

**State of Maryland**

**Maryland Department of Health (MDH)**

**OCMP22 - xxxxx Exhibit 14**

**Future MMT Integrations**

# Enhancement Hours for Future Activities

The Contractor shall provide a cost-based price sheet, found in **RFP Attachment B**, with 70,000 total hours available over the entirety of the Operations and Maintenance (O&M) Phase for activities such as System Enhancements governed by the Work Order process (see **RFP Section 3.14**) as well as for future Medicaid Enterprise Systems Modular Transformation (MMT) Medicaid Management Information System (MMIS) module integration efforts (see **RFP Appendix 6** for a description of labor categories associated with future Work Orders). Cost-based hours may be utilized in any proportion over any year of O&M, including option years, and are never forfeit (e.g., 7,000 hours may be used for year one O&M, 16,000 may be used for year two O&M, and 25,000 hours may be used for year three O&M, etc.).

The Contractor shall submit an estimated number of resources and their rates to MDH prior to executing each new MMT module integration Work Order.

The Contractor shall be required to integrate with the following initiatives when instructed by MDH. The MMT modules are separate contracts, and the awarded Behavioral Health Administrative Services Organization (BHASO) Contractor shall have to integrate with the systems—**not** design, develop, and implement them. The following subsections detail some of the future MMT Program Management Office (PMO) integrations. This list is subject to change based on the needs of MDH. The awarded Contractor may receive additional Work Orders for future activities not listed below.

**Note**: Enhancements described in this section are likely costed (i.e., invoiceable) System modifications deemed necessary by MDH that are requested via the Work Order process requiring State approval before execution.

## Electronic Document Management System

1. MDH intends to implement an enterprise document management system (EDMS) as part of the MMT project. MMT modules will send all documents—created or collected by the module, to the EDMS—which will permanently store them and make them available for search and retrieval. The EDMS will store operational files including:
   1. Letters and emails exchanged with Providers.
   2. Files uploaded by Providers to support Medicaid enrollment.
   3. Scanned images such as paper claims, attachments, and incoming faxes.
   4. Operational reports.
2. The EDMS will not be used for office documents, spreadsheets, and presentations, unless they fall into the categories of files stored by the EDMS.
3. For files created by, or submitted to, the Contractor’s system, the BHASO System will be required to:
   1. Send the documents to the MMIS using a file-based transfer or by calling web services to transfer the data.
   2. Send metadata with each file, describing the document contents—metadata includes information such as dates, document type, document use, file format, sender, and Provider number.
4. The MMT project desires that staff and external users have all information needed to complete operational processes. This information must be available with minimal work for users. To support making information readily available to users, each MMT Module will need to provide data to enable the EDMS to:
   1. Provide a means to search for documents from the User Interface.
   2. Provide search capability from pages requiring use of stored documents to complete a process.
   3. Collect multiple search criteria from the user.
   4. Present a list of files matching the search criteria and enable the user to select a file.
   5. Display the file selected by the user.
   6. Retrieve files without a user search when the application has enough information to identify a file or set of files.
   7. Enable the user to print a document without downloading it.

## Identity and Access Management System

MDH intends to implement an enterprise-wide identity and access management (IAM) system as part of the MMT project. The IAM will be used by all systems as the source of identity information and role-based access controls.

The IAM system will provide the following functions for MDH, the Contractor, and external users (e.g., Providers):

* Create, update, and delete user accounts.
* Maintain user credentials such as ID and password.
* Maintain contact information and Security questions.
* Maintain roles which are passed to applications for role-based access controls.
* Single sign-on (SSO).
* Multi-factor authentication.
* Send Security information in a secure token to applications after a user as authenticated through SSO.

Business systems will interface with the IAM system by:

* Accepting secure identity and access information from the IAM, stored in a secure token in the web browser, when the user accesses the system.
* Providing access to the systems without requesting further identity information.
* Redirecting the user to the SSO application when a user accesses the system without a secure token.
* Using the roles provided in the Security token to determine what functions the user is permitted to perform.

## MMT System Integration Initiative

MDH intends to implement an enterprise integration services (EIS) platform to facilitate modular integration. The chosen strategy is a two-(2)-phased approach to systems integration. The phase 1 platform uses an Enterprise Service Bus (ESB) as a simple file transfer hub. The phase 1 approach meets the short-term needs of new MMT modules by providing an integration point other than the legacy MMIS, making migration to full EIS capabilities easier in future. This phase also allows existing MMIS interfaces to be migrated to use the hub as a landing point, again making EIS implementation simpler when the full platform is available.

MMT modules implemented prior to EIS phase 2 (estimated Q4 2023) will leverage phase 1 functionality only via point-to-point, flat-file interfaces. The BHASO Contractor shall plan to work with MDH’s chosen Systems Integration contractor(s) to replace those connections with integrations that leverage MDH’s EIS platform at a later phase during the life of the Contract.

1. Offerors shall coordinate with the department on all future systems integration efforts to ensure successful implementation thereof and maintain business continuity, including but not limited to:
   1. Planning for full regression and end-to-end testing of the MMT module’s business functions, as part of migration to the phase 2 EIS platform.
   2. Supporting end-to-end and regression testing, where business processes are impacted, including the module’s business scope.
   3. Archiving and retaining raw daily interface files
   4. Documenting and maintain all interfaces in an interface control document (ICD) that includes data layout, data mapping crosswalk, inbound/outbound capabilities, and frequencies of all interfaces
   5. Collaborating with the MDH enterprise and other MDH vendors as needed for DR and system restoration processes and procedures.
   6. Maintaining State and federal privacy and Security compliance.
2. The Contractor’s Solution shall support web services, specifications, and adapters, including Web Service (WSDL, WS-\*, SOAP, REST, UDDI, JSON, XML), FTPS, SFTP, HTTPS, MSMQ, HL7, FHIR.

## MMT Data Management Program

As an initiative of MDH’s Office of Enterprise Technology (OET), the Data Management Program provides the framework for governance, standardized data stewardship, data quality, processes, procedures and data policies to engender greater transparency and empower the Agency’s staff to access data across the boundaries of departments, business functional areas, and systems. The vision of the Data Management Program is to enable data-driven decision making in the Medicaid Enterprise. Through data management and data governance, the Agency can rely on quality and consistent data to fulfill its commitment to transforming the Medicaid program to achieve better health outcomes for Maryland citizens with a focus on program integrity and customer service.

1. As part of the BHASO Contract, the Contractor shall support the following Data Management Program activities:
   1. The creation and maintenance of design documentation that, at minimum, includes conceptual, logical, physical data models and external data interfaces for the proposed application.
   2. The Agency’s data quality standards and procedures, including reporting and mitigation.
   3. Acknowledge and incorporate the Agency’s data glossary in operational and technical documentation.
   4. Create and maintain a data dictionary, using industry best practices and the Agency-approved data management strategy.
   5. Meet the Health Insurance Portability and Accountability Act (HIPAA), Health Information Trust Alliance (HITECH), and other Centers for Medicare & Medicaid (CMS) and State privacy and Security requirements in the Contractor’s data management approach and operational policies.
   6. Maintain an audit trail of all changes to data, including changes that were made in error and subsequently corrected or suspended.
   7. Demonstrate compliance with the Social Security Number Removal Initiative (SSNRI).
   8. Adhere to Agency and State data retention policies, including making data available to the Data Warehouse and Decision Support System (DW/DSS) detailed in the last subsection of this document.
   9. Support the creation and maintenance of data backup and data DR Plans that adhere to Agency and State policies.
   10. Support the creation, maintenance, and implementation of a Data Conversion Plan.

## Provider Help Desk

MDH intends to implement a data store to house all Provider Help Desk ticket data. The central Provider Help Desk “Ticket Store” will be a common location for Provider ticket-related data from all applications supporting Provider Help Desk functions across MDH. Once MDH is ready, the Contractor shall provide MDH all Provider ticket-related data daily through an interface (batch) file. The Contractor shall work with MDH to define the appropriate file interface requirements, for daily data transmission. The type of data transmitted should contain information about the caller, Provider relationship, issue, problem resolution, etc.

## Provider SSO Integration

MDH intends to implement a central “MDH Provider Portal.” This will not eliminate the need and use of the Contractor-provided BHASO System. The State would like to consolidate access to all Provider functions through a future central MDH Provider Portal. The State wants to make available to Providers, access to BHASO System functions via SSO when the Provider is logged into the future, central MDH Provider Portal. The State will make available user self-service functions on the central MDH Provider Portal to provisional users associated with a Provider and ensure updates to profile information. This user profile and supporting information will be provided to the BHASO Contractor to equally provision the user in the BHASO Provider Portal. Providers would be able to access the BHASO Provider Portal directly or via SSO from the future, central MDH Provider Portal.

1. As part of the BHASO Contract, the Contractor shall support the following activities:
   1. Working with the State on technical requirements for setup of SSO and supporting services.
   2. Supporting development and joint testing of SSO from the future, central MDH Provider Portal to the BHASO Provider Portal.
   3. Supporting development and joint testing of interface to support SSO foundational services for user provisioning and updates to user profile data.
   4. Interfacing with MDH Provider Portal system of record (SOR) Security store to obtain information on new users and update to existing users. The SOR will house all user profile information on users associated with Providers. The SOR will be updated by users leveraging the self-service functions in the future, central MDH Provider Portal, to change profile information.

## Decision Support System/Data Warehouse Integration

MDH intends to implement an enterprise data warehouse (DW). This DW will be a central collection of detailed data sourced from the myriad of applications that service the Medicaid and supporting healthcare programs. This repository will enable the MDH business team’s direct data access to enable on-demand reporting and analysis across the data domains.

1. When the MMT DW project is initiated, the Contractor shall support the following project activities:
   1. The creation and maintenance of design documentations including the review of data exchange APIs and related documentation of the BHASO System application in relation to the Data Warehouse initiative.
   2. The business analysis of data mapping from the source application to the agreed upon data transfer format. This work includes the detailed Data Management attribute metadata definitions and descriptions.
   3. Data conversion activities of historical transactional data sets, including the generation of data extracts in the agreed to format, for the defined time frame.
   4. Provide detailed source data from the BHASO System application, in format and frequency agreed to by the Contractor and MDH.
   5. Provide a data dictionary, data mapping, and schedule information to the Department, as necessary.
   6. Communicate all changes made to the BHASO System along with release schedule and issue resolution plan.
   7. Support all testing activities including the creation, correction and resubmission of testing files for the System and UAT activities of the DW project.
   8. Provide active participation and support to the PMO in DW initiative activities including milestone identification, status updates as well as Issue/Risk Management.