NTT DATA

Quality Assurance Management Plan

Arkansas Medicaid Enterprise – Business Operations Support

Prepared for:

Arkansas Department of Human Services

Version 1.2

July 29, 2022

REVISION HISTORY

Version	Effective Date	Prepared By	Description of Changes
1.0	July 15, 2020	David Price	Initial Submission
1.1	July 30, 2021	David Price	Annual Update
1.2	July 29, 2022	David Price	Annual Update

TABLE OF CONTENTS

Arkansas Department of Human Services
Arkansas Medicaid Enterprise Business Operations Support
Quality Assurance Management Plan

NTT DaTa

1   Introduction

The Arkansas Medicaid Enterprise (AME) Medicaid Management Information System (MMIS) Replacement Program, chartered by the Division of Medical Services (DMS), implemented a new Core MMIS, Pharmacy Point of Sale (POS) and Data Warehouse/Decision Support System (DW/DSS). These systems modernize previous system functions and significantly enhance the goals of DMS, ensuring that eligible individuals receive the health care benefits that are medically necessary and that providers are reimbursed promptly and efficiently. The systems are now in an operational status.

DMS contracted with NTT DATA Government Consulting Advisory, LLC (NTT DATA) to serve in a Business Operations Support (BOS) capacity for the AME. This support includes specific quality assurance (QA) activities to support operational needs.

1.1   Purpose

The Quality Assurance Management Plan (QAMP) documents the quality processes that the AME BOS team uses to help ensure the implementation of Medicaid Management Information Services (MMIS) business and technical support requirements. The design of the quality processes is intended to create an environment whereby a high-quality product is produced in a fashion that applies quality reviews and reporting that are tailored to operational support needs.

The primary benefit of the quality assurance process is the advanced detection and notification of potential risks, issues and conflicts that can be mitigated prior to becoming critical issues. In addition, quality planning should permeate through the support activities and should be reflected in the overall structure of all participating teams.

This deliverable includes activities of the overall management functions that determine the quality and information security processes.

The goals for the Project's Quality Assurance Management are listed below:

1.   Quality management activities are planned.
2.   Quality and security standards for the product and the project are defined, prioritized and measurable.
3.   Quality and security standards adherence is quantified and managed.

Intended users of this plan include:

1.   MMIS BOS team and participants
2.   MMIS solution vendors for each MMIS component: Decision Support System (DSS), Pharmacy, and Core MMIS

1.2   Scope of Plan

This QAMP includes all AME-initiated formal change requests and support activities that involve a phased development, integration, and implementation of the DSS, Pharmacy, and Core MMIS.

This QAMP provides the quality control and quality assurance processes used to oversee the ongoing business operations support for the DSS, Pharmacy, Core MMIS Operations Phase, and EVV/Fiserv, as well as business operations support for Enhancement

Projects. BOS team responsibilities include quality control and quality oversight for the Operations Phase and reviewing the deliverables delivered by organizations supporting the MMIS to ensure that the MMIS continues to meet established quality standards:

1. Arkansas MMIS BOS, BOS QA, DHS and DMS project participants
2. MMIS Pharmacy Contractor – Magellan Medicaid Services
3. MMIS DSS Contractor – Optum Government Services
4. MMIS Core Contractor – Gainwell Technologies
5. EVV/Fiserv

It is understood that each Contractor has its own internal Quality Assurance Management Program to ensure that deliverables meet the content requirements of their respective contracts.

2   Quality Standards

The BOS team ensures that operations processes comply with generally accepted industry standards. The quality management approach is derived from the Project Management Institute's (PMI) Project Management Body of Knowledge ® (PMBOK) and International Organization of Standards (ISO) 12207 for System Development Life Cycle (SDLC).

The quality management approach emphasizes the following goals:

• Manage risk to avoid or prevent issues or defects
• Identify and mitigate issues or defects to resolve them early

BOS support for Enhancement Projects follows project processes, procedures and specific deliverables as established and defined by the DHS Enterprise Project Management Office (EPMO).

3   Quality Control

The BOS team leads the DHS/DMS efforts to evaluate and review the AME Solution Module Vendor Deliverables and AME Solution Module Vendor Documentation. The BOS team recommends to DHS/DMS approval of the deliverables or their return and documentation for rework.

3.1 Quality Control of Vendor Deliverables

The AME SharePoint Deliverable Management Tool is the primary technical interface for Supporting Contractors to submit their deliverables and for the BOS team Coordinators and their Quality Review teams to review deliverables and provide recommendations of acceptance or rejection for rework. Team Coordinators use the Request for Proposal (RFP) deliverable requirements in the review process.

3.2 Quality Control of BOS Deliverables

The BOS Implementation Manager/Quality Manager is responsible for managing the internal Quality Control review process for all BOS-generated products—for example, reports, communications and websites. Reporting

The AME BOS team performs quality assurance (QA) activities in addition to quality control (QC) on support deliverables. QA activities include providing oversight and reporting of Support Contractor, schedule, cost, and scope adherence and/or changes to key stakeholders. This section provides an overview of the reports delivered as part of the QA process. Appendix B provides a list of BOS deliverables.

Arkansas Department of Human Services
Arkansas Medicaid Enterprise Business Operations Support
Quality Assurance Management Plan

NTT DaTa

4 Reporting

4.1 Status Reporting

Weekly, Bi-weekly and Monthly BOS status reports are provided to the State and provide performance results for review to ensure operational quality is maintained. These reports are delivered to the DHS Project Director and the Deputy Project Director. Additionally, the Arkansas BOS team meets with the State Director and the Deputy Director regularly to review the Status Report and discuss decisions made, decisions needed and issues requiring resolution.

4.2 CMS Reporting

According to the Centers for Medicare & Medicaid Services (CMS) reporting requirements, the State Project Director provides a monthly MMIS Project Status Report to the CMS Regional Office. Following the submission of the report, the Project holds a monthly status review meeting with CMS to review current project status. The BOS team participates in and supports the creation and delivery of this report.

Appendix A.   Acronyms

Acronym	Definition
AME	Arkansas Medicaid Enterprise
BOS	Business Operations Support
CMS	Centers for Medicare & Medicaid Services
DHS	Department of Human Services
DMS	Division of Medical Services
DSS	Decision Support System
DW	Data Warehouse
EPMO	Enterprise Project Management Office
ISO	International Organization for Standards
MMIS	Medicaid Management Information System
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
QA	Quality Assurance
QC	Quality Control
QAMP	Quality Assurance Management Plan
RFP	Request for Proposal
SDLC	Software Development Life Cycle