims processing and all CFO operational support to Early Intervention programs, including Missouri, Louisiana, New Jersey, Indiana, Georgia, and West Virginia.
4.3.1.3.6	Specialized Skills	Mr. Reynolds possesses advanced knowledge in software applications including Microsoft applications and technology troubleshooting.

Karen Ratterree - CFO Operations Supervisor

Location/Specific Section Reference	Karen Ratterree	CFO Operations Supervisor
4.3.1.3.2	Specific Duties Allocated to this Project	With 22 years' experience on the Early Intervention team, Karen will supervise and oversee the operational functions of the WV Birth to Three. These responsibilities include Customer Service Representative, claims data entry, practitioner enrollment/credentialing and practitioner payment. Her years as Operations Supervisor make her the ideal candidate for this position.
4.3.1.3.3	Educational Level	Graduated High School with Honors, Member of the National Honor Society.
4.3.1.3.4	Training	Continued Education/Certifications <ul style="list-style-type: none"> • Fred Pryor's Exceptional Customer Service Correcting Performance Problems • How to Supervise People • Leadership Essentials: Creating Your Own Leadership Development • The Six Qualities of an Effective Leader • The Principles of Financial Management • The Customer-Driven Organization • Several trainings through DXC's eLearning program
4.3.1.3.5	Experience Summary	Ms. Ratterree is an operations supervisor for CRO/CFO and claim entry with more than 32 years of experience dedicated to the operations of the Early Intervention and WIC programs. Ms. Ratterree has completed several trainings through CSC's eLearning program and has completed several outside courses as well.
	Early Intervention Related Experience	As a current CFO Supervisor, Ms. Ratterree is instrumental in the implementation of seven Early Intervention contracts and oversees all functionality across multiple contracts and departments. These functionalities include Customer Service Representatives (CSR), claims data entry, provider enrollment/credentialing, family cost participation processing, and insurance Remittance Advice data entry. Ms. Ratterree is responsible for supervising the daily activities of Birth to Three provider enrollment/credentialing, CSR's and data entry personnel.

Location/Specific Section Reference	Karen Ratterree	CFO Operations Supervisor
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none">• Graduated High School with Honors, Member of the National Honor Society.• Microsoft Office skills, WVBTT Online application training• WV EIX claim entry• WV Birth to Three practitioner enrollment, Management, and leadership training.

Heather Mains - Practitioner Enrollment - Senior Associate

Location/Specific Section Reference	Heather Mains	Practitioner Enrollment - Senior Associate
4.3.1.3.2	Specific Duties Allocated to this Project	Ms. Mains is the senior practitioner enrollment associate. She is responsible for the Practitioner enrollment process – processing of enrollment packages which includes initial enrollment application and background checks; a collection of degrees/license for each specialty; insurance policies; applicable training courses; annual updates for continuing education and data entry into the EIX practitioner enrollment application. She also provides a high level of customer service to practitioners and the client regarding the enrollment/annual update process. Ms. Mains is responsible for quality assurance for practitioner enrollment, annual updates, and claims entry into WV EIX as part of the SOC 1 audit.
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Microsoft products • WVBTT Online application • WV EIX practitioner enrollment application • WV EIX claims entry application • WV Service Matrix • Organizational training • HIPAA training • Management and leadership training
4.3.1.3.5	Experience Summary	Ms. Mains has 11 years as a practitioner enrollment senior associate She works with practitioners and her team daily to coordinate the collection of the required documents for qualified practitioners. She oversees the credentialing and re-credentialing of practitioners as well as updates the practitioner's profile with updated degrees, licenses, and insurance renewals. As part of the quality assurance process for practitioner enrollment, Ms. Mains reviews files created for practitioners to verify that all the required documents have been received and the information entered in the practitioner enrollment application is correct. Ms. Mains is the liaison with the Birth to Three CSPD and Policy Coordinator. She is also responsible for the processing of work that adheres to the established processes and procedures established by WV Birth to Three to ensure that quality standards,

Location/Specific Section Reference	Heather Mains	Practitioner Enrollment - Senior Associate
		efficiency, productivity, and SLA agreements are meet or exceeded while enrolling practitioners in Birth to Three.
	Early Intervention Related Experience	11 years as Practitioner Enrollment Senior Associate
4.3.1.3.6	Specialized Skills	Data entry, knowledge base of Early Intervention, WV EIX application, and WVBTT Online Application.

Elisabet Baldwin - Practitioner Enrollment

Location/Specific Section Reference	Elisabet Baldwin	Practitioner Enrollment
4.3.1.3.2	Specific Duties Allocated to this Project	Practitioner enrollment process – data entry and processing of enrollment packages; a high level of customer service to practitioners; responsible for the resolution of client inquiries regarding the federally funded Birth to Three program
4.3.1.3.3	Educational Level	Bachelor's Degree
4.3.1.3.4	Training	Data Entry; Microsoft products, WV EIX practitioner enrollment application, WV Service Directory, HIPAA training
4.3.1.3.5	Experience Summary	Ms. Baldwin has 11 years as a practitioner enrollment associate. She works with practitioners and her team daily to assist in the collection of the required documents for qualified practitioners. She updates the practitioner's profile with updated degrees, licenses, and insurance renewals. As part of the quality assurance process for practitioner enrollment, Ms. Baldwin reviews files created for practitioners to verify that the required documents have been received and the information entered in the practitioner enrollment application is correct. She is also responsible for the processing of work that adheres to the established processes and procedures established by WV Birth to Three to verify that quality standards, efficiency, productivity, and SLA agreements are met or exceeded while enrolling practitioners in Birth to Three.
	Early Intervention Related Experience	Ms. Baldwin is a practitioner enrollment associate. She is responsible for the Practitioner enrollment process – processing of enrollment packages which includes initial enrollment application and background checks; a collection of degrees/license for each specialty; insurance policies; applicable training courses; annual updates for continuing education and data entry into the EIX practitioner enrollment application. She also provides a high level of customer service to practitioners and the client regarding the enrollment/annual update process. Ms. Baldwin is also responsible for quality assurance for practitioner enrollment and annual updates as part of the SOC 1 audit.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention and WV EIX application

Victoria Green - Practitioner Enrollment

Location/Specific Section Reference	Victoria Green	Practitioner Enrollment
4.3.1.3.2	Specific Duties Allocated to this Project	Practitioner enrollment process – data entry and processing of enrollment packages; a high level of customer service to practitioners; responsible for the resolution of client inquiries regarding the federally funded Birth to Three program
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Data Entry • Microsoft products • WV EIX practitioner enrollment application • WV Service Directory
4.3.1.3.5	Experience Summary	Ms. Green has 2 years as a practitioner enrollment associate for Early Intervention. She works with practitioners to coordinate the collection of the required documents for qualified practitioners. She also processes credentialing and re-credentialing for practitioners as well as updates the practitioner's profile with updated degrees and licenses and insurance renewals. As part of the quality assurance process for practitioner enrollment, Ms. Green, as a member of the practitioner enrollment team, reviews files created for practitioners to ensure that all the required documents have been received and the information entered in the practitioner enrollment application is correct. She has strong interpersonal and communication skills, customer service skills and is very detail-oriented. She is also responsible for the processing of work that adheres to the established processes and procedures established by WV Birth to Three to ensure that quality standards, efficiency, productivity and SLA agreements are met or exceeded while enrolling practitioners in Birth to Three.
	Early Intervention Related Experience	2 years as a practitioner enrollment associate.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention • Strong interpersonal and communications skills • Customer service skills and is very detail-oriented

Emily Jones - Practitioner Enrollment

Location/Specific Section Reference	Emily Jones	Practitioner Enrollment
4.3.1.3.2	Specific Duties Allocated to this Project	Practitioner enrollment process – data entry and processing of enrollment packages; a high level of customer service to practitioners; responsible for the resolution of client inquiries regarding the federally funded Birth to Three program
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	Data Entry; Microsoft products, WV EIX practitioner enrollment application, WV Service Directory, WVBTT Online application, HIPAA Training
4.3.1.3.5	Experience Summary	Ms. Jones has 4 years' experience as a practitioner enrollment associate. She works with practitioners and her team daily to assist in the collection of the required documents for qualified practitioners. She updates the practitioner's profile with updated degrees, licenses, and insurance renewals. As part of the quality assurance process for practitioner enrollment, Ms. Jones reviews files created for practitioners to ensure that all the required documents have been received and the information entered in the practitioner enrollment application is correct. She is also responsible for the processing of work that adheres to the established processes and procedures established by WV Birth to Three to ensure that quality standards, efficiency, productivity and SLA agreements are met or exceeded while enrolling practitioners in Birth to Three.
	Early Intervention Related Experience	Ms. Jones is a practitioner enrollment associate. She is responsible for the Practitioner enrollment process - processing of enrollment packages which includes initial enrollment application and background checks; a collection of degrees/license for each specialty; insurance policies; applicable training courses; annual updates for continuing education and data entry into the EIX practitioner enrollment application. She also provides a high level of customer service to practitioners and the client regarding the enrollment/annual update process. Ms. Jones is also responsible for quality assurance for practitioner enrollment and annual updates as part of the SOC 1 audit.
4.3.1.3.6	Specialized Skills	Data entry, knowledge base of Early Intervention and WV EIX application

Maria Dreiling - Customer Service Representative

Location/Specific Section Reference	Maria Dreiling	Customer Service Representative
4.3.1.3.2	Specific Duties Allocated to this Project	Ability to answer the question regarding practitioner claims; ability to answer questions from practitioners and families regarding authorization of services established by the RAU.
4.3.1.3.3	Educational Level	Bachelor's in Communication
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Data Entry • Microsoft products • WVBTT Service Matrix • WV EIX application • WVBTT Online application • HIPAA training
4.3.1.3.5	Experience Summary	Ms. Dreiling is the Customer Service Representative with 5 years' experience dedicated to customer satisfaction. She provides quality phone support for practitioners and families with questions regarding authorizations and services provided to children enrolled in the Birth to Three program. She is responsible for data entry of practitioner claims into the WV EIX claim entry application. Ms. Dreiling also researches the undelivered mail for families by contacting the RAU to determine if the child's record is current. If not, she works with the RAU to update the record so that the families can receive their authorizations for services for their child. Ms. Dreiling is responsible for the resolution of client inquiries regarding the federally funded program as well as data entry and processing of project-specific documents.
	Early Intervention Related Experience	5 years as a customer service representative for Early Intervention clients, practitioners and families. Data entry of practitioner claims.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention • Microsoft Office applications • Access database

Christina Jones - Customer Service Representative

Location/Specific Section Reference	Christina Jones	Customer Service Representative
4.3.1.3.2	Specific Duties Allocated to this Project	Ability to answer question regarding practitioner claims; ability to answer questions from practitioners and families regarding authorization of services established by the RAU; accurately entering practitioner claims;
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	Data Entry, Microsoft products, WV EIX claim entry application, WVBTT Service Matrix application, HIPAA Training
4.3.1.3.5	Experience Summary	Ms. Jones is the Customer Service Representative with 5 years' experience dedicated to customer satisfaction. She is responsible for quality review and data entry of practitioner claims into the WV EIX claim entry application. She provides phone support for practitioners and families with questions regarding authorizations and services provided to children enrolled in the Birth to Three program. She also researches the undelivered mail for families and returns them to the RAU so the child's record can be updated and the families can receive their authorizations for services for their child. Ms. Jones is responsible for the resolution of client inquiries regarding the federally funded program as well as data entry and processing of project-specific documents.
	Early Intervention Related Experience	5 years as a customer service representative for Early Intervention clients, practitioners and families. Data entry and processing of reports.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data Entry • Knowledge base of Early Intervention • WV EIX Application

Shawna Reed - Customer Service Representative

Location/Specific Section Reference	Shawna Reed	Customer Service Representative
4.3.1.3.2	Specific Duties Allocated to this Project	Ability to answer the question regarding practitioner claims; ability to answer questions from practitioners and families regarding authorization of services established by the RAU.
4.3.1.3.3	Educational Level	Associate Degree in Occupational Studies
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Data Entry • Microsoft products • WVBTT Service Matrix • WV EIX application • WVBTT Online application
4.3.1.3.5	Experience Summary	Ms. Reed is the Customer Service Representative with 4 years' experience dedicated to customer satisfaction. She provides quality phone support for practitioners and families with questions regarding authorizations and services provided to children enrolled in the Birth to Three program. She is responsible for data entry of practitioner claims into the WV EIX claim entry application. Ms. Reed also researches the undelivered mail for families by contacting the RAU to determine if the child's record is current. If not, she works with the RAU to update the record so the families can receive their authorizations for services for their child. Ms. Reed is responsible for the resolution of client inquiries regarding the federally funded program, as well as data entry and processing of project-specific documents.
	Early Intervention Related Experience	Quality customer service support for practitioners and families regarding service authorizations for their children. Claims data entry for practitioners.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention • Microsoft Office products

Suzanne Page - Help Desk Technician Team Lead

Location/Specific Section Reference	Suzanne Page	Help Desk Technician Team Lead
4.3.1.3.2	Specific Duties Allocated to this Project	As a first responder in the call center, Suzanne possesses the ability to answer questions regarding issues with the WVBTT Online application; support WVBTT Online users with technical issues; and enter and remove users of the WVBTT Online application and Service Directory at the request of the WV Birth to Three program, RAU, user supervisor or disenrollment from the WV Birth to Three program.
4.3.1.3.3	Educational Level	Associates Degree in Social Services
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Data Entry • Microsoft products • WVBTT Online Application training • WVBTT Service Matrix • WV EIX training • HIPAA Training • Team Leadership courses • Time Management course
4.3.1.3.5	Experience Summary	Ms. Page is the Help Desk Technician Lead with 19 years of service on the Early Intervention team. She is responsible for the intake and resolution of inbound calls related to questions concerning client hardware and/or software. She provides phone support to WVBTT Online users and is responsible for the set-up on new users and the removal of terminated users of the WVBTT Online application. She provides quality assurance checks on new users added to WVBTT Online by her help desk team. She oversees the set-up of the Service Matrix users. She is responsible for the processing of work that adheres to the established processes and procedures to ensure that quality standards, efficiency, productivity, and SLA agreements are met or exceeded.
	Early Intervention Related Experience	As the Help Desk Lead, Ms. Page is instrumental in the implementation of seven Early Intervention contracts and was responsible for setting up users and providing phone training and assistance to those users with questions. She maintains user access for the Service

Location/Specific Section Reference	Suzanne Page	Help Desk Technician Team Lead
		Directory and the WVBTT Online application for practitioners in the Birth to Three program.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none">• Data entry• Knowledge base of Early Intervention• WV EIX application• WVBTT Online application

Ebone' Moore - Help Desk Technician

Location/Specific Section Reference	Ebone' Moore	Help Desk Technician
4.3.1.3.2	Specific Duties Allocated to this Project	As a first responder in the call center, Ms. Moore possess the ability to answer a question regarding issues with the WVBTT Online application; support all WVBTT Online users with technical issues; RAU, user supervisor or disenrollment from the WV Birth to Three program.
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	Data Entry; Microsoft products, WVBTT Online Application, WVBTT Service Matrix, HIPAA Training
4.3.1.3.5	Experience Summary	Ms. Moore is a help desk technician with 3 years' experience on the WV Birth to three support team. She is responsible for assisting practitioners and families with questions regarding the children enrolled in Birth to Three. As part of the help desk team, she also set-up and maintains the user access for approved users of the Service Directory. She is also responsible for the intake and resolution of inbound calls related to client hardware and/or software. As a Help Desk Technician, she is responsible for the processing of work that adheres to the established processes and procedures to ensure that quality standards, efficiency, productivity and SLA agreements are met or exceeded.
	Early Intervention Related Experience	Ms. Moore assist WVBTT Online user with technical and online support of the WVBTT Online application.
4.3.1.3.6	Specialized Skills	Data entry, knowledge base of Early Intervention, WV EIX application, WVBTT Online application

Suzette Yonker - Help Desk Technician

Location/Specific Section Reference	Suzette Yonker	Help Desk Technician
4.3.1.3.2	Specific Duties Allocated to this Project	As a first responder in the call center, Ms. Yonker possess the ability to answer questions regarding issues with the WVBTT Online application and support WVBTT Online users with technical issues.
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Data Entry • Microsoft products • WVBTT Online application • WVBTT Service Matrix • Management and leadership training
4.3.1.3.5	Experience Summary	Ms. Yonker is a help desk technician with 2 years' experience on the WV Birth to three support team. She is responsible for assisting practitioners and families with questions regarding the children enrolled in Birth to Three. As part of the help desk team, she also sets up and maintains the user access for approved users of the WVBTT Online system and Service Directory. She is responsible for the intake and resolution of inbound calls related to client hardware and/or software. As a Help Desk Technician, she is responsible for the processing of work that adheres to the established processes and procedures to ensure that quality standards, efficiency, productivity and SLA agreements are met or exceeded.
	Early Intervention Related Experience	Ms. Yonker assists WVBTT Online users with technical and online support of the WVBTT Online application.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention • WV EIX application • WVBTT Online training

Kaileen Wilson - Help Desk Technician

Location/Specific Section Reference	Kaileen Wilson	Help Desk Technician
4.3.1.3.2	Specific Duties Allocated to this Project	As a first responder in the call center, possesses the ability to answer question regarding issues with the WVBTT Online application; support WVBTT Online users with technical issues; entering and removing users of the WVBTT Online application at the request of the WV Birth to Three program, RAU, user supervisor or disenrollment from the WV Birth to Three program.
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	Data Entry; Microsoft products, WVBTT Online Application, WVBTT Service Directory, Management, and leadership training, HIPAA training
4.3.1.3.5	Experience Summary	Ms. Wilson is a Help Desk Technician with 11 years of service on the Early Intervention team. She is responsible for the intake and resolution of inbound calls related to questions concerning client hardware and/or software. She provides phone support to WVBTT Online users and is responsible for the set-up on new users and the removal of terminated users of the WVBTT Online application. She provides quality assurance checks on new users added to WVBTT Online by her help desk team. She oversees the set-up of the Service Matrix users. She is responsible for the processing of work that adheres to the established processes and procedures to ensure that quality standards, efficiency, productivity, and SLA agreements are met or exceeded.
	Early Intervention Related Experience	Ms. Wilson is instrumental in the implementation of four Early Intervention contracts and was responsible for setting up users and providing phone training and assistance to those users with questions. She maintains the Service Matrix profiles for practitioners in the Birth to Three program.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention • WV EIX application • WVBTT Online application

Sheila Harris - Help Desk Technician

Location/Specific Section Reference	Sheila Harris	Help Desk Technician
4.3.1.3.2	Specific Duties Allocated to this Project	As a first responder in the call center, possess the ability to answer question regarding issues with the WVBTT Online application; support all WVBTT Online users with technical issues
4.3.1.3.3	Educational Level	Associates Degree
4.3.1.3.4	Training	<ul style="list-style-type: none"> • Data Entry • Microsoft products • WVBTT Online application • Service Matrix • HIPAA training
4.3.1.3.5	Experience Summary	Ms. Harris is a Help Desk Technician with 1 year of service on the Early Intervention team. She is responsible for the intake and resolution of inbound calls related to questions concerning client hardware and/or software. She provides phone support to WVBTT Online users. She is responsible for the processing of work that adheres to the established processes and procedures to ensure that quality standards, efficiency, productivity and SLA agreements are met or exceeded.
	Early Intervention Related Experience	Ms. Harris is instrumental in assisting WVBTT Online users in the use of the application. She is also responsible for internal reports regarding the Help Desk timeliness of responding to phone calls and meeting SLA timelines.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • Data entry • Knowledge base of Early Intervention • WV EIX application • WVBTT Online application

Michael Osborne - Practitioner Payments/Reporting

Location/Specific Section Reference	Michael Osborne	Practitioner Payments/Reporting
4.3.1.3.2	Specific Duties Allocated to this Project	<p>WV Daily Archive Files:</p> <ul style="list-style-type: none"> • Assure WV daily files are created and sent to Pinnacle • Archive WV daily files on the designated server for Project Manager <p>WV weekly check processing:</p> <ul style="list-style-type: none"> • Run update to generate payments • Process the Generate payment file • Create any and all check processing reports • Prepare and send EOP to Pinnacle for distribution • Send confirmation email to Project Manager, upon completion • On rare occasion, a WV EFT file may have to be reissued <p>WV monthly reports and EOB processing:</p> <ul style="list-style-type: none"> • Prepare and distribute WV monthly reports for Project Manager • Prepare and send EOB files to Pinnacle for distribution <p>WV 1099 files:</p> <ul style="list-style-type: none"> • Once WV 1099 files have been created by the EI Production support, the files are prepared and sent to Pinnacle for distribution
4.3.1.3.3	Educational Level	Bachelor's Degree in Telecommunications
4.3.1.3.4	Training	<ul style="list-style-type: none"> • HIPAA training • Business administration training • Management courses
4.3.1.3.5	Experience Summary	Mr. Osborne is a dedicated professional with years' experience in payment processing, report processing, EOB processing and distribution, and 1099 preparation.
	Early Intervention Related Experience	Mr. Osborne is a dedicated professional with years' experience in payment processing, report processing, EOB processing and distribution, and 1099 preparation.
4.3.1.3.6	Specialized Skills	Mr. Osborne's ability to work independently and complete his responsibilities on time make him a value-added member of the Early Intervention team.

Richard Wojnarowski - Practitioner Payments/Reporting

Location/Specific Section Reference	Richard Wojnarowski	Practitioner Payments/Reporting
4.3.1.3.2	Specific Duties Allocated to this Project	<p>WV Daily Archive Files:</p> <ul style="list-style-type: none"> • Assure WV daily files are created and sent to Pinnacle • Archive WV daily files on the designated server for Project Manager <p>WV weekly check processing:</p> <ul style="list-style-type: none"> • Run update to generate payments • Process the Generate payment file • Create any and all check processing reports • Prepare and send EOP to Pinnacle for distribution • Send confirmation email to Project Manager, upon completion • On rare occasion, a WV EFT file may have to be reissued <p>WV monthly reports and EOB processing:</p> <ul style="list-style-type: none"> • Prepare and distribute WV monthly reports for Project Manager • Prepare and send EOB files to Pinnacle for distribution <p>WV 1099 files:</p> <ul style="list-style-type: none"> • Once WV 1099 files have been created by the EI Production support, the files are prepared and sent to Pinnacle for distribution
4.3.1.3.3	Educational Level	Bachelor's Degree in Business Administration
4.3.1.3.4	Training	<ul style="list-style-type: none"> • HIPAA training • Business administration training • Management courses
4.3.1.3.5	Experience Summary	Mr. Wojnarowski has 6 years' experience on the WV Birth to Three team.
	Early Intervention Related Experience	<p>Mr. Wojnarowski is responsible for the following:</p> <ul style="list-style-type: none"> • Processing and archiving of daily files • Practitioner payment Processing • Monthly, quarterly and annual reports • EOB processing and distribution • 1099 file preparation for mailing
4.3.1.3.6	Specialized Skills	Ability to work independently and in a timely manner to meet all deadlines as defined by WVBTT processes.

Fiscal Operations Team

Malinda Beasley - Financial Operator - Medicaid/CHIP

Location/Specific Section Reference	Malinda Beasley	Financial Operator - Medicaid/CHIP
4.3.1.3.2	Specific Duties Allocated to this Project	<ul style="list-style-type: none"> Responsible for requesting Purchase Orders for vendors when applicable to Birth to Three Program Process Birth to Three Medicaid/CHIP claims and retrieve electronic response files for claims and eligibility.
4.3.1.3.3	Educational Level	High School Diploma
4.3.1.3.4	Training	Ms. Beasley has received on-the-job training and specific CSC training.
4.3.1.3.5	Experience Summary	Ms. Beasley has 22 years' experience with CSC. Throughout those years, she has worked in accounts payable, accounts receivable, as well as spent 8 years with the Early Intervention project as a practitioner enrollment associate and as the financial operator. Ms. Beasley also has experience in Central Finance operations, Provider Enrollment, and Family Cost Participation. She has also worked with invoicing for all Branch contract accounting including, Animal Rebate, Early Intervention, and WIC. Ms. Beasley's Early Intervention work also includes submission of electronic claims to Medicaid and TPL, along with EI Client Billing, and reconciliation of bank accounts for both Early Intervention and Animal Health.
	Early Intervention Related Experience	<p>Ms. Beasley's Early Intervention experience includes:</p> <ul style="list-style-type: none"> Process EI Medicaid/TPL/CHIP claims and retrieve electronic response files for claims and eligibility Work directly with Account Managers to provide requested financial materials for the programs they support Maintain Early Intervention and Rebate bank accounts on a monthly basis Monitor daily transactions with EI bank accounts Responsible for requesting Purchase Orders for vendors when applicable
4.3.1.3.6	Specialized Skills	Ms. Beasley has a tremendous knowledge base and works closely with internal and external teams. She is an asset to the team.

Database Administration Team

Pete Fosselman - Database Administrator/Technical Analyst

Location/Specific Section Reference	Pete Fosselman	Database Administrator/Technical Analyst
4.3.1.3.2	Specific Duties Allocated to this Project	Database services management
4.3.1.3.3	Educational Level	University of Missouri <ul style="list-style-type: none"> • Master's in business administration, Management Information Systems, and Marketing University of Iowa <ul style="list-style-type: none"> • Master of Arts, Administration University of Iowa <ul style="list-style-type: none"> • Bachelor of Arts, Business Administration, Marketing and Administrative Management
4.3.1.3.4	Training	Multiple SQL Server, Oracle, and AWS training classes
4.3.1.3.5	Experience Summary	<p>Mr. Fosselman is an experienced SQL Server and Oracle Database Administrator (DBA) with more than 20 years of professional DBA experience. Seventeen of those years have been in a supervisory capacity. Mr. Fosselman possesses multiple SQL Server and Oracle professional certifications. He is an Amazon Web Services (AWS) Certified Solutions Architect – Associate.</p> <p>His areas of emphasis include high availability and database performance tuning. He has experience in public health, healthcare, child support, insurance, and e-commerce industry business processes. He also has experience with the USDA SAM approved SPIRIT WIC consortium and Crossroads WIC systems.</p> <p>Key Roles Performed</p> <ul style="list-style-type: none"> • Database Administrator – 20 years • Information Technology – 29 years
	Early Intervention Related Experience	<ul style="list-style-type: none"> • Manager of the DBA team of the Kansas City branch of CSC's global business process services division. • Projects include Early Intervention for the states of Indiana, Georgia, Louisiana, Missouri, and West Virginia.

Location/Specific Section Reference	Pete Fosselman	Database Administrator/Technical Analyst
		<ul style="list-style-type: none">• Supports production databases 24/7.• Develops and tests databases.• Set-up and configure new projects in on-premise data centers or in the cloud.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none">• Database high availability• Performance Tuning• Cloud databases

Charles Funderburke - Senior Professional - Database Administrator

Location/Specific Section Reference	Charles Funderburke	Senior Professional - Database Administrator
4.3.1.3.2	Specific Duties Allocated to this Project	Charles provides backup and overflow support for the Early Intervention project primary support DBA.
4.3.1.3.3	Educational Level	The University of Dallas, Irving, TX <ul style="list-style-type: none"> • Master of Management, Information Science. Florida International University, Miami, FL <ul style="list-style-type: none"> • Master of Business Administration, Finance. United States Military Academy, West Point, NY <ul style="list-style-type: none"> • Bachelor of Science, Mathematics & Science.
4.3.1.3.4	Training	Mr. Funderburke has taken several courses on SQL Server while employed at Microsoft and related SQL Server courses taken on DXC's University. HIPAA training
4.3.1.3.5	Experience Summary	Mr. Funderburke has 15 years' experience with SQL Server and 18 years as an Oracle Database Administrator.
	Early Intervention Related Experience	Mr. Funderburke performs standard requirements for restores, mock and prod installs, and similar, related requests for all the Early Intervention programs.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • SQL Server Restores/Refresh • T-SQL • UNIX Shell scripting.

Charles He, PhD - DBA Associate

Location/Specific Section Reference	Charles He, PhD	DBA Associate
4.3.1.3.2	Specific Duties Allocated to this Project	Dr. He maintains EI's SQL Server databases, as well as mirror databases for all the Early Intervention states
4.3.1.3.3	Educational Level	PhD in mathematics
4.3.1.3.4	Training	Oracle 8i Certified Professional DBA, HIPAA Training
4.3.1.3.5	Experience Summary	Dr. He has over 20-years' extensive experience in database administration of ORACLE and SQL Server relational databases. He has comprehensive exposure to ORACLE and SQL Server database production support 24 by 7 and application development in UNIX/LINUX/WINDOW environments
	Early Intervention Related Experience	Dr. He has 15-years' experience in Early Intervention.
4.3.1.3.6	Specialized Skills	<ul style="list-style-type: none"> • SQL • PL/SQL • C/C++ • Unix Shell Scripts

Qualifications and Certifications of Proposed Key Personnel

As required in RFP section 4.3, we have provided the educational and professional qualification details of our proposed key personnel along with copies of their relevant certifications in this section.

Nadine M. Tyler - Project Manager

Education	Bachelor of Science, University of New Hampshire, Durham, New Hampshire, 1977
Professional Certifications, Activities and Training	<ul style="list-style-type: none">• Kansas City QAA – 1999-2006• Early Intervention – First Steps Training Module (MO-DESE) 2005• Early Intervention – Five Component Approach in Natural Environment – 2008

University of New Hampshire

Know all persons by these presents That

Nadine Marie Hamel

has been admitted to the degree of

Bachelor of Science

and to all the honors, rights and privileges pertaining to that degree.

In Testimony Whereof, this diploma is conferred at Durham, New Hampshire, this twenty-ninth day of May, in the year of our Lord Nineteen Hundred seventy-seven.

Rasil J. F. Mott
COLLEGE CHAIR



Engene S. M. M.
PRESIDENT OF THE UNIVERSITY

Wayne McGuire - Database Design Specialist

Education	Bachelor of Business Administration, Pittsburg State University, Pittsburg, Kansas, 1987 Degree Emphasis: Information Systems
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Pittsburg State University

by the authority of the Board of Regents and upon the recommendation of the Faculty has conferred upon

Wayne Thomas McGuire

the degree

Bachelor of Business Administration

with all the Honors and Distinctions belonging to this Degree in consideration of the satisfactory completion of the Course of Study prescribed by the Faculty of the University.



Board of Regents

Frank J. Alexander
Chairman

James W. Channing

Richard W. Workle

Thomas W. Felt

Given at Pittsburg, Kansas on the sixteenth day of May, in the year of our Lord one thousand nine hundred and eighty-seven.

Shirley Palmer

Richard Palmer

Richard Palmer

Leonard A. Lester

Leonard A. Lester



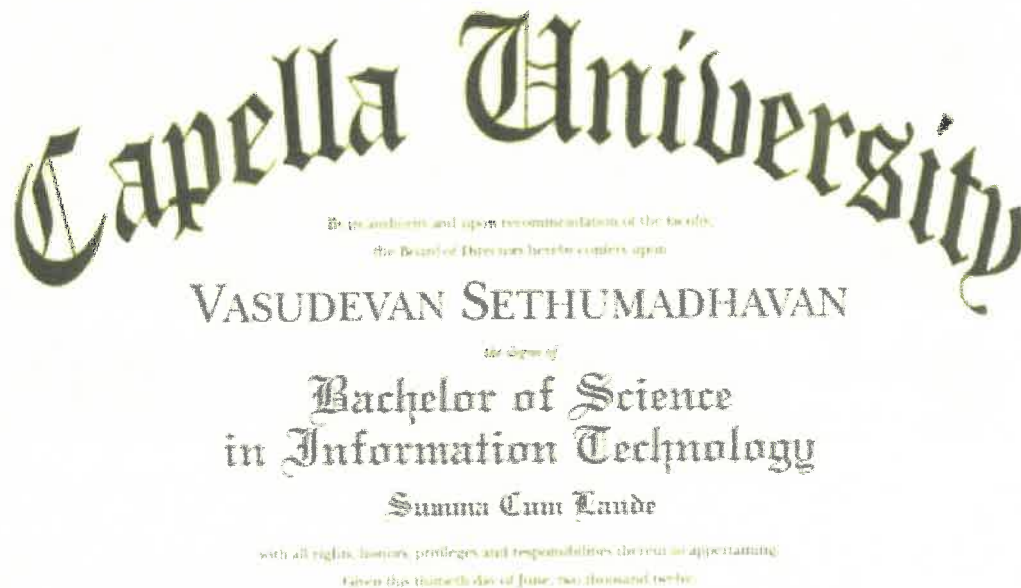
D. Wilson
President

Robert K. Ratzliff
Vice President for Academic Affairs

Lee R. Christman
Registrar

Vasudevan Sethumadhavan - Hardware Specialist

<p>Education</p>	<ul style="list-style-type: none"> • Three years of full-time Diploma in Electrical and Electronics Engineering, Department of Technical Education, Tamilnadu, 1986 - 1989 • Bachelor of Science degree, Capella University, 2008-2012 Degree Emphasis: Information Technology
<p>Professional Certifications, Activities, and Training</p>	<p>Certifications</p> <ul style="list-style-type: none"> • Cisco Certified Network Associate (CCNA) • Microsoft Certified System Engineer (MCSE) • Certified Project Management Professional (PMI) <p>Outside Courses</p> <ul style="list-style-type: none"> • Underwent Oracle 8i training Database Administration Training from Oracle Corporation • Completed six-month post-graduate diploma in computer hardware, advanced computer troubleshooting



Marcia Ballinger
 MARCIA BALLINGER
 Chair of the Board



Scott Kinney
 SCOTT KINNEY
 President, Capella University

Minneapolis, Minnesota



Susan Woodward - Medicaid/Fund Recovery Specialist

Education	Bachelor of Arts, University of Kansas, Lawrence, Kansas, January 1982 Degree Emphasis: Sociology
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Maurice Fanty - Lead Programmer

Education	Bachelor of Science, University of Kansas, Lawrence, Kansas, May 1992 Degree Emphasis: Computer Science
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