Response to the
Arkansas Department of Human Services,
Division of Medical Services

Arkansas Health Insurance Premium Payment (ARHIPP)

Solicitation Number: 710-24-0002

Technical Proposal Packet: "REDACTED"

January 31, 2024
2:00 p.m., Central Time

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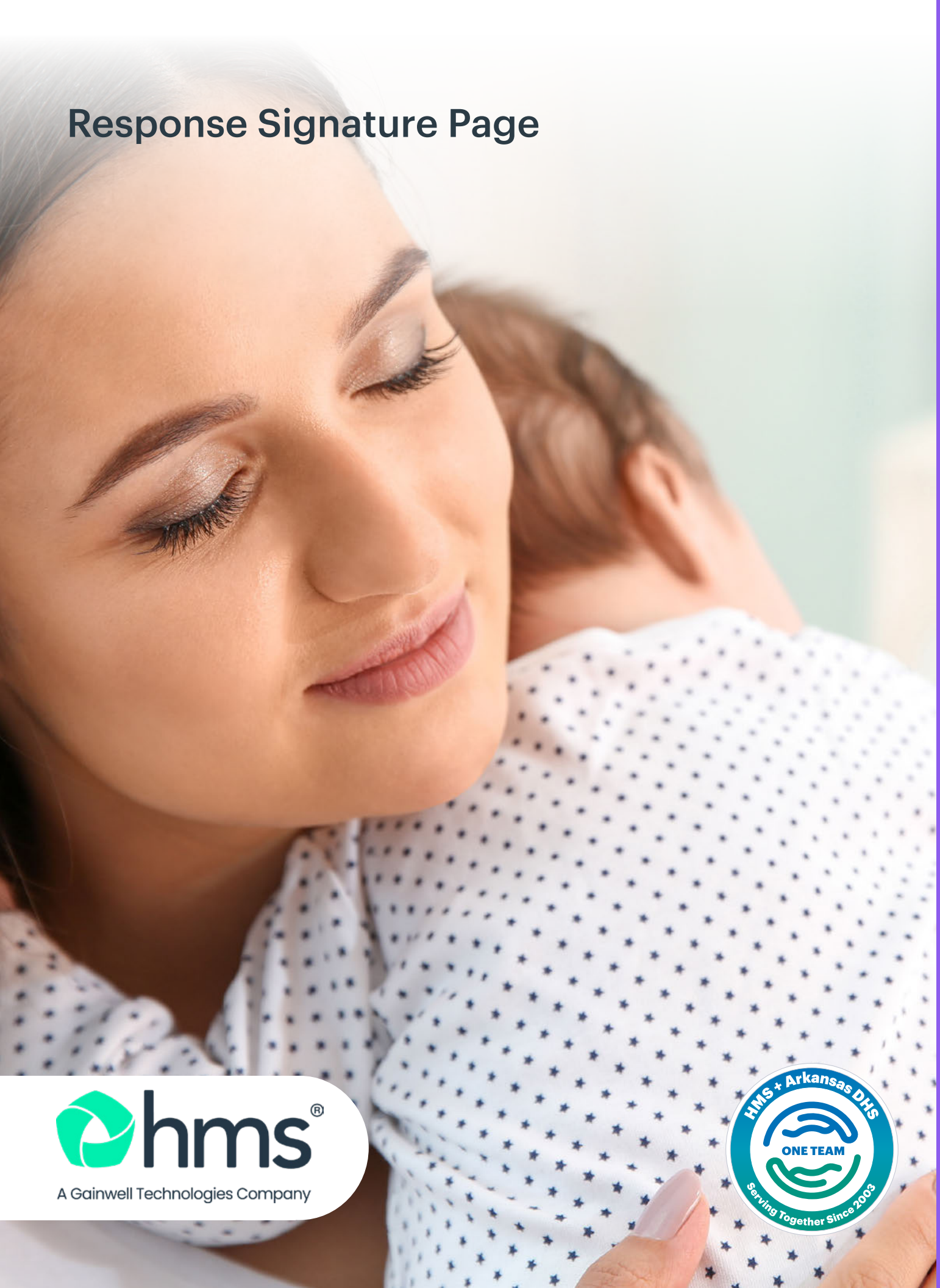

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Response Signature Page

RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Health Management Systems, Inc.				
Address:	5615 High Point Drive				
City:	Irving	State:	TX	Zip Code:	75038
Business Designation:	☐ Individual ☐ Partnership	☐ Sole Proprietorship ☒ Corporation		☐ Public Service Corp ☐ Nonprofit	
Minority and Women Owned Designation*:	☒ Not Applicable ☐ American Indian ☐ Service Disabled Veteran ☐ African American ☐ Hispanic American ☐ Women-Owned				
	☐ Asian American ☐ Pacific Islander American				
	AR Certification #: _____ * See *Minority and Women-Owned Business Policy*				

PROSPECTIVE CONTRACTOR CONTACT INFORMATION *Provide contact information to be used for solicitation related matters.*			
Contact Person:	[redacted]	Title:	[redacted]
Phone:	[redacted]	Alternate Phone:	[redacted]
Email:	[redacted]		

CONFIRMATION OF REDACTED COPY

☒ YES, a redacted copy of submission documents is enclosed.

☐ NO, a redacted copy of submission documents is not enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.

ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and **shall not** employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION

By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and **shall not** boycott Israel during the term of a contract awarded as a result of this solicitation.

☒ Prospective Contractor does not and **shall not** boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* **may cause the Prospective Contractor's response to be rejected.**

Authorized Signature: _____ **Title:** President and Chief Executive Officer (CEO)

Printed/Typed Name: Mark Knickrehm **Date:** January 31, 2024

Vendor Agreement and Compliance Page

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Vendor Agreement and Compliance Page

SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- *Any requested exceptions to items in this section which are NON-mandatory* ***must*** *be declared below or as an attachment to this page. Vendor* ***must*** *clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.*
- *Exceptions to Requirements* ***shall*** *cause the vendor's proposal to be disqualified.*

HMS is not taking any exceptions.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____

Use Ink Only.

Printed/Typed Name: Mark Knickrehm **Date:** January 31, 2024

Signed Addenda

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Signed Addenda

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: January 17, 2024
SUBJECT: 710-24-0002 Arkansas Health Insurance Premium Payment (ARHIPP)

The following change(s) to the above referenced RFP have been made as designated below:

_____Change of specification(s)
_____ Additional specification(s)
_____ Change of bid opening date and time
_____ Cancellation of bid
__X____ Other

OTHER

- Attachment I - Remove and replace with Attachment I Revised Client History Form.
- Cost Proposal Template – remove and replace with Attachment K Revised Cost Proposal Template
- Section 1.32 of the solicitation Schedule of Events – remove and replace the Go Live Date, with the following: On or About September 1, 2024
- Section 2.2.D – remove and replace with the following:

  The Contractor shall have at least five (5) years cumulative experience working on similar insurance contracts for at least three (3) other state Medicaid programs. If the Prospective Contractor proposes to use subcontractors, the Prospective Contractor's proposed subcontractors shall have the experience working on similar projects with other State Medicaid programs. For verification purposes, the Prospective Contractor must accurately complete and sign Attachment I – Revised Client History Form.

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Karrie Goodnight, DHS.OP.Solicitations@dhs.arkansas.gov, 501-320-3906.

_____ January 31, 2024
Vendor Signature Date

Health Management Systems, Inc.
Company

Attachment A Contract and Grant Disclosure Form

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Attachment A Contract and Grant Disclosure Form

Contract Number _____

Attachment Number _____

Action Number _____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: ☐ Yes ☑ No

SUBCONTRACTOR NAME:

TAXPAYER ID NAME: Health Management Systems, Inc.

IS THIS FOR: Goods? ☐ Services? ☑ Both? ☐

YOUR LAST NAME: Knickrehm FIRST NAME Mark M.I.:

ADDRESS: 5615 High Point Drive

CITY: Irving STATE: Texas ZIP CODE: 75038 COUNTRY: USA

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse *is* a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☐ **None of the above applies**

FOR AN ENTITY (BUSINESS)*

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☑ **None of the above applies**

Contract Number _____

Attachment Number _____

Action Number _____

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a *state agency* I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

   Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature _____ Title President and Chief Executive Officer (CEO) Date January 31, 2024

Vendor Contact Person [redacted] Title [redacted] Phone No. [redacted]

Agency use only

Agency Number 0710 Agency Name Department of Human Services Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

Equal Opportunity Policy

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Equal Opportunity Policy

Global Diversity and Non-Discrimination

Ethics and Compliance, Human Resources

Effective: 07/01/2023

Revision: 1

1. POLICY

1.1. Gainwell Technologies and its subsidiaries and affiliates worldwide ("Gainwell") believe that a diverse workforce committed to fair employment practices helps Gainwell realize its full potential. Recognizing and developing the talents of each individual brings new ideas to our company. We benefit from the creativity and innovation that results when people who have different experiences, perspectives and cultures work together. We understand a well-managed diverse workforce expands Gainwell's base of knowledge, skills and cross-cultural understanding, which in turn, enables us to understand, relate and respond to our diverse and changing customers throughout the world, connecting them to the power of technology.

1.2. Gainwell complies with all applicable local laws, labor agreements and regulations pertaining to non-discrimination and equal opportunity. Gainwell is an equal opportunity employer.

2. APPLICABILITY

As allowable by law, this policy applies worldwide to all directors, officers, executives, employees, and representatives of Gainwell, its wholly-owned subsidiaries, and their affiliates.

The Policy applies to all personnel actions, including but not limited to recruiting, selection, assignment, classification, transferring, promoting, training, compensation and benefits, benefits administration, disciplinary actions, terminations of employment, and any other personnel policies and practices to the full extent permitted by applicable law. However, the level and type of benefits may vary based on location and other lawful factors. If any specific provision in this Policy directly conflicts with applicable local law, local labor agreement, local collective bargaining agreement, or a local policy rolled out by Gainwell, the applicable local law, local labor agreement, local collective bargaining agreement, or a local policy, as applicable, will supersede that section or provision, and the remainder of this Policy will remain in effect.

Please check with local Human Resources for any additional locally applicable anti-discrimination policies or regulations specific to your country.

3. REQUIREMENTS

3.1. Compliance, Equal Opportunity & Inclusion

Our policy and practice at Gainwell is to maintain a work environment free from discrimination, one where employees are treated with dignity and respect. To that end, Gainwell will administer its recruitment practices, the terms and conditions of employment, and all policies and practices within the limits of local law and without regard to any legally protected characteristics.

This means that Gainwell will administer all policies and practices within the limits of the law without regard to race, ethnicity, color, religion, sex (including pregnancy, childbirth, and related medical conditions), national origin, disability (physical or mental), age, protected veteran status or military service or affiliation, marital status, sexual orientation, gender identity and expression, protected genetic information, or political affiliation.

3.2. Manager responsibilities:

Local managers are responsible for adhering to this Policy and all applicable local laws. Managers should become familiar with and lead, implement, support, participate in, and integrate diversity and inclusion action policies and practices into their mainstream day-to-day business management responsibilities. For managers based in the US, this includes equal opportunity and US affirmative action policies. Local managers should understand, own, and communicate key concepts in messages delivered to employees.

To this end, local managers are also expected to do the following:

- Contribute to Gainwell's company-wide goals and metrics to the extent they apply locally.
- Become knowledgeable and involved with their organization's efforts to contribute to Gainwell's company-wide goals and the implementation of diversity and inclusion programs (including US affirmative action policies for managers based in the US). This includes familiarity with issues/goals outlined and involvement with action plans to accomplish goals.
- Base employment decisions on an individuals' qualifications and other legally required criteria, if any (e.g., skill, knowledge, and/or ability to perform the position being filled), as reflected in educational history, work experience, demonstrated competence, and those attributes clearly related to job effectiveness to the extent permitted by applicable law. Additional requirements for a position may also exist, including but not limited to, government security clearances.
- Ensure that employment selection procedures are job related in accordance with applicable law.
- Ensure that Gainwell's local human resources management practices are in compliance with this Policy and applicable law.

3.3. Procedures and Reporting Concerns

3.3.1. Employees should report suspected violations of this Policy promptly to their manager, the next level of management, Human Resources, or the Ethics and Compliance Office. You are encouraged to share your identity when you report because this permits Gainwell to conduct a more thorough investigation and possibly obtain additional information from you if needed. If, however, you are uncomfortable identifying yourself, you may make any such report on an anonymous basis if you so choose.

3.3.2. Gainwell prohibits retaliation against any employee who makes a good faith complaint regarding a violation or suspected violation of this Policy, or who participates in an investigation of such a complaint. Gainwell will conduct a prompt investigation into such complaints in accordance with local law requirements, and if discrimination, harassment, retaliation, or other inappropriate behavior is substantiated, appropriate disciplinary action will be taken in accordance with local law, up to and including termination of employment to the full extent permitted by applicable law. Because of the serious nature of these matters, any employee who deliberately makes false statements of fact during an investigation, or fails to fully cooperate with an investigation, may be subject to disciplinary action in accordance with applicable law, up to and including termination of employment.

3.3.3. Exceptions to this Policy require the prior written approval of the Chief Human Resources Officer.

3.3.4. This Policy is endorsed by Gainwell's Chief Executive Officer.

4. KEY DEFINITIONS

"Discrimination" - occurs when employers make hiring, promotion, termination, compensation, and other employment decisions not on individual merit or by uniform standard, but on the gender, color, race, ethnicity, religion, nationality, age, marital status, sexual orientation, gender identity and expression, disability, pregnancy, family responsibilities, medical conditions, covered veteran status, protected genetic information and political affiliation and other legally protected characteristics of people. Discrimination is illegal in most places.

5. VIOLATIONS

Any Gainwell employee who knowingly violates or attempts to violate this Policy shall be subject to disciplinary action, up to and including separation from Gainwell.

6. RELATED POLICIES

Abusive Conduct & Harassment

Ethical and Legal Business Conduct ([entity])

Gainwell Code of Business Conduct (Internal)

Proposed Subcontractor Form

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Proposed Subcontractor Form

PROPOSED SUBCONTRACTORS FORM

• ***Do not*** *include additional information relating to subcontractors on this form or as an attachment to this form.*

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

Other Documents

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Other Documents

Other Documents

Per RFP requirements, HMS includes the following required documents on the following pages.

- Attachment I Client Form
- Attachment L IT Form
- Letter of Bondability
- VPAT Template if applicable (508 Compliance)
- Disaster Recovery_Business Resilience Plan
- ARHIPP Draft Project Work Plan

Attachment I Client Form

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Attachment I Client Form

Attachment I

REVISED Client History Form

Arkansas Health Insurance Premium Payment

RFP # 710-24-0002

Attachment I

Arkansas Health Insurance Premium Payment (ARHIPP) Client History Form

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's Medicaid Program experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this RFP, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Proposal Signature Page.

1. Please list at least three (3) clients (federal, district, state, county, American territory, tribe, or Canadian province) for whom you (the prime contractor only) **served as the prime contractor** on similar insurance contracts for other state Medicaid programs for at least five (5) years . For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract. If there are no contracts which meet this definition, please state "none."

Please refer to Attachment I Requirement 1 response on page 4 for a listing of HMS clients where we served as the prime contractor.

2. Please list at least three (3) clients (federal, district, state, county, American territory, tribe, or Canadian province) where a **proposed subcontractor served as the prime contractor** on similar insurance contracts for other state Medicaid programs for at least five (5) years. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract. If there are no contracts which meet this definition, please state "none."

None. No proposed subcontractors.

Authorized Signature: _____ **Title:** President and Chief Executive Officer (CEO)

Use Ink Only

Printed/Typed Name: Mark Knickrehm **Date:** January 31, 2024

Attachment L – ARDHS – OIT Standard IT Requirements

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Attachment L – ARDHS – OIT Standard IT Requirements

Requirement Number	Requirement Group	Requirement Subgroup	Requirement	Comments	Meets Requirements	Describe How Requirements Met
1	Application Hosting	Batch – Job Control and Scheduling	Any technology vendor, application or solution shall develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture.		Yes	[redacted]
2	Application Hosting	Batch – Job Control and Scheduling	Any technology vendor, application or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs		Yes	[redacted]
3	Application Hosting	Batch – Job Control and Scheduling	Any technology vendor, application or solution shall utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)		Yes	[redacted]
4	Application Hosting	Batch – Job Control and Scheduling	Any technology vendor, application or solution shall maintain a master job schedule and execute all batch jobs for the DHS Enterprise Program (e.g. any jobs provided by any vendor working on/with the DHS Enterprise Platform)		Yes	[redacted]
5	Application Hosting	Batch – Job Control and Scheduling	Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed jobs.		Yes	[redacted]
6	Application Hosting	Change/Release Management	Any technology vendor, application or solution shall adhere to the Information Technology Infrastructure Library (ITIL) V3.0 Change and Release Management processes.		Yes	[redacted]
7	Application Hosting	Change/Release Management	Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process.		Yes	[redacted]
8	Application Hosting	Disaster Recovery	Any technology vendor, application or solution shall maintain a detailed Disaster Recovery plan to meet Disaster Recovery requirements. Plan shall include plans for data, back-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timeframes after a disaster that has affected the users of the DHS Enterprise Platform.		Yes	[redacted]
9	Application Hosting	Disaster Recovery	Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery.		Yes	[redacted]
10	Application Hosting	Disaster Recovery	Any technology vendor, application or solution shall develop action plans to address any issues arising from Disaster Recovery testing.		Yes	[redacted]
11	Application Hosting	Infrastructure Security	Any technology vendor, application or solution using cloud technology shall be located within the continental US. All servers and data will be located in US Soil.		Yes	[redacted]

12	Application Hosting	Infrastructure Security	Any technology vendor, application or solution shall proactively monitor all infrastructure including but not limited to network, storage, virtual environments, servers, databases, firewalls, etc. following industry best practices.		Yes	[redacted]
13	Application Hosting	Infrastructure Security	Any technology vendor, application or solution shall implement physical and logical security within new functionality defined in the security plan consistent with DHS' security policies and industry standards.		Yes	[redacted]
14	Application Hosting	Infrastructure Security	Any technology vendor, application or solution shall review all available infrastructure security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by DHS security policies.		Yes	[redacted]
15	Application Hosting	Network, Hosting and Data Center Services	Any technology vendor, application or solution shall provision new environments and capacity as required to ensure performance requirements are met as volume increases and additional functionality is implemented.		Yes	[redacted]
16	Application Hosting	Operating System, Application and Database Backup and Recovery	Any technology vendor, application or solution shall encrypt all data at rest including backups using DHS and regulatory bodies (CMS, FNS, etc.) standards regardless of storage media.		Yes	[redacted]
17	Application Hosting	Storage Management Services	Any technology vendor, application or solution will provide data backup and restoration services in accordance with industry best practices.		Yes	[redacted]
18	Application Hosting	Storage Management Services	Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and cost-effective manner.		Yes	[redacted]
19	Application Hosting	Storage Management Services	Any technology vendor, application or solution shall regularly test recovery procedures and practices to demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements		Yes	[redacted]

20	Application Hosting	Storage Management Services	Any technology vendor, application or solution shall monitor and demonstrate compliance with Arkansas Records Retention Schedule.		Yes	[redacted]
21	Application Hosting	System Monitoring	Any technology vendor, application or solution shall manage and maintain monitoring procedures and standards for system/solution/infrastructure including, but not limited to: a. Monitoring of buffers, database buffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert b. Monitoring of system logs, update error, database corruption, jobs execution failures etc. and propose solution in case of an alert c. Monitoring of alert notification interface (e.g., Simple Mail Transfer Protocol (SMTP), send mail), and propose a solution in case of an alert d. Monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert e. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure f. Monitoring and reporting of end-to-end transaction response time to allow measurements against SLAs g. Monitoring of interfaces h. Monitoring of batch jobs and job scheduling		Yes	[redacted]

22	Application Hosting	System Monitoring	Any technology vendor, application or solution shall monitor infrastructure for availability as well as transaction and response time performance.		Yes	[redacted]
23	Application Hosting	System Monitoring	Any technology vendor, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring)		Yes	[redacted]
24	Application M&O Services	Disaster Recovery	Any technology vendor, application or solution shall identify and make available appropriate resources to support DHS' disaster recovery planning, testing and execution.		Yes	[redacted]
25	Application M&O Services	Security Administration	Any technology vendor, application or solution shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs.		Yes	[redacted]
26	Data Governance	Master Data Management	Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS.		Yes	[redacted]

27	General System Behavior	Audit_&_Compliance	Any technology vendor, application or solution shall maintain a record (e.g. audit trail) of all additions, changes and deletions made to data in the applicable system or solution. In addition, a log of query or view access to certain type of records and/or screens will be maintained for investigative purposes. This should be readily searchable by user ID or client ID. This must include, but is not limited to: a. The user ID of the person who made the change b. The date and time of the change c. The physical, software/hardware and network location (IP address) of the person while making the change d. The information that was changed e. The outcome of the event f. The data before and after it was changed, and which screens were accessed and used		Yes	[redacted]
28	General System Behavior	Audit_&_Compliance	Any technology vendor, application or solution shall prevent modifications to the audit records.		Yes	[redacted]

29	General System Behavior	Audit_&_Compliance	Any technology vendor, application or solution must have the ability to capture electronic signatures on all documents, forms, letters, and correspondences.		Yes	[redacted]
30	General System Behavior	Audit_&_Compliance	Any technology vendor, application or solution shall be able to detect security-relevant events (as defined in NIST 800-53 moderate baseline, rev 4) that it mediates and generate audit records for them. At a minimum the events will include, but not be limited to: a. Start/stop b. User login/logout c. Session timeout d. Account lockout e. Client record created/viewed/updated/deleted f. Scheduling g. Query h. Order i. Node-authentication failure j. Signature created/validated k. Personally Identifiable Information (PII) export l. PII import m. Security administration events n. Backup and restore o. Audit Event Types listed in IRS 1075		Yes	[redacted]
31	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective.		Yes	[redacted]
32	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall develop/integrate services using standardized Web Services formats.		Yes	[redacted]
33	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall provide the ability to publish services and related data to be used by different types and classes of service consumers.		Yes	[redacted]

34	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall provide the capabilities for a Real-Time (or near real-time) Integrated Enterprise where common data elements about the customers served (e.g., clients) and services rendered are easily shared across organizational units with appropriate adherence to State and Federal security and privacy restrictions.		Yes	[redacted]
35	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have the capability to implement synchronous and asynchronous program-to-program communication, moving messages between service oriented architecture (SOA) service consumer modules and service provider modules at runtime.		Yes	[redacted]
36	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have message and data formats that will be based on logical representations of business objects rather than native application data structures.		Yes	[redacted]
37	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service Bus/Data Integration Hub.		Yes	[redacted]
38	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution WSDLs developed for Arkansas will conform to the W3C standards for restful API development.		Yes	[redacted]
39	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution design will allow for the solution to continue to operate despite failure or unavailability of one or more individual technology solution components.		Yes	[redacted]
40	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have the ability to use standards-based communication protocols, such as TCP/IP, HTTP, HTTP/S and SMTP. Protocol bridging: The ability to convert between the protocol native to the messaging platform and other protocols, such as Remote Method Invocation (RMI), IIOP and .NET remoting.		Yes	[redacted]
41	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution will have the capability to work with security policy manager for Web services that allows for centrally defined security policies that govern Web services operations (such as access policy, logging policy, and load balancing).		Yes	[redacted]
42	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have the capability to integrate with Master Data Management (MDM) technology for Enterprise Master Client Index (EMCI) implemented as part of the "State Hub" in a centralized or registry style implementation.		Yes	[redacted]
43	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall be responsive and will automatically be sized for an optimum view to the display dimensions of PC, Tablet or Mobile phone.		Yes	[redacted]
44	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution components will be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SOA) aligned with DHS Enterprise Architecture Standards and industry standards and vision for interoperability.		Yes	[redacted]
45	General System Behavior	Perf. and Avail.	Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site.		Yes	[redacted]
46	General System Behavior	Perf. and Avail.	Any technology vendor, application or solution must be designed so all releases can be performed between 7pm and 6am except critical releases		Yes	[redacted]

47	General System Behavior	Perf. and Avail.	Any technology vendor, application or solution shall leverage virtualization to expedite disaster recovery. Virtualization enables system owners to quickly reconfigure system platforms without having to acquire additional hardware.		Yes	[redacted]
48	General System Behavior	Perf. and Avail.	Any technology vendor, application or solution will provide the ability to perform archival/incremental backups and the ability to perform open/closed database backups.		Yes	[redacted]
49	General System Behavior	Perf. and Avail.	Any technology vendor, application or solution will provide at least one (1) production and one (1) non-production environment. Highly available solutions that mitigate single points of failure are recommended and encouraged.		Yes	[redacted]
50	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall allow for different roles for Users including Operators, Administrators, Managers etc.		Yes	[redacted]
51	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following Federal agencies / entities: a. Health & Human Services (HHS) Centers for Medicare & Medicaid Services (CMS) b. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and Privacy Framework c. Administration for Children & Families (ACF) d. Dept. of Agriculture Food and Nutrition Services e. NIST 800-53 r5 Moderate, MARS-E and DOD 8500.2 f. IRS pub 1075, which points back to NIST 800-53 rev 3 g. Federal Information Security Management Act (FISMA) of 2002 h. Health Insurance Portability and Accountability Act (HIPAA) of 1996 i. Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 j. Privacy Act of 1974 k. e-Government Act of 2002 l. Patient Protection and Affordable Care Act of 2010, Section 1561 Recommendations m. Section 471(a)(8) of the Social Security Act n. Section 106(b)(2)(B)(viii) of the Child Abuse Prevention and Treatment Act		Yes	[redacted] ct
52	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall adhere to the accessibility standard as outlined in the web guidelines and based on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checklist.html)		Yes	[redacted]
53	General System Behavior	Regulatory & Usability	Any technology vendor, application or solution shall adhere to the AR State accessibility standards and comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013.		Yes	[redacted]
54	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution comply with the DHS branding standards as defined by DHS.		Yes	[redacted]

55	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall adhere to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks		Yes	[redacted]
56	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure, or modification of information		Yes	[redacted]
57	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall follow the DHS Enterprise Architecture Standards regarding identity, authorization and access management. The current standards state that applications/solutions will integrate with Microsoft's Active Directory for internal/DHS users and will integrate with the IBM Cloud Identity platform for external users. Modern authentication protocols such as SAML or OIDC should be used and multi-factor authentication will be employed whenever deemed necessary by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.).		Yes	[redacted]
58	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall support protection of confidentiality of all Protected Health Information (PHI) and Personally Identifiable Information (PII) delivered over the Internet or other known open networks via supported encryption technologies needed to meet CMS and NIST requirements for encryption of PHI and PII data. Examples include: Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TLS), Secure Sockets Layer (SSL), Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors. All vendors, applications and solutions will be subject to external Audit checks.		Yes	[redacted]
59	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall, when storing PHI/PII, support the use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII data at rest.		Yes	[redacted]

60	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution, prior to accessing any PHI, display a State-approved configurable warning or login banner (e.g. "The System should only be accessed by authorized users"). In the event that a application or solution does not support pre-login capabilities, the application or solution will display the banner immediately following authorization.		Yes	[redacted]
61	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally Identifiable Information (PII) using publicly available storage over the Internet or any wireless communication device, unless: 1) the PHI or PII is "de-identified" in accordance with 45 C.F.R § 164.514(b) (2); or 2) encrypted in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and as required by policies, procedures and standards established by DHS		Yes	[redacted]
62	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution will include the same security provisions for the development, System test, Acceptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g. PHI, PII).		Yes	[redacted]
63	general System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of the following access controls: a. Role-Based Access Controls (RBAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency-mode, etc.)		Yes	[redacted]
64	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution will comply with accessibility requirements described in 45 CFR 85 and with State of Arkansas accessibility requirements		Yes	[redacted]
65	General System Behavior	Solution Administration	Any technology vendor, application or solution will allow System administrators to create and manage user roles.		Yes	[redacted]
66	General System Behavior	Solution Administration	Any technology vendor, application or solution communications will be protected by at least 256-bit encryption.		Yes	[redacted]
67	General System Behavior	Solution Administration	Any technology vendor, application or solution will be supported by public key/private key encryption Secure Socket Layer (SSL) certificates.		Yes	[redacted]
68	General System Behavior	Regulatory & Usability	Any application or solution will use colors to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these requirements.		Yes	[redacted]
69	General System Behavior	User Interrace	Any technology vendor, application or solution must perform address validation for demographic information (e.g., USPS, Smarty Streets, AR GIS, etc.). Suggest the validated new address and prompt user to select either user entered address or validated address and then save accordingly.		Yes	[redacted]

70	General System Behavior	User Interface	Any technology vendor, application or solution must perform standard data validations such as character, numeric, date, currency , phone, SSN etc.		Yes	[redacted]
71	General System Behavior	User Interlace	Any technology vendor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules.		Yes	[redacted]
72	General System Behavior	User Interlace	Any technology vendor, application or solution shall have the ability to create prompts for user actions. (e.g., incomplete data entry of required fields, deletion of data, system log-off warnings).		Yes	[redacted]
73	General System Behavior	User Interlace	Any technology vendor, application or solution shall have the capability to send notifications. Examples include sending emails, text messages (SMS), etc.		Yes	[redacted]
74	General System Behavior	Web based UI	Any technology vendor, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated over the network via SSL (e.g.. HTML over HTTPS).		Yes	[redacted]
75	General System Behavior	Web based UI	The system will support and maintain compatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Windows, MAC OS, Apple IOS and Google Android.		Yes	[redacted]
76	General System Behavior	Web based UI	The system will support and maintain compatibility with the current to (N-2) version of the DHS approved Browsers. The supported Browsers are Chrome, Edge, and Safari. This is to ensure that vendors test and certify their software/application for current to (N-2) versions of these Browsers.		Yes	[redacted]
77	Technology Platform Requirements	Data Integ,Quality, ETL	Any technology vendor, application or solution Extract Transform and Load (ETL) components will provide process flow and user interface capabilities to enable business users to perform data-quality-related tasks and fulfill stewardship functions, including: a. Packaged processes, including steps used to perform common quality tasks (providing values for incomplete data, resolving conflicts of duplicate records, specifying custom rules for merging records, profiling, auditing, for example) b. User interface in which quality processes and issues are exposed to business users, stewards and others c. Functionality to manage the data quality issue resolution process through the stewardship workflow (status tracking, escalation and monitoring of the issue resolution process) d. Ability to customize the user interface and workflow of the resolution process e. Ability to execute data quality resolution steps in the context of a process orchestrated by Business Process Management (BPM) tools (packaged integration or other ability to work with popular BPM suites, for example)		Yes	[redacted]

Letter of Bondability

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Letter of Bondability

HARCO
NATIONAL INSURANCE COMPANY

Letter of Intent

Obligee: Arkansas Department of Human Services, Division of Medical Services

Address: Office of Procurement, 700 Main Street, Slot W345, Little Rock, AR 72201

Re: HMS Corp LE

Project Name: Arkansas Health Insurance Premium Payment (ARHIPP)

The Harco National Insurance Company, herein referred to as Surety, a corporation organized and existing under the laws of the State of Illinois and duly authorized to transact business in the State of Arkansas, hereby agrees that if the contract for Arkansas Department of Human Services, Division of Medical Services for which the accompanying proposal is made, be awarded to HMS Corp LE, the Surety will furnish a performance bond in the amount set forth in the terms of the contract. This letter is not an assumption of liability; the final decision to execute any bond will be subject to the normal underwriting consideration at the time of request.

Signed, sealed, and dated this 12th day of January, 2024.

Harco National Insurance Company

James M. DiSciullo, Attorney-In-Fact

HARCO NATIONAL INSURANCE COMPANY CORPORATE SEAL 1984

POWER OF ATTORNEY

Bond # N/A

HARCO NATIONAL INSURANCE COMPANY
INTERNATIONAL FIDELITY INSURANCE COMPANY

Member companies of IAT Insurance Group, Headquartered: 4200 Six Forks Rd, Suite 1400, Raleigh, NC 27609

KNOW ALL MEN BY THESE PRESENTS: That **HARCO NATIONAL INSURANCE COMPANY**, a corporation organized and existing under the laws of the State of Illinois, and **INTERNATIONAL FIDELITY INSURANCE COMPANY**, a corporation organized and existing under the laws of the State of New Jersey, and having their principal offices located respectively in the cities of Rolling Meadows, Illinois and Newark, New Jersey, do hereby constitute and appoint

DENISE M. BRUNO, JONATHAN F. BLACK, JOHN M. WESCOTT, STEPHANIE S. HELMIG, JOHN E. ROSENBERG, MELISSA J. HINDE, JAMES M. DISCIULLO, MATTHEW J. ROSENBERG, HARRY G. ROSENBERG, ELIZABETH B. PENDLETON, DAVID A. JOHNSON, DAVID C. ROSENBERG, HARRY C. ROSENBERG, DAVID A. HIGH, JULIA R. BURNET, ELIZABETH P. CERVINI

Wayne, PA

their true and lawful attorney(s)-in-fact to execute, seal and deliver for and on its behalf as surety, any and all bonds and undertakings, contracts of indemnity and other writings obligatory in the nature thereof, which are or may be allowed, required or permitted by law, statute, rule, regulation, contract or otherwise, and the execution of such instrument(s) in pursuance of these presents, shall be as binding upon the said **HARCO NATIONAL INSURANCE COMPANY** and **INTERNATIONAL FIDELITY INSURANCE COMPANY**, as fully and amply, to all intents and purposes, as if the same had been duly executed and acknowledged by their regularly elected officers at their principal offices.

This Power of Attorney is executed, and may be revoked, pursuant to and by authority of the By-Laws of **HARCO NATIONAL INSURANCE COMPANY** and **INTERNATIONAL FIDELITY INSURANCE COMPANY** and is granted under and by authority of the following resolution adopted by the Board of Directors of **INTERNATIONAL FIDELITY INSURANCE COMPANY** at a meeting duly held on the 13th day of December, 2018 and by the Board of Directors of **HARCO NATIONAL INSURANCE COMPANY** at a meeting held on the 13th day of December, 2018.

"**RESOLVED**, that (1) the Chief Executive Officer, President, Executive Vice President, Senior Vice President, Vice President, or Secretary of the Corporation shall have the power to appoint, and to revoke the appointments of, Attorneys-in-Fact or agents with power and authority as defined or limited in their respective powers of attorney, and to execute on behalf of the Corporation and affix the Corporation's seal thereto, bonds, undertakings, recognizances, contracts of indemnity and other written obligations in the nature thereof or related thereto; and (2) any such Officers of the Corporation may appoint and revoke the appointments of joint-control custodians, agents for acceptance of process, and Attorneys-in-fact with authority to execute waivers and consents on behalf of the Corporation; and (3) the signature of any such Officer of the Corporation and the Corporation's seal may be affixed by facsimile to any power of attorney or certification given for the execution of any bond, undertaking, recognizance, contract of indemnity or other written obligation in the nature thereof or related thereto, such signature and seals when so used whether heretofore or hereafter, being hereby adopted by the Corporation as the original signature of such officer and the original seal of the Corporation, to be valid and binding upon the Corporation with the same force and effect as though manually affixed."

IN WITNESS WHEREOF, **HARCO NATIONAL INSURANCE COMPANY** and **INTERNATIONAL FIDELITY INSURANCE COMPANY** have each executed and attested these presents on this 31st day of December, 2022

INTERNATIONAL FIDELITY INSURANCE COMPANY CORPORATE SEAL 1904 NEW JERSEY

STATE OF NEW JERSEY
County of Essex

STATE OF ILLINOIS
County of Cook

HARCO NATIONAL INSURANCE COMPANY CORPORATE SEAL 1984 ILLINOIS

Kenneth Chapman
Executive Vice President, Harco National Insurance Company
and International Fidelity Insurance Company

On this 31st day of December, 2022, before me came the individual who executed the preceding instrument, to me personally known, and, being by me duly sworn, said he is the therein described and authorized officer of **HARCO NATIONAL INSURANCE COMPANY** and **INTERNATIONAL FIDELITY INSURANCE COMPANY**; that the seals affixed to said instrument are the Corporate Seals of said Companies; that the said Corporate Seals and his signature were duly affixed by order of the Boards of Directors of said Companies.

CATHY CRUZ MY COMMISSION EXPIRES NOTARY PUBLIC 4-16-2024 STATE OF NEW JERSEY

IN TESTIMONY WHEREOF, I have hereunto set my hand affixed my Official Seal, at the City of Newark, New Jersey the day and year first above written.

Cathy Cruz a Notary Public of New Jersey
My Commission Expires April 16, 2024

CERTIFICATION

I, the undersigned officer of **HARCO NATIONAL INSURANCE COMPANY** and **INTERNATIONAL FIDELITY INSURANCE COMPANY** do hereby certify that I have compared the foregoing copy of the Power of Attorney and affidavit, and the copy of the Sections of the By-Laws of said Companies as set forth in said Power of Attorney, with the originals on file in the home office of said companies, and that the same are correct transcripts thereof, and of the whole of the said originals, and that the said Power of Attorney has not been revoked and is now in full force and effect.

IN TESTIMONY WHEREOF, I have hereunto set my hand on this day, January 12, 2024

HARCO NATIONAL INSURANCE COMPANY CORPORATE SEAL 1984 ILLINOIS

Irene Martins, Assistant Secretary

B76323

VER2 2/2019 e_POA

VPAT Template

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VPAT Template

Voluntary Product Accessibility Template (VPAT)

HMS works in conjunction with our state customers to ensure we are 508-C compliant. We have developed a Voluntary Product Accessibility Template (VPAT) for other Medicaid customers. Upon contract start date, we will work with DHS to develop a VPAT for our new Arkansas Online Application and the enhancements to the PIER application. We provide a sample of an existing VPAT template on the following pages. We will configure this template to meet DHS requirements and needs.

Table 1: Success Criteria, Level A

Notes:

Criteria
1.1.1 Non-text Content (Level A)
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
1.2.2 Captions (Prerecorded) (Level A)
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
1.3.1 Info and Relationships (Level A)
1.3.2 Meaningful Sequence (Level A)
1.3.3 Sensory Characteristics (Level A)
1.4.1 Use of Color (Level A)
1.4.2 Audio Control (Level A)
2.1.1 Keyboard (Level A)
2.1.2 No Keyboard Trap (Level A)
2.1.4 Character Key Shortcuts (Level A 2.1 only)
2.2.1 Timing Adjustable (Level A)
2.2.2 Pause, Stop, Hide (Level A)
2.3.1 Three Flashes or Below Threshold (Level A)
2.4.1 Bypass Blocks (Level A)
2.4.2 Page Titled (Level A)

Criteria	
2.4.3 Focus Order (Level A)	[redacted]
2.4.4 Link Purpose (In Context) (Level A)	
2.5.1 Pointer Gestures (Level A 2.1 only)	
2.5.2 Pointer Cancellation (Level A 2.1 only)	
2.5.3 Label in Name (Level A 2.1 only)	
2.5.4 Motion Actuation (Level A 2.1 only)	
3.1.1 Language of Page (Level A)	
3.2.1 On Focus (Level A)	
3.2.2 On Input (Level A)	
3.3.1 Error Identification (Level A)	
3.3.2 Labels or Instructions (Level A)	
4.1.1 Parsing (Level A)	
4.1.2 Name, Role, Value (Level A)	

Table 2: Success Criteria, Level AA

Notes:

Criteria	
1.2.4 Captions (Live) (Level AA)	[redacted]
1.2.5 Audio Description (Prerecorded) (Level AA)	

Criteria	
1.3.4 Orientation (Level AA 2.1 only)	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	
1.4.3 Contrast (Minimum) (Level AA)	
1.4.4 Resize text (Level AA)	
1.4.5 Images of Text (Level AA)	
1.4.10 Reflow (Level AA 2.1 only)	
1.4.11 Non-text Contrast (Level AA 2.1 only)	
1.4.12 Text Spacing (Level AA 2.1 only)	
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	
2.4.5 Multiple Ways (Level AA)	
2.4.6 Headings and Labels (Level AA)	
2.4.7 Focus Visible (Level AA)	
3.1.2 Language of Parts (Level AA)	
3.2.3 Consistent Navigation (Level AA)	
3.2.4 Consistent Identification (Level AA)	
3.3.3 Error Suggestion (Level AA)	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	
4.1.3 Status Messages (Level AA 2.1 only)	

Table 3: Success Criteria, Level AAA

Notes:

Criteria
1.2.6 Sign Language (Prerecorded) (Level AAA)
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)
1.2.8 Media Alternative (Prerecorded) (Level AAA)
1.2.9 Audio-only (Live) (Level AAA)
1.3.6 Identify Purpose (Level AAA 2.1 only)
1.4.6 Contrast (Enhanced) (Level AAA)
1.4.7 Low or No Background Audio (Level AAA)
1.4.8 Visual Presentation (Level AAA)
1.4.9 Images of Text (No Exception) (Level AAA)
2.1.3 Keyboard (No Exception) (Level AAA)
2.2.3 No Timing (Level AAA)
2.2.4 Interruptions (Level AAA)
2.2.5 Re-authenticating (Level AAA)
2.2.6 Timeouts (Level AAA 2.1 only)
2.3.2 Three Flashes (Level AAA)
2.3.3 Animation from Interactions (Level AAA 2.1 only)
2.4.8 Location (Level AAA)
2.4.9 Link Purpose (Link Only) (Level AAA)
2.4.10 Section Headings (Level AAA)
2.5.5 Target Size (Level AAA 2.1 only)
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)
3.1.3 Unusual Words (Level AAA)

Criteria	
3.1.4 Abbreviations (Level AAA)	
3.1.5 Reading Level (Level AAA)	
3.1.6 Pronunciation (Level AAA)	
3.2.5 Change on Request (Level AAA)	
3.3.5 Help (Level AAA)	
3.3.6 Error Prevention (All) (Level AAA)	

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed

ARHIPP Proposed Project Work Plan

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ARHIPP Proposed Project Work Plan

Disaster Recovery Business Resilience Plan

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Disaster Recovery Business Resilience Plan

Technical Proposal Response to the Information for Evaluation

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Technical Proposal Response to the Information for Evaluation

Technical Response

In this section of our proposal response, Health Management Systems, Inc. (HMS) introduces our response to the Information for Evaluation section of the Technical Proposal Packet.

Since 2003, HMS has partnered with the Arkansas Department of Human Services (DHS) to provide health management systems, including providing recovery and savings solutions that help improve the quality of life for all Arkansans while helping to promote better health outcomes. HMS' stance as a flexible partner has allowed us to support Arkansas Medicaid through our Third-Party Liability (TPL), Asset Verification Services, and the Arkansas Health Insurance Premium Payments (ARHIPP) contracts for more than 21 years. Additionally, HMS has supported the States' ARHIPP since 2013.

Gainwell Technologies LLC (HMS' affiliated company) has supported DHS through our Medicaid Management Information System (MMIS) contract for the past 39 years, which began our rich history with the Arkansas Medicaid ecosystem.

HMS currently operates 11 Medicaid Health Insurance Premium Payment (HIPP) programs, which is more than three times our nearest competitor. Leveraging this experience, we provide DHS with a comprehensive and quality HIPP solution that has produced the results illustrated in the following figure.

The HMS team of talented professionals possess Arkansas-specific experience and have successfully worked together on a score of collaborations, allowing them to build the necessary networking and business relationships that are required to deliver a quality HIPP solution. No other vendor can provide this experience and commitment to Customer Service. HMS commits to maintaining staff throughout the new contract that has both an extensive knowledge of HIPP programs and an in-depth understanding of the Arkansas Medicaid program.

Additionally, we will continue to combine our Arkansas-specific program knowledge with experience acquired providing these same services nationwide to grow the State's program and deliver results. HMS will work with the DHS to provide the cost-effectiveness of potential HIPP program participants and will customize our premium-payment services to accommodate Medicaid's growth, savings, and fiscal control needs.

We will continue to implement and manage an efficient process through the application of our proven methodologies and tools, including our HIPP-specific Premium Identification, Evaluation, and Reimbursement (PIER) case-management system. By selecting HMS to serve as its ARHIPP Program Administrator, Medicaid will forego extensive program downtime because of implementation tasks such as formula confirmation and testing activities.

Experienced Health Insurance Premium Payment Partner

Our experience in the health insurance payment industry means that DHS can be confident that our team will deliver, just as we have in the past. We have worked with 11 states over the past 27 years to provide support specifically to HIPP programs like the one deployed in Arkansas. This experience allows us to create a streamlined and functional premium payment process that improves health outcomes and allows DHS to realize maximum cost savings. We are distinguished in the industry by providing state governments with an array of health management services targeted for public sector programs. Whatever challenges the future of health care brings, DHS can count on HMS to face that challenge with them, providing practical, high-quality, and cost-effective solutions. HMS understands Medicaid on a national basis, and we also recognize the specific nuances at the state level. The following map represents our market footprint providing services to state government agencies and the HIPP projects we currently support nationwide.

Our technology, business processes, and staff maximize HIPP opportunities by identifying potential program enrollees through market outreach using our internal data-mining process, partnering with healthcare providers, and reviewing referral leads. We support the application process, determine the cost-effectiveness of initial and continued enrollment, and provide the

information needed to interact effectively with stakeholders, educate them, and answer questions about the program.

INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.*
- ***Do not** include additional information if not pertinent to the itemized request.*

	Maximum RAW Score Available
E.1 GENERAL REQUIREMENTS	
A. Describe your process for determining eligibility for the ARHIPP program.	5 points
Proven Eligibility Application Processing [redacted]	

[redacted]	
B. Describe your policies and plans for ensuring your company does not practice discriminatory selection among eligible Beneficiaries, including not excluding, seeking to exclude, or otherwise discriminating against any group or class of individuals.	5 points
Proven Plans HMS is an equal employment opportunity employer and is committed to providing a workplace free of any form of unlawful harassment, discrimination, and retaliation by supervisors, managers, co-workers, or third parties. We have established policies and procedures and have included our Equal Opportunity Policy in the proposal section, Other Documents. HMS will administer its recruitment practices, the terms and conditions of employment, and all policies and practices within the limits of local law and without regard to any legally protected characteristics. This means HMS will administer all policies and practices within the limits of the law without regard to race, ethnicity, color, religion, sex (including pregnancy, childbirth, and related medical conditions), national origin, disability (physical or mental), age, protected veteran status or military service or affiliation, marital status, sexual orientation, gender identity and expression, protected genetic information, or political affiliation. We take a similar stance in our Beneficiary selection process and HMS affirms that the company does not practice discriminatory selection among eligible Beneficiaries, including not excluding, seeking to exclude, or otherwise discriminating against any group or class of individuals. Further, HMS strives to create a workplace that is inclusive and safe for our employees, officers, directors, contractors, contingent workers, and business partners. Our policies and programs promote fairness for all individuals and foster an organization that values diversity and inclusion. **HMS Current Practices and Plans** To make certain that HMS does not have discriminatory practices, HMS does not receive or maintain any information that would allow for discriminating against any group or class of individuals. Per Health Insurance Portability and Accountability Act (HIPAA) regulations, our ARHIPP applications, both paper and online, only collect the minimum information necessary to determine eligibility and cost effectiveness for the ARHIPP program. This minimum necessary information does not include information such as gender, ethnicity, religion, or other classifications that could be used to discriminate. Additionally, all HMS employees, and contractors are required to take HIPAA compliance training annually. Further, the cost effectiveness calculation for a case is based purely on the data that is provided by the applicant, the employer, the Medicaid claims, or the insurance carrier. Not only is the cost effectiveness calculation approved by DHS, the HMS ARHIPP case management system, PIER, maintains audit records of the cost-effective determinations.	

C. Describe your process for verifying the ARHIPP applicant's insurance policy information.	5 points
Proven Processes/ Procedures [redacted]	

D. Describe your process for re-determining ARHIPP eligibility for all active cases prior to the end of the employer's open enrollment periods.	5 points

E. Describe your process for using the eligibility data contained in the TPL file to update existing ARHIPP cases and establishing new cases.	5 points
Medicaid Expertise [redacted]	
F. Describe your plan for monitoring the timeliness of the notice delivery process.	5 points
Proven Processes/ Procedures [redacted]	

[redacted]	
G. Describe your plan for checking the third-party liability status before payments are made.	5 points
[redacted]	

[redacted]	
H. The State is interested in automating as many processes as possible. Describe your plan for automating as many of the processes and to the greatest degree possible outlined in Section 2.4.A of the RFP.	5 points
Automation HMS is dedicated to efficiency and is continuously striving to automate processes and procedures. In the following table, we define automation activity that is currently operational. [redacted]	

[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted] [redacted]	[redacted]
[redacted]	[redacted] [redacted]	[redacted]
[redacted]	[redacted]	[redacted]

With more than a decade of experience implementing and operating HIPP programs on behalf of state Medicaid agencies, HMS has a fully tested and operational infrastructure that supports all stages of HIPP program administration in a powerful, efficient, and automated fashion. HMS strives to identify innovative approaches to meet our customers' evolving needs.

An integral factor makes certain that HMS remains responsive to evolving customer needs is our continual review of processes and procedures for opportunities to improve production, quality and/or results.

We discuss our approach to System Security and Privacy in full in response section E.5.

I. The State is also interested in mitigating increasing administrative costs year over year. Describe your plan to increase efficiency and minimize increasing costs.	5 points

HMS is an effective ally to DHS in working to increase efficiency and mitigate administrative cost. We are knowledgeable of individual programs and sensitive to the challenges faced by state Medicaid programs and the Beneficiaries they serve. Given the processes and systems already in place, DHS can continue to rely on HMS to drive enhanced efficiencies and cost savings through our ARHIPP program administration. Specifically, we offer the following advantages to DHS:

-
- Continued partnership with the national thought leader in Medicaid HIPP operations.
- In-place processes and project team members with extensive knowledge of the ARHIPP program and Arkansas systems and data resulting in economies of scale.

As a long-standing partner for the State of Arkansas, HMS understands the unique pressures state Medicaid agencies face balancing budgetary constraints and increasing administrative costs while making certain that clients receive medically necessary services. The ARHIPP program by design supports cost-savings for the Arkansas Medicaid program by transferring primary liability for the payment of healthcare services to an employer sponsored insurance plan thereby reducing administrative burden associated with pay and chase activity and the processes related to the verification of other insurance for Medicaid Beneficiaries. The success of an effective HIPP program requires a process that identifies the cases that will most likely result in medical cost savings for the DHS.

In a new contract term, our plan to increase efficiency and maximize cost savings includes:

Since our first Medicaid cost containment contract, we have worked collaboratively with Medicaid agencies across the nation and managed large-scale projects that support cost-savings initiatives. In addition to proactively and continually enhancing our processes and systems, we are committed to responding to requests for process improvement that maintain the continued cost-effectiveness and efficiency of the program and will continue to deliver outstanding customer service to all stakeholders in the upcoming contract term.

HMS strives to identify innovative approaches that continue to meet our customers' evolving needs. As a long-standing DHS partner, we will continue to apply the most appropriate approaches to increase efficiency and achieve cost savings. As HMS continues to design and implement new innovations in HIPP administration, we will engage DHS to assess the opportunity and the potential impact these process improvements would have on the ARHIPP program. We are committed to supporting DHS. As required by DHS, we will partner with DHS to provide ARHIPP membership and program-related data to a new contractor, if an event occurs requiring a transition.

J. Describe your methodology for determining beneficiaries' cost-effectiveness for the ARHIPP program in accordance with the Promulgated rules of the AR Health Insurance Premium Policy.	5 points

Arkansas Insight

Cost-Effective Determinations

In 2023, HMS performed more than

We rely on our PIER system, programmed with Arkansas-specific cost-effectiveness formulas, to determine if Medicaid should accept the applicant into its HIPP program. We only enroll applicants who meet DHS' requirements. For audit purposes, we store the cost-effectiveness calculation in PIER each time we execute the analysis. In the

E.2 CALL CENTER REQUIREMENTS	
A. Describe your plan for installing, operating, monitoring, and supporting an Automated Distribution Call (ADC) system and performing the general Call Center requirements listed in the RFP.	5 points
Automation [redacted]	

B. Describe your plan for operating a HIPAA-compliant, toll-free Call Center per the requirements of the RFP, and whether you intend to operate the Call Center for Beneficiaries and Providers separately or combined.	5 points
HIPAA-Compliant HMS operates a HIPAA-compliant, toll-free call center per the requirements of the RFP. HIPAA compliance is crucial to preserving the privacy and confidentiality of our client's Beneficiaries and Beneficiaries' sensitive information, which is why HMS adheres to the standards established and monitored through our Corporate Compliance program. We maintain our call center services to meet the standards mandated by the HIPAA Privacy Rule. Our HIPAA security compliance methodology goes beyond the requirements of the HIPAA Security Rule; it serves as a road map to safeguard not only PHI, but ePHI and all HMS information assets. **Toll-Free and Bilingual** HMS maintains a dedicated toll-free number unique to the ARHIPP Program. Our call center supports a variety of stakeholders including both Beneficiaries and Providers, and is operational Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time. For callers that require the use of an interpreter, HMS utilizes a language line that is free of charge for Beneficiaries. Additionally, our bilingual team member is available to assist callers in both English and Spanish, as needed. Our CXone system also seamlessly integrates with TTY lines for the hearing impaired. **Staffing and Load Management** [redacted] Training [redacted]	
C. Describe your process for handling calls received outside of normal business hours.	5 points
Customer Service [redacted]	

D. Describe your plan for operating the Call Center according to the Performance Standards in the RFP.	5 points
Quality Services [redacted]	
E. Describe your technological capability for auditing and monitoring calls and your process for implementing and utilizing an electronic system to document calls and use the data for reference, tracking, and analysis.	5 points
[redacted]	
F. Describe your electronic system for documenting calls.	5 points
Reporting [redacted]	

[redacted]	
G. Provide your Call Center Disaster Recovery Plan. • Does the plan Include annual testing • Does the plan indicate sharing results with DHS • Does the plan indicate how any deficiencies will be listed and how corrective actions will be remediated	5 Points

HMS conducts disaster recovery exercises and planning annually to make certain that all functional areas have a comprehensive plan in place to stay operable if a disaster occurs. Our call center platform is cloud based, which allows us to access the platform from any work site as needed. During disaster recovery planning, comprehensive testing occurs for all functional systems, including the call center. This testing plan will indicate any deficiencies along with a corrective action plan that includes remediation steps. The results of this action plan will be shared with DHS. A copy of our Disaster Recovery/Business Resilience Plan is included in the Other Documents section of our proposal response.	
H. Describe your plan for demonstrating, by the time of the Readiness Review, that all Call Center software, hardware, and staff are available and operational.	5 points
Disaster Recovery [redacted]	

I. Describe your process for keeping an electronic record of all Grievances received by the Call Center.	5 points
 [redacted]	
J. Describe your plan for developing and maintaining a website with separate pages for Beneficiaries that is easy to access, user-friendly, and compliant with the required items in the RFP.	5 points
[redacted]	

[redacted]	
K. Describe your plan for implementing and maintaining secure electronic portals for Beneficiaries on the website.	5 points
Customized Portal [redacted]	
L. Describe your plan for ensuring information on the website is accurate and for ensuring the information is updated in a timely manner, defined as at least monthly in the RFP and more frequently if needed.	5 points
Quality Services [redacted]	
E.3 ADMINISTRATION	
A. Describe your plan for development, maintenance, operations, and administration of the ARHIPP Program.	5 points
Proven Plans [redacted]	

[redacted]	
B. Describe your plan for maintaining an organizational structure and staffing levels to administer the ARHIPP Program.	5 points
Arkansas Insight [redacted]	

C. Describe in detail how the proposed Key Personnel’s experience and qualifications relate to services outlined in this RFP.

5 points

Experienced Team

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]

The following tables shows the experience levels of our account management team.

[redacted]

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	[redacted]	[redacted]	[redacted]

We highlight the ARHIPP Operational Team's Qualifications and Experience below.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

D. Describe your plan for substitution or replacement of Key Personnel.	5 points
Proven Plans [redacted]	
E. Describe your plan for developing and implementing training and materials for all staff, including subcontractors.	5 points
Training [redacted]	

E.4 REPORTING	
A. Describe your plan for generating reports and capturing all information outlined in the RFP.	5 points
Reporting [redacted]	

[redacted]

[redacted]

[redacted]	
B. Describe your ability to generate and provide ad hoc reports within the timeframe specified by DHS.	5 points
[redacted]	

C. Describe your plan for optimizing reporting capabilities to allow the State to generate various timely reports as needed.	5 points
Proven Processes/ Procedures [redacted]	
E.5 SYSTEM SECURITY & PRIVACY	
A. Please state your understanding of the latest versions of 45 CFR 164.522(b), NIST SP 800-53 Rev. 5, MARS-E 2.2, and explain how your Solution will ensure that these requirements are met. In your answer, please describe how your Solution can manage confidential data.	5 points
System Security [redacted]	

[redacted]	
B. Describe all privacy and security incidents (i.e., a breach, improper disclosure) affecting the information of individuals that have occurred in systems implemented or maintained by the Respondent (its subsidiaries and affiliates) or any subcontractor within the past five years. Describe how you handled the incident(s).	5 points
[redacted]	

C. Provide a proposed System Security Plan in accordance with the details outlined in RFP Section 2.5.	5 points
Proven Plans [redacted] [redacted] [redacted] [redacted] - [redacted] - [redacted] - [redacted] - [redacted] - [redacted] - [redacted]	

[redacted]	
D. Describe how your proposed Solution will protect sensitive information, including but not limited to Client information and Provider information.	5 points
System Privacy [redacted]	

[redacted]	
E. How will you ensure security and confidentiality of information, while allowing for a free flow of information accessible through various means?	5 points
[redacted]	
F. Does the contractor perform an annual Penetration Test and provide DHS with the RAW results	5 Points
Testing [redacted]	

[redacted]	
E.6 INFORMATION MANAGEMENT AND SYSTEMS	
A. Describe your Information Technology platform and plan for the management and administration of ARHIPP and its ability to interact and exchange data electronically including MMIS.	5 points
Information Management Systems [redacted]	
B. Describe your plans for developing and maintaining your management information system.	5 points
Proven Processes/ Procedures [redacted]	

[redacted]	
C. Describe your plan for providing for varying levels of access based on role for Contractor and State staff.	5 points
We have defined groups/roles created to provide different levels of access. Our IT department [redacted]	
D. Describe your IT Platform's ability to customize reporting.	5 points
 For more than 11 years, HMS has supported the ARHIPP program. We have [redacted]	

E. Describe your IT Platform's capability to directly interface with the MMIS and support direct electronic interaction with DHS's system.	5 points
[redacted]	
F. Describe your plan for providing varying levels of access based on roles.	5 points
 We understand the need to care for and guard the Protected Health Information [redacted]	
G. Describe the process for completing address validation prior to communicating with beneficiaries.	5 points
HMS address validation is performed in the following manner: [redacted]	
H. Describe your process for identifying deficiencies requiring system updates or changes.	5 points
 [redacted]	

[redacted]	
I. Describe your approach and methodology for compliance with ADA 508 – Web Content Accessibility Guidelines (WCAG).	5 points
[redacted]	
E.7 DISASTER RECOVERY AND BUSINESS CONTINUITY	
A. Describe your Disaster Recovery Plan for the claims processing system. • Does the plan Include annual testing • Does the plan indicate sharing results with DHS • Does the plan indicate how any deficiencies will be listed and how corrective actions will be remediated	5 points
Disaster Recovery [redacted]	

[redacted]	
B. Describe your system's protection against hardware and software failures, human error, natural disasters, and other emergencies that could interrupt services.	5 points
Business Continuity [redacted]	

[redacted]	
E.8 TRANSITION AND IMPLEMENTATION	
A. Provide and describe key milestones for IT development and implementation.	5 points
Project Work Plan [redacted]	
B. Describe your implementation report structure to keep the State apprised of implementation efforts and the content and frequency of all required reports.	5 points
PMBOK Best Practices [redacted]	

[redacted]	
C. Describe your policies and plans for ensuring your company does not practice discriminatory selection among eligible Beneficiaries, including not excluding, seeking to exclude, or otherwise discriminating against any group or class of individuals.	5 points
[redacted]	

[redacted]