LOUISIANA DEPARTMENT OF HEALTH AND HOSPITALS

MEDICAL VENDOR ADMINISTRATION

Request for Information for

Medicaid Eligibility Data System

Information Technology Architecture Upgrade

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Table of Contents

Executive Summary 3
Agency Overview 5
Project Overview 6
Objectives 6
RFI Requirements Process 8
Participation in RFI 8
Liabilities of Agency 8
Confidentiality and RFI Ownership 8
Response Format 9

Executive Summary

In order to augment eligibility and enrollment operations of the Louisiana Medicaid program, the Department of Health and Hospitals Medical Vendor Administration (MVA), is interested in pursuing upgrades to the information technology (IT) architecture of its Medicaid Eligibility Data System (MEDS).

A growing trend in innovation of state Medicaid programs is the move towards real-time enrollment and eligibility decisions for applicants to Medicaid. The impetus towards this operations goal is further driven by recent Affordable Care Act (ACA) legislation which calls for the creation of a State Health Benefits Exchange (SHBE) that will allow consumers to purchase a variety of health insurance products, including wholly or partially subsidized health insurance such as Medicaid, through a consolidated web portal of state agencies and private firms. The SHBE is subject to oversight by ACA regulations, but as with conventional Medicaid programs, states have a wide degree of latitude in implementing their IT solution of choice.

MVA intends to hire a contractor to provide professional services regarding the development and upgrade of MEDS, with a major developmental milestone of ACA compliant operational capacity by January, 2013, in addition to MVA's goal of real-time eligibility determination. MVA is specifically interested in vendor solutions that advance the MITA maturity and CMS compliance of MEDS, especially with regard to real-time eligibility determinations taking place using service oriented architecture (SOA). The specific schedule, deliverables, and respective roles of the MVA and the contractor are yet to be determined. The MVA is encouraging vendors to provide an overview of a "best practices" solution that responds to these operations goals and is ACA compliant. At a high level, MVA has the following goals:

1. To upgrade the human interface ("look and feel") of the existing MEDS from a text-based ("green screen") interface to a web-based interface. The current online application for Louisiana Medicaid programs will also need to be replaced in a manner consistent with this new "look and feel" along with its captured data from online applicants that enters MEDS.
2. To create an enterprise service bus with exposed methods, allowing for efficient data sharing between disparate software modules and multiple agencies, ultimately resulting in operations capacity to render real-time eligibility determinations for Louisiana Medicaid.
3. By way of enterprise service bus mentioned above, provide legacy support of access to existing records on the state's current Natural/ADABAS mainframe.
4. To create a repository of business rules external to, independent of and implemented by software solutions used to upgrade the MEDS IT Architecture.

MVA is particularly interested in vendor approaches with two prospective project plans: a **phased approach**, and a **complete system replacement approach**. For the phased approach, vendors should identify how the existing business rules and records storage functionality offered by the current mainframe could continue to be leveraged with the new "look and feel", while a new SQL backend and enterprise service bus written in a .NET environment is created. Functionality will gradually shift over from the legacy system to the new system in this approach during and after deployment. A complete system replacement approach will encapsulate a total shift from the legacy system to the new system,

and require conversion of approximately 23,000 business rules from a Natural/ADABAS environment to a .NET solution with a SQL backend; the system will not be deployed until this conversion is complete, records are converted, and all operations are functional. **For each approach,** vendors should submit tentative project plans with milestones, timelines, and budget narratives. Vendors should also submit a project narrative that describes the nature of each approach, be it a COTS system, a custom system, a combination of the two, or a "turnkey" system of similar scope developed for another state agency.

Vendors should additionally give due consideration to what resources will be required by the state in order to fully implement the solution, including information technology infrastructure, records, physical facilities, or other resources.

This RFI is issued as a means of technical discovery and information gathering. It is for planning purposes only, and should not be construed as a solicitation for services or a request for proposals (RFP) nor should it be construed as an obligation on the part of the state to purchase services. This RFI is not a means of pre-qualifying vendors for any subsequently issued RFP related to this RFI.

Participation in this RFI is voluntary, and neither the MVA nor the state of Louisiana will pay for any costs related to the preparation and submission of the requested information. All submissions in response to this RFI will become the sole property of the MVA.

MVA is also encouraging vendors who wish to do so to submit only a letter of intent to present with a written outline. Those vendors may be invited to give an in-person demonstration of their proposed approaches in lieu of submitting a completed RFI. Vendors should refer to the response format in this document for clarification of the nature of information sought by MVA.

For the purposes of this RFI, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this RFI shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information submitted in conjunction with this RFI may not be subject to public disclosure, protections must be claimed by the proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

Agency Overview

The Medical Vendor Administration (MVA) oversees all operations related to implementing the state of Louisiana's Medicaid program, in accordance with federal guidelines from the Centers for Medicare and Medicaid Services (CMS). The mission statement of MVA is: "To respond to the health needs of Louisiana citizens by developing, implementing, and enforcing administrative and programmatic policy with respect to eligibility, licensure, reimbursement, delivery of service models, and monitoring of health care services, in concurrence with federal and state laws and regulations."

The Eligibility Field Operations Section within MVA is responsible for the timely processing of the initial and on-going applications for Medicaid eligibility in accordance with federal and state regulations. The Eligibility Policy Section develops and implements eligibility policies, and provides direction and guidance statewide. The Eligibility Systems Section develops and maintains system programming to identify and classify Medicaid eligible applicants for federally funded programs, and also designs and maintains hardware and software solutions statewide. The Eligibility Supports Section directs and oversees outreach and enrollment for Medicaid and LaCHIP, as well as serving as a liaison between local offices and centralized units for Newborn Eligibility Requests, Customer Service Unit, and the Strategic Enrollment Unit.

The Eligibility Division utilizes the Medicaid Eligibility Data System(MEDS) to meet operations needs related to eligibility determinations. MEDS currently stores individual and case records in an ADABAS database on a legacy mainframe system located with the Louisiana Department of Children and Family Services (DCFS); multiple state programs operate concurrently on this mainframe, with established network connections between various programs. MEDS currently has over 3,000,000 Medicaid eligibility related records, with a total storage volume of roughly 600 gigabytes. Business logic related to eligibility determinations is written in Software AG's Natural language, with approximately 23,000 business rules. Roughly 1,300 users connect via a 3270 terminal interface, which may be emulated. Online execution is governed by IBM's CICS (Custom Information Control System).

Project Overview

Objectives

1. Provide eligibility field staff with an intuitive, efficient, and transparent user interface that adopts current best practices and conventions of accessibility in web applications. This interface should also be consolidated with the online application for Medicaid.
    a. Human interfaces should accommodate a variety of spoken and written languages, particularly English, Spanish, and Vietnamese, and additionally be culturally sensitive.
    b. Section 508 compliant web design is strongly encouraged, as well as best practices that go above and beyond bare compliance.

2. Create an enterprise service bus that transfers data between software modules and agencies.
    a. For secure, inter- and intra-agency systems communication, exposed methods should be utilized to assist in and communicate the results of eligibility determinations. Service oriented architecture (SOA) approaches, for example, provide this capability.
    b. Introduce capacity to consume data for applicants provided at a national level from agencies such as Internal Revenue Service (IRS), Department of Homeland Security (DHS), and others as part of ACA data matching initiatives.
    c. Existing software methods and services of MEDS used in MVA operations, such as applicant notification mass mailings, must be adapted to utilize the enterprise service bus.

3. Provide legacy support of existing mainframe system business rules and records (not system hardware or other software functionality).
    a. Existing records will need to remain accessible to MVA staff via the enterprise service bus.
    b. It is expected that over time, MEDS will migrate to a contemporary relation database or similar solution; existing records will need to be converted to that system and/or their accessibility maintained.
    c. Existing connections to the existing mainframe system for the purposes of data sharing, by MVA as well as other state agencies and their programmatic needs, must be adapted or maintained within the proposed IT architecture upgrades.

4. Locate and maintain business logic external to and independent from software solutions.
    a. The existing roughly 23,000 business rules which operate in the existing mainframe environment must be converted and re-located to an external location independent of software run-time code.
    b. MEDS IT Architecture upgrades and the system itself must still be able to make appropriate eligibility determinations using these business rules despite being located external to software code.

c. MVA is interested in solutions that allow administrators and staff with appropriate training to update business logic without necessary software code manipulation.

RFI Requirements Process

Participation in RFI

All vendors interested in participating in this RFI should send one (1) electronic copy on optical media and five (5) hard copies of their response to:

Maggie Whiteside
Louisiana Department of Health and Hospitals
Medical Vendor Administration
P.O. Box 91283
Baton Rouge, LA 70821-9283

Liabilities of Agency

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of the Louisiana Department of Health and Hospitals Medical Vendor Administration whatsoever shall arise from the RFI process.

This RFI does not commit the Louisiana Department of Health and Hospitals Medical Vendor Administration to pay any cost incurred in the preparation or submission of any response to the RFI.

Confidentiality and RFI Ownership

RFI Ownership: All responses to the RFI will become the property of the Louisiana Department of Health and Hospitals Medical Vendor Administration and will not be returned.

Response Format

While vendors are encouraged to adopt those format conventions they feel will best serve their presentation of the information requested by MVA, the following format matrix serves as a general guideline of helpful information sought by MVA in vendor described solutions.

Question	Response
Vendor Information	
Name of person responsible for the information contained in this RFI	
Telephone number Fax number Email address Web page	
Have you implemented a system for a Medicaid agency of a similar size to MVA? If so, when, where, and for whom?	
Have you implemented a system of similar scope for any state agency? If so, when, where, and for whom?	
If you have teamed up with other vendors in the past to perform this type of project, how many project have you completed with this partnership.	
Total number of installations of the version of the software being proposed, which have been carried out by your organization?	
Describe any third party alliances, relationships, or dependencies.	
Please provide information on your software development life cycle and implementation methodology.	Attach as required.
What documentation is provided with the software / system and in what format?	
What percentage (roughly) of your software is written by your organization and what percentage acquired from a third party?	

Question	Response
System Administration	
What type and of what complexity are system administration roles?	
What would be the technical administration requirements for MVA?	
What do you anticipate would be the Business support requirements for MVA?	
Training / Anticipated Learning Curve	
Do you offer formal user training?	
What types of courses do you run and what are their durations?	
What level of training would you recommend?	
Describe any training materials offered?	
What is your anticipated learning curve for reports users?	
What is your anticipated learning curve for technical administrators?	
Infrastructure Requirements	
Minimum Requirements	Attach as required.
Recommended Requirements	Attach as required.
Requirements for future scaling.	Attach as required
Client Capabilities & Requirements	
Does your software integrate with Active Directory?	
Does your software facilitate the setting of thresholds and provide alerts to users?	
Name all browsers that your systems have known compatibility with.	

Question	Response
Will your product work from a mobile device? Define limitations such as OS and functionality differences from desktop clients.	Attach as required.
Is the product accessible from the internet? What is required to deliver it?	
What kind of security protocols are implemented for the product? Both from encryption and authentication/authorization perspective.	
What kind of self service capabilities does the product have?	
Third Party Integration	
Number data sources that can be simultaneously accessed?	
Types of data sources supported?	
Name all third party products required to meet the criteria described in this RFI.	
Does your system provide APIs/Web services?	
Does your system allow for external calls on exposed methods?	
Consulting Services	
Describe your recommended engagement/scope of work to implement your software at MVA	Attach as required.
Are you currently providing operational services in any other states or private sector for a system of this kind? If so, please provide details.	
Have you provided consulting or professional services to MVA in the past?	
Describe your experience with Medicaid and/or HIPAA data?	
Detailed Cost Model	

Question	Response
Estimate of scoped requirements	
What is included?	Attach as required.
What is not included?	Attach as required.
Is there anything that would require an additional or third party purchase to meet the requirements outlined in this RFI?	Attach as required.
Support offered? (Hours, methods of contact)	
What is your annual maintenance?	
What is your expected product life cycle?	
What is your licensing model and prices (if applicable)?	