

Amendment 3- Statement of Work (SOW)

5. Statement of Work (SOW)

5.1. Services Required

The EOMC Vendor will act as the Program Management services provider for PRMP on assigned areas within the MES portfolio. The EOMC Vendor is responsible for implementing and maintaining Program Management standards, processes, and tools for each assigned area to them by PRMP. PRMP expects the EOMC vendor to execute assignments in a manner that is consistent with best practice processes defined by the PgMO.

The EOMC Vendor is an important piece of the Puerto Rico Medicaid Enterprise and as such, all work and work products completed by the EOMC Vendor will require significant collaboration with PRMP and others.

The EOMC Vendor will perform all needed Program Management tasks as shown in the sections below for each area assigned. As part of these tasks, the EOMC Vendor will be responsible for the creation and support of all deliverables. All tasks and work products must be compatible with PRMP's program management approach and with applicable implementation vendor tasks and work products. The EOMC Vendor must be able to produce specific documents in both languages (English and Spanish), at PRMP's request.

The Vendor must use their knowledge and expertise to lead PRDoH in the development of the Center of Medicaid and Medicare System (CMS) requirements to support the following PRMP areas:

- **Puerto Rico Medicaid Enterprise System (PRMES)**
- Puerto Rico Medicaid Management Information System (PRMMIS)
- Provider Enrollment Portal (PEP)
- Eligibility and Enrollment (E&E)
- System known as Medicaid Information Technology Initiative, (MEDITI3G)
- The Commonwealth's Health Information Exchange (HIE)
- Procurement Office
- Program Integrity Unit (PIU)
- Money Follow the Person Grant (MFP)
- Centralized provider enrollment and credentialing (CPEC)
- **Organizational Change Management (OCM)**
- **Enterprise Data Warehouse (EDW)**

5.2. Support Services Areas:

5.2.1. Procurement Support Service Area

Administrative Order 535 establishes that all services over \$150,000 must go through a procurement process.

Amendment 3- Statement of Work (SOW)

The EOMC Vendor will support the procurement office, when a procurement need is identified, PRMP will meet with the EOMC Vendor to determine the desire approach to the procurement. The approach includes, but is not limited to RFP's, RFQ's, RFO's, RFI's, Cooperative Agreements and Sole Source.

5.2.2. Advance Planning Documents Support Service Area

States submit Advance Planning Documents (APD's) to receive enhanced federal funding to support their eligibility and enrollment or information technology systems. Centers of Medicare and Medicaid Systems (CMS) reviews states APD submissions to make sure they comply with the Social Security Act and other related regulations. CMS must approve, disapprove or issue a formal request for additional information.

The EOMC Vendor will work with PRDoH and PRMP to support the facilitation, development, monitoring and tracking of APDs and APD related activities.

5.2.3. MITA SS-A Support Service Area

The MITA Initiative defines the boundaries of the Medicaid Enterprise and the MITA missions, goals, and objectives. The MITA Initiative also defines guiding principles and key technical architecture features to apply to the Medicaid Enterprise. States are required under 42 C.F.R. 433.112 (b) (11) and 433.116 (b), (c), and (i) and CMS guidance issued in 2014, to submit a MITTA SS-A report as an eligibility requirement when requesting enhanced federal matching for their MES expenditures.

The EOMC Vendor will support PRMP to develop and complete the annual MITTA-SS Report. It will support PRMP by:

- Making recommendations for standards to be adopted.
- Provide strategic direction and tactical oversight.
- Update the framework and communicate key changes.
- Solicit and incorporate feedback from stakeholders.

5.2.4. MES Streamline Modular Certification (SMC) Support Service Area (MES Outcomes-Based Certification (OBC) Support)

Business outcomes will require agencies to engage business and operations units at the earliest possible point of the project development process to define the program goals. With the introduction of Streamline Modular Certification (SMC), CMS moves further toward Outcomes-Based Certification (OBC) for MES and provides more consistency and accountability in CMS's certification process to promote effective stewardship of federal funds.

SMC introduces a new set of elements:

- CMS-Required Outcomes are based on statutory or regulatory requirements and provide a baseline for what is required of a MES.
- State-Specific Outcomes are developed by states and should be measurable, achievable, and reflect the short-term goals of the MES project.

Amendment 3- Statement of Work (SOW)

- Metrics provide measurable evidence that the outcomes are achieved on an ongoing basis. States are required to report on the system's performance to CMS as a condition for receiving enhanced funding.

CMS has developed a streamlined, outcomes-based approach to Electronic Visit Verification (EVV) certification. This approach focuses on achieving business outcomes embodied in the Cures Act and is intended to reduce the certification burden on states. In doing so, CMS aims to ensure that systems receiving Federal Financial Participation (FFP) are meeting the business needs of states and of CMS. EVV certification is structured around the following elements:

- Outcome statements. These describe the desired results once the system is implemented. CMS-provided outcomes are based on the Cures Act.
- Evaluation criteria and required evidence. These correspond to outcome statements and are used by a state and CMS to evaluate the system's functionality and its compliance with laws, regulations, and industry good practices.
- Key performance indicators (KPIs). These metrics support the outcome statements and are used to track the performance of the system over time.

The EOMC Vendor will support PRMP with achieving and maintaining compliance with federal guidance and requirements for MES implementations, operations, certifications, and federal audits through MES SMC Support, PRMMIS, MEDIT3G, and MMIS Phase III Security Audits and PERM Compliance and Implementation Support.

5.2.5. Payment error rate measure (PERM) Compliance and Implementation Support Service Area

The purpose of the PERM program is to produce a national-level improper payment rate for Medicaid in order to comply with the requirements of IPERIA. The PERM program estimates improper payment rates for the Medicaid program by reviewing the FFS, managed care, and eligibility components of Medicaid in the FY under review. It is important to note that the PERM improper payment rate is not a "fraud rate" but simply a measurement of payments made that did not meet statutory, regulatory, or administrative requirements.

The EOMC vendor will provide support to PERM to help ensure compliance, readiness for a successful completion. It will support PRMP demonstrating compliance with federal regulations.

5.2.6 Integrated MES Program Management (IMES) Support Service Area

The EOMC vendor will support PRMP, by providing new tools and Program Management practice plans to improve PgMO capabilities such as outcomes, risks and issues and program level management. The EOMC vendor will support PRMP, advising on how to improve the level of maturity of processes.

5.2.7. Spenddown Implementation Support Service Area

The EOMC Vendor will provide support of PRMP's spenddown program development and implementation efforts. It will continue supporting PRMP by performing a gap analysis, conducting assessment on compliance to CMS.

5.2.8. State Plan Amendments (SPA) Support Service Area

Amendment 3- Statement of Work (SOW)

Medicaid state plan is an agreement between a state and the Federal government describing how that state administers its Medicaid programs. It gives an assurance that a state will abide by Federal rules and may claim Federal matching funds for its program activities. The state plan sets out groups of individuals to be covered, services to be provided, methodologies for providers to be reimbursed and the administrative activities that are underway in the state. When a state is planning to make a change to its program policies or operational approach, states send state plan amendments (SPAs) to the Centers for Medicare & Medicaid Services (CMS) for review and approval. States also submit SPAs to request permissible program changes, make corrections, or update their Medicaid state plan with new information.

The EOMC Vendor will support PRMP in developing Medicaid SPA's, tracking and analyzing federal guidance, policy changes, and comparing the Medicaid State Plan with the PRMP's systems and operations.

5.2.9. Money Follows the Person (MFP) Implementation Planning Support Service Area

The Money Follows the Person goals are to increase the use of home and community-based services and reduce the use of institutionally-based services, eliminate barriers in state law Medicaid plans and state budgets that restrict the use of Medicaid funds to enable Medicaid eligible individuals to receive support for appropriate and necessary long term services and supports in the settings of their choice, strengthen the ability of Medicaid programs to provide HCBS to people who choose to transition out of institutions and put procedures in place to provide quality assurance.

The EOMC Vendor will support by filling in gaps of expertise and provide recommendations for the LTSS Needs Assessment and Implementation Planning activities as needed/requested.

5.2.10. Policy updates Support Service Area

The EOMC Vendor will support PRMP with maintaining PRMP staff up to date by monitoring and tracking changes of policies and procedures based on statutes, regulations, guidelines, and laws. Processes and changes of Medicaid in other states, any relevant information that will have any impact on PRMP.

5.2.11. Other EOMC Support Service Areas

The EOMC vendor will help identify additional needs for support that might not be fully defined at the time.

5.2.12. The Commonwealths Health Information Exchange (HIE)

The EOMC Vendor will support PRMP with maintaining PRMP staff up to date with HIE state assessment, will provide strategic guidance to PRMP to meet the interoperability requirements and overarching organizational goals.

5.2.13. Organizational Change Management (OCM)

The EOMC vendor will support PRMP in the process of developing an implementation roadmap that outlines a path forward for enacting a strategic plan and framework that

Amendment 3- Statement of Work (SOW)

drives innovation and impact at the organizational level. The EOMC Vendor will support PRMP implementing, managing, and sustaining internal change.

5.2.14. Enterprise Data Warehouse (EDW)

The EOMC Vendor will support PRMP by filling in gaps of expertise and provide recommendations for the Medicaid Enterprise Data Warehouse as needed/requested. The EOMC vendor would work with program managers, other stakeholders, build sustainable relationships with key stakeholders responsible for information and performance management in PRMP.