

## **APPENDIX 1**

### **The Arkansas Medicaid Enterprise (AME) Business Operations Support (BOS) PROJECT LIST (Inclusive but not exhaustive)**

#### **RFP # 710-23-0037**

The list below contains projects where the Arkansas Medicaid Enterprise (AME) Business Operations Support (BOS) Team provides project management services:

- Project Management: Arkansas Health and Opportunity for ME (ARHOME) (system changes for Medicaid expansion program)
- Project Management: EVV (Electronic Visit Verification): (Implement Home Health, Self-directed services)
- Project Management: Health Information Exchange, Outcome Based Certification
- Project Management: Decision Support System (DSS)/Data Warehouse Migration to Azure Cloud
- Project Management: Optum Performance Analytics (OPA) Implementation

The following list contains services where the AME BOS Team provides management, supervision, expertise, assistance, recommendations, and training to the State. Most of these staff positions are embedded within the respective State Business Unit:

- Buy-In systems and services (Application: Gainwell interChange)
- Claims systems and services (Application: Gainwell interChange)
- COTS Tools (Workflow Application: K2, Microsoft PowerBI)
- COVID Coordination / Unwind (When Necessary)
- Application: CTMS (Contact Tracking Management System) (Call tracking - Gainwell)
- Decision Support System (DSS)/Data Warehouse (Optum: Snowflake on Microsoft Azure)
- EDI (Electronic Data Interchange) (OXi product)
- EDMS (Electronic Document Management System) (Application: OnDemand)
- Financial systems and services (Application: Gainwell interChange)
- IVR (Interactive Voice Response) (product Avaya)
- Letter Generator (Application: Aspose)
- Managed Care – ARHOME and Life360 (Application: Gainwell interChange)
- Managed Care – NET (Non-Emergency Transportation) (Application: Gainwell interChange)
- Managed Care – PACE (Programs of All-Inclusive Care for the Elderly) (Application: Gainwell interChange)
- Managed Care – PASSE (Provider-Led Arkansas Shared Savings Entity) (Application: Gainwell interChange)
- Managed Care – PCCM (Primary Care Case Management) (Application: Gainwell interChange)
- Managed Care – PCMH (Patient Centered Medical Home) (Application: Gainwell interChange)
- Managed Care – Healthy Smiles Dental Managed Care Program (Application: Gainwell interChange)
- Management and Administrative Reporting (MAR) system and services (Optum)

- MDP (Mobile Data Platform) and PAI (Patient Access Interoperability) (Application: Gainwell interChange, Optum DSS, 1Up)
- Member Portal (Application: Gainwell interChange)
- Pharmacy (Claims, DUR, IVR, PA, Reporting; Application: Magellan FirstRx)
- Prior Authorization (PA) (Application: Gainwell interChange)
- Provider Management / Enrollment (Application: Gainwell interChange)
- Provider Portal (Application: Gainwell interChange)
- Reference / BPA (Benefit Plan Administration) (Application: Gainwell interChange)
- Transformed Medicaid Statistical Information System (Optum T-MSIS)
- TPL (Third Party Liability) systems and services (Application: Gainwell interChange)
- EVV (Electronic Visit Verification) Operations (Application: Authenticare)
- Encounter Coordination with MCOs such as PASSE, DMC, Program of All-inclusive Care for the Elderly (PACE), NET, etc., to ensure quality of data)
- Medicaid Expansion services (ARHOME, Life360, Opportunities for Success Initiative)
- SIT review and UAT testing and approval
- Change Management
  - Change Request advisory and recommendations
  - Release review and management
- Preparation of CMS reporting: Monthly; KPI Reporting

The following list contains services where the AME BOS Team provides management and related services to the State. Staff positions assigned to support these projects may or may not be embedded within the respective State Business Unit:

- Assist in Issue Management providing expertise and research
- Streamlined Modular Certification expertise
- Medicaid systems and technology advisory and recommendations
- Manage, Create, Update Advance Planning Documents (APD's); Contracts; Procurement, RFP, RFI, NASPO
- Overall Project Manager (manages all tasks and projects across multiple vendors)
- Security Analyst (SOC Audit management; intrusion protection; penetration testing; user audits)
- Quality Assurance (part of vendor management)
- OCM (Organizational Change Management) – Communications Continuous Strategic Planning for modularization and procurements
- Strategic planning toward “enterprise” concepts
- Systems and Data Integrator expertise
- Procedural and systems Governance; Data Governance

The AME BOS Team provides Integration management and oversight for the following modules:

- EVV/MMIS
- ARIES/MMIS
- Pharmacy/MMIS
- MMIS/DSS (DW)

The AME BOS Team will provide services for the following upcoming projects:

- DDI and PMO services for Pharmacy, Core, and Decision Support System (DSS)/Data Warehouse (DW)
- Possible DDI and PMO services for implementation of Provider Management module
- Possible DDI and PMO services for Managed Care module