Maryland
DEPARTMENT OF
INFORMATION TECHNOLOGY

Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Michael G. Leahy | Secretary
Lance Schine | Deputy Secretary

One Stop Agile Automation Services (TORFP)

SOLICITATION NUMBER F50B9400035

Addendum #1

Issued: October 16, 2019

All persons who are known by the Issuing Office to have received the above-mentioned Task Order Request for Proposal (TORFP) are hereby advised of the following revisions to the TORFP.

Please be advised, the Department has extended the above proposal due date as indicated below:

Key Information Summary Sheet Closing Date and Time NOW READS:

Proposal Due Date: October 25, 2019 at 2:00 PM local time.

Revision to the Due Date for Receipt of Proposals:

The Department has extended the Due Date for the Receipt of Proposals to October 25, 2019 at 2:00 PM local time.

Section 5.4.2.D.2 now reads

"The Offeror shall describe in detail how the proposed staff's experience and qualifications relate to their specific responsibilities, including any staff of proposed subcontractor(s)."

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Appendix 5 now is replaced with

Revised Appendix 5

This Addendum is issued under the authority of State Procurement Regulations, COMAR 21.05.02.08 and with the approval of the Procurement Officer.

October 22, 2019

LeZena Morris

Date

LeZena Morris, Procurement Officer

Maryland
DEPARTMENT OF
INFORMATION TECHNOLOGY

ADDENDUM # 1 ACKNOWLEDGEMENT OF RECEIPT FORM

I acknowledge receipt of Addendum #1 to TORFP F50B9400035 - "One Stop Automation Agile Services" solicitation date October 1, 2019.

The issue date of this addendum is October 16, 2019.

_____

Vendor's Name

_____

Authorized Signatory – (Print/Type)

_____

Signature

_____

Date

ADDENDUM # 1

Revised Appendix 5.   Task Descriptions

MEDICAID RECOVERIES

Overview

The Division of Recoveries and Financial Services (DRAFS) within the Maryland Department of Health (MDH) manages Medicaid recovery payments in the following areas:
- Estates, Liens, and Trusts
- Third Party Liability (Insurance)
- Legal Liabilities and Fraud

MDH staff currently initiate and track cases using various non-integrated ancillary tools. These tools include but are not limited to Access databases, Excel spreadsheets and Google forms. The current payment management process includes manual generation of payment due notices and application of payments to multiple databases/systems.

Implementing a Customer Relationship Management (CRM) tool would allow MDH to more efficiently manage Medicaid recovery cases and associated payments as well as allow the department to improve business processes through implementation of the following:
- Centralized mechanism to track all recovery cases
- Customized workflows based on case type (see examples listed below)
    - TORT
    - Special Needs Trust
    - Resource
    - Pooled Trust
    - Paternity
    - Subrogation
    - Liens
    - Insurance/TPL
    - Fraud
    - Worker's Compensation
    - Estates
    - Annuities
- Automated PDF letter generations
- Recovery payment tracking
- Integration with MMIS
- Reports and dashboards

Current Process Description

The current Medicaid Recoveries process involves four (4) operational business units listed below.
1. DRAFS – responsible for case initiation and communications, tracking and final disposition

2. Cash Desk Operations – responsible for entering payment cases in Medicaid Management Information System (MMIS), collecting and applying payments
3. Adjustments –responsible for applicable claim adjustments in MMIS
4. Mailroom – responsible for imaging claims for entry into MMIS

DRAFS

The Recoveries team performs the following steps:
1. Performs applicable research and/or follow-up to identify case that warrants recovery of Medicaid funds
2. Initiates applicable notice(s) to responsible party of payment due
3. Provides payment due case details to Cash Desk Operations team for entry into MMIS
4. Updates applicable case database to reflect payments and current balance
5. Updates payment details for entry into MMIS details
6. Provides payment case details to Cash Desk Operations team for MMIS update

Cash Desk Operations

The Cash Desk Operations team performs the following steps:
1. Enters case payment due details in MMIS
2. Documents payments received in Cash Desk database
3. Initiates bank deposits as needed
4. Provides payment receipt details to Recoveries team
5. Updates MMIS with case payment details as applicable
6. Identifies and documents payments requiring claim adjustments
7. Submits claim adjustments requests to Adjustments unit for processing
8. Updates Cash Desk database to reflect payments sent to Adjustments for processing
9. Verifies processed adjustment claims match submitted payments
10. Requests journal entry number and batch number from General Accounting
11. Completes electronic Journal Entry Request Form
12. Submits Journal Entry Request Form to General Accounting
13. Updates Cash Desk database to reflect final disposition of payments

Adjustments

The Adjustments unit performs the following steps:
1. Reviews claims adjustments requests for accuracy
2. Batches claim adjustments for imaging
3. Completes Adjustment Log in Cash Desk database
4. Submits claims to Mailroom for imaging
5. Enters claims into MMIS
6. Verifies claims entered correctly

Mailroom

The Mailroom team performs the following steps:
1. Images claims prior to entry into MMIS

2. Returns imaged claims to Adjustments unit

See attached Finance Medicaid Recoveries Payment Processing Workflow for more information.

Finance Medicaid Recoveries Payments Processing-1

DRAFS	Cash Desk Operations	Lockbox	Adjustments	Mailroom

DRAFS

Generate Payment Due Notice

Prepare MMIS Key Chart

Manual

Submit Key Chart to Finance

Recovery Officer Updates DRAFS database(s)

Recovery Officer Updates MMIS Key Chart

Recovery Officer Sends Updated MMIS Key Chart to Finance

Manual

Cash Desk Operations

Enter Payment Due Data in MMIS

Payment Mailed to Lockbox?

No

Payment Submitted to Finance

Payment Uploaded to Virtual Lockbox

Payment Transactions Verified & Imported into Cash Desk

Payment Transactions Reviewed and Updated in Cash Desk

Email

Payment Data Sent to Recovery Officer

Does Payment Require MMIS Adjustment?

Yes

Complete MMIS Research & Adjustment Request Form

Update Cash Desk

Submit Adjustment Request to Adjustments Unit & Copy to Fiscal Account Manager

No

Update MMIS with Payment Information

System Generated

MMIS Reconciliation Report

Verify Report and Check Totals

Complete Journal Entry Request to Move Funds to Budgetary Account

Close Check in Cash Desk

Lockbox

Payment Processed and Deposited into Designated Account

File

Payment Transactions Sent to MDH

Yes

Adjustments

Batch Adjustment Claims for Imaging

Complete Adjustment Log in Cash Desk

Submit Claim to Mailroom for Imaging

Enter Claim into MMIS

System Generated

MMIS HMF C660-R001 Adjustments Reconciliation Report

Review Report Add Check# Check Amount Approval Signature

Submit Report to Finance

Mailroom

Image Claim

Return Claim to Adjustments

Fiscal Review Process

Finance	General Accounting

Verification

File Adjustment Request by Check Date and Amount

↓

Receive HMF C6601 Adjustment Reconciliation Report from Adjustments

↓

Pull Check from File

↓

Check Matches Check Number and Check Amount from Report? —No→ Review and Correct

Yes ↓

Total All Reports on Desk Calculator and Save Tape

↓

Total All Checks on Desk Calculator and Save Tape

↓

Does Calculator Tapes Match? —No→ Review and Correct

Yes ↓

Attach Both Calculator Tapes To Report

Email Accounting to Get Journal Entry # and Batch #

Email Journal Entry # and Batch # to Finance

Complete Electronic Journal Entry Request

↓

Email Form to Accounting and Management Team

↓

File Documentation

tblDebtor (dbo)
- DebtorRecKey
- DebtorMANum...
- DebtorCaresIR...
- DebtorFirstName
- DebtorMiddleI...
- DebtorLastName
- DebtorNameSu...
- DebtorDateOfB...
- DebtorSSN

tblCaseType (dbo)

tblCaseChildren (dbo)
- ChildrenRecKey
- ChildrenCaseI...
- ChildMANum...
- ChildFirstName
- ChildMiddleIn...
- ChildLastName

tblCaseStatusCodes (d
- CaseStatusCo...
- CaseStatus

tblCounties (dbo)
- CountyCodeKey
- CountyCode
- CountyName

tblNameSuffix (dbo)
- NameSuffixKey
- NameSuffix

tblDebtorAddress (dbo)
- DebtorRecKey
- AddressTypeKey
- AddressRecKey
- UseThisAddress
- AddressLine1
- AddressLine2
- AddressLine3
- City
- StateCodeKey

tblAddresstype (dbo)
- AddressTypeK...
- AddressType
- UpdateDate
- LastUserUpda...

tblStateCodes (dbo)
- StateCodeKey
- StateDescript

tblCaseInformation (dbo)
- DebtorRecKey
- CaseInforRecKey
- CaseTypeKey
- ReferralSourceKey
- ReferralTypeKey
- CourtOrderNumberF...
- CourtOrderNumber
- CountyCodeKey
- CourtOrderNumberU...
- PaymentPlanIndicato...
- CaseStatusCodeKey
- CaseInformationCom...
- ResponsiblePersonKey
- IneligibilityFromDate
- IneligibilityToDate
- TotalAmountOwed
- CasePaidInFullDueDate
- MotherMANumber

tblCaseReferralSource
- ReferralSou...

tblCaseReferralType
- ReferralTyp...

tblCourtOrderNumberFo
- CourtOrderNum...
- CourtOrderNum

tblCasePhoneCalls (dbo)
- CasePhoneCallCa...
- CasePhoneCallRe...
- CasePhoneCallDate
- CasePhoneCallCo...
- UpdateDate
- LastUserUpdateID
- EnterDate

tblMailMergeLetterData
- MailMergeRecKey
- CaseInforRecKey
- LetterTypeKey

tblMailMergeLettersTick
- HeaderFooterInf...
- CaseInforRecKey
- TickleRecKey

tblCaseLetters (dbo)
- OnlineLetterCaseI...
- OnlineLetterReco...
- SenderInformatio...
- OnlineLetterLette...
- OnlineLetterFileN...
- OnlineDocuImage
- OnlineLetterImag...
- UpdateDate
- LastUserUpdateID

tblMailMergeSenderInformation
- LegalLiabilitiesSenderInfor...
- LegalLiabilitiesActiveStatus
- LegalLiabilitiesPositionTitle
- LegalLiabilitiesFirstName
- LegalLiabilitiesMiddleInital
- LegalLiabilitiesLastName
- LegalLiabilitiesDivisionNa...
- LegalLiabilitiesUnitName
- LegalLiabilitiesUnitRoom...
- LegalLiabilitiesContactPho...
- UpdateDate
- LastUserUpdateID

tblPaymentType (dbo)
- PaymentTyp...
- PaymentType

tblPaymentStatusCod
- PaymentStat...
- PaymentStat...
- UpdateDate

tblPaymentInformation (dbo)
- PaymentInforRecKey
- PaymentCaseInforRecK...
- PaymentTypeKey
- PaymentStatusCodeKey
- ReasonCode
- PaymentReceivedDate
- CheckNumber
- CheckDate

tblPaymentLetters (dbo)
- OnlinePaymentLetterPaymentInforRe...
- OnlinePaymentLetterRecordKey
- OnlinePaymentLetterSenderInformat...
- OnlinePaymentLetterLetterTypeKey
- OnlinePaymentLetterFileName
- OnlinePaymentDocuImage
- OnlinePaymentLetterImageExtension...
- UpdateDate

tblTypeOfLetters (dbo)
- TypesOfLettersKey
- LetterName
- UpdateDate
- LastUserUpdateID
- EnterDate
- EnterUserID

tblPaymentFrequency (dbo)
- PaymentFrequency...
- PaymentFrequency
- UpdateDate
- LastUserUpdateID
- EnterDate

tblCasePaymentPlans (dbo)
- CasePaymentPlansCaseI...
- CasePaymentPlansRecKey
- PaymentPlanCurrentInd...
- PaymentPlanStartDate
- CalculatedPaymentPlan...
- CalculatedFinalPayment

tblCasePaymentPlanLetters (dbo)
- OnlinePaymentPlanLetterPaymentPlansRecKey
- OnlinePaymentPlanLetterRecordKey
- OnlinePaymentPlanLetterSenderInformation...
- OnlinePaymentPlanLetterLetterTypeKey

SQL Server

Row counts for listed tables (Main Tables)

tblDebtor   = 1098

tblDebtorAddress = 1106

tblCaseInformation = 1168

tblCaseChildren = 1122

tblCaseLetters = 1801`

tblCasePhoneCalls = 227

tblCasePaymentPlans = 39

tblCasePaymentPlanLetters = 33

tblPaymentInformation = 5835

tblPaymentLetters = 5211
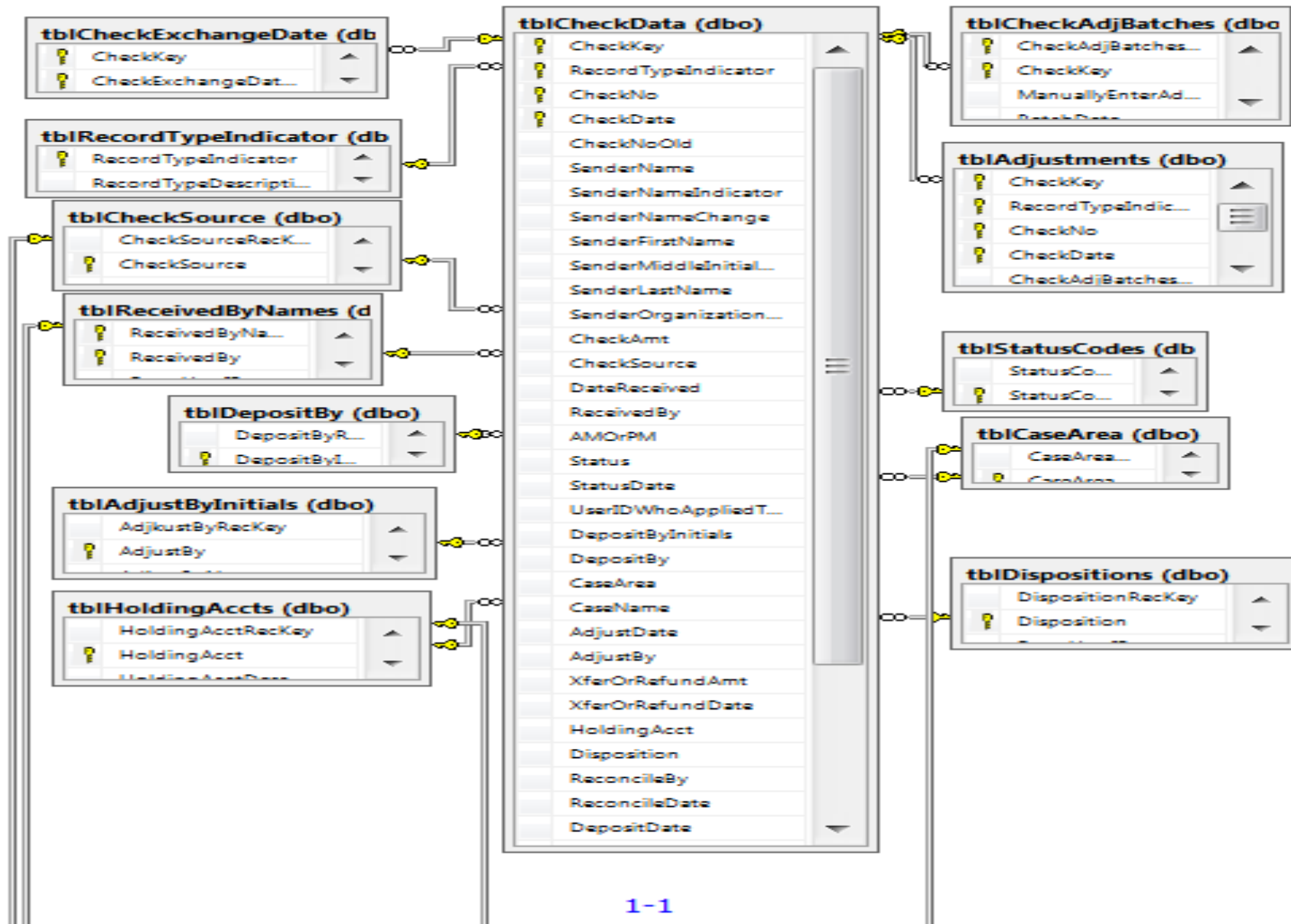
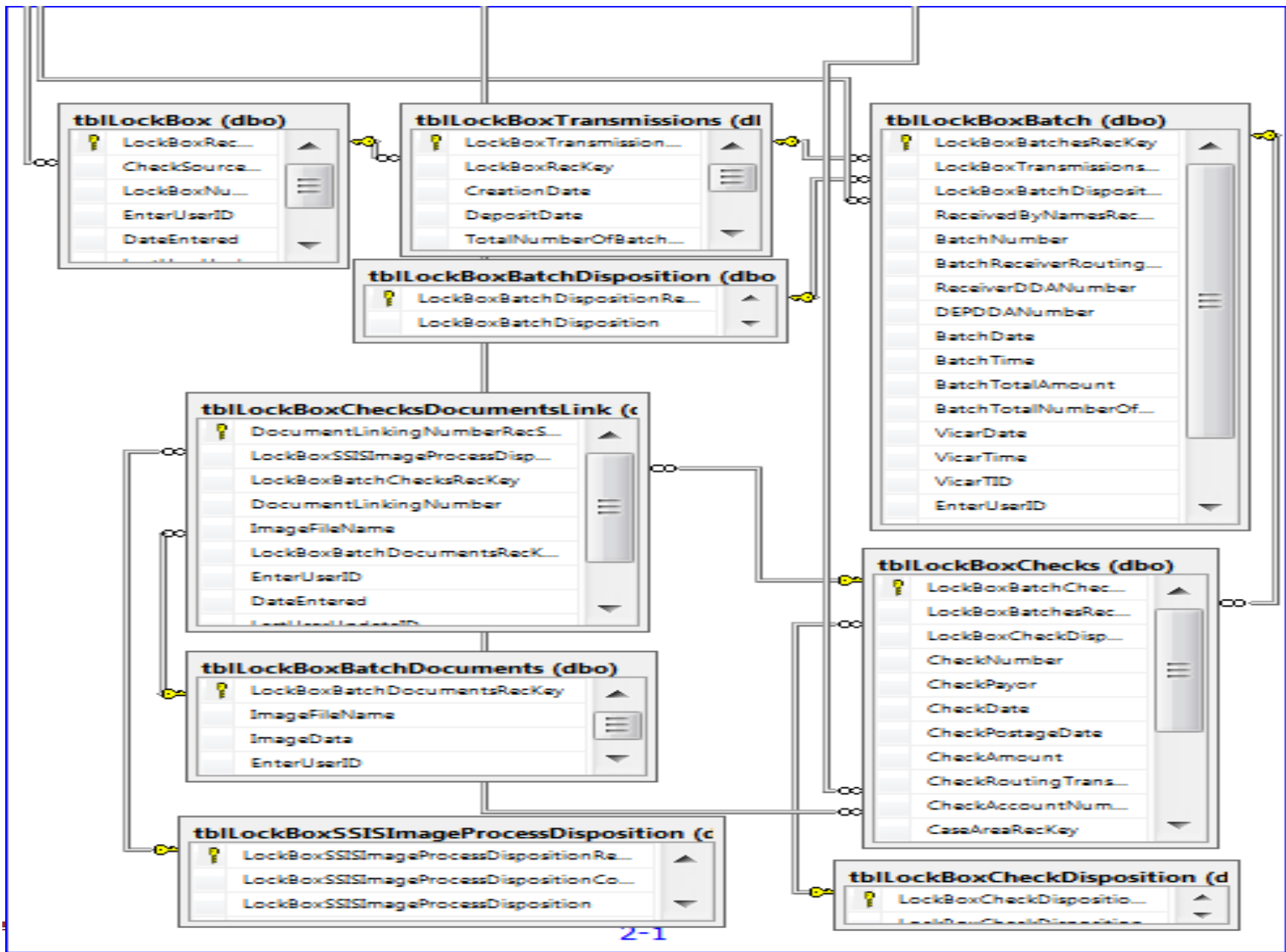tblMailMergeLettersTickleDataTable = 724

Estates - 17,153

Liens - 1,623

Special Needs Trusts - $2,101

Annuities - 202

Pooled Trusts - 86

tblLockBox (dbo)

- LockBoxRec...
- CheckSource...
- LockBoxNu...
- EnterUserID
- DateEntered

tblLockBoxTransmissions (dl

- LockBoxTransmission...
- LockBoxRecKey
- CreationDate
- DepositDate
- TotalNumberOfBatch...

tblLockBoxBatch (dbo)

- LockBoxBatchesRecKey
- LockBoxTransmissions...
- LockBoxBatchDisposit...
- ReceivedByNamesRec...
- BatchNumber
- BatchReceiverRouting...
- ReceiverDDANumber
- DEPDDANumber
- BatchDate
- BatchTime
- BatchTotalAmount
- BatchTotalNumberOf...
- VicarDate
- VicarTime
- VicarTID
- EnterUserID

tblLockBoxBatchDisposition (dbo

- LockBoxBatchDispositionRe...
- LockBoxBatchDisposition

tblLockBoxChecksDocumentsLink (c

- DocumentLinkingNumberRecS...
- LockBoxSSISImageProcessDisp...
- LockBoxBatchChecksRecKey
- DocumentLinkingNumber
- ImageFileName
- LockBoxBatchDocumentsRecK...
- EnterUserID
- DateEntered

tblLockBoxChecks (dbo)

- LockBoxBatchChec...
- LockBoxBatchesRec...
- LockBoxCheckDisp...
- CheckNumber
- CheckPayor
- CheckDate
- CheckPostageDate
- CheckAmount
- CheckRoutingTrans...
- CheckAccountNum...
- CaseAreaRecKey

tblLockBoxBatchDocuments (dbo)

- LockBoxBatchDocumentsRecKey
- ImageFileName
- ImageData
- EnterUserID

tblLockBoxSSISImageProcessDisposition (c

- LockBoxSSISImageProcessDispositionRe...
- LockBoxSSISImageProcessDispositionCo...
- LockBoxSSISImageProcessDisposition

tblLockBoxCheckDisposition (d

- LockBoxCheckDispositio...

2-1

SQL Server

Row counts for listed tables (Main Tables)

tblCheckData = 823,747   There is an Access database holding check info for checks before
                                      2008. This was used as a purge database when this was all being
                                      Done within Access and the Access file size was maxed out. I did
                                      not get this row count.

tblAdjustments = 276,621   There is an Access database holding check info for checks before
                                      2008. This was used as a purge database when this was all being
                                      Done within Access and the Access file size was maxed out. I did
                                      not get this row count.

tblCheckAdjBatches = 139,179

tblCheckExchangeDate = 2,428,542

tblLockBox = 1

tblLockBoxTransmissions = 185

tblLockBoxBatch = 742

tblLockBoxChecks = 14,474

tblLockBoxChecksDocumentsLink = 14,474

tblLockBoxBatchDocuments = 2,423

One Stop Agile Automation Services (TORFP)

SOLICITATION NUMBER F50B9400035

Addendum #2

Issued: October 18, 2019

All persons who are known by the Issuing Office to have received the above-mentioned Task Order Request for Proposal (TORFP) are hereby advised of the following revisions to the TORFP.

Proposal Due Date: Remains unchanged for October 25, 2019 at 2:00 PM local time.

<u>The following labor category has been removed on the Price Sheet:</u>

Change Management Expert/Lead	$ -	$ -	$ -	$ -	$ -

<u>See the revised price sheet as amended.</u>

This Addendum is issued under the authority of State Procurement Regulations, COMAR 21.05.02.08 and with the approval of the Procurement Officer.

<u>October 18, 2019</u>   *LeZena Morris*

        Date   LeZena Morris, Procurement Officer

ADDENDUM # 2 ACKNOWLEDGEMENT OF RECEIPT FORM

I acknowledge receipt of Addendum #2 to TORFP F50B9400035 - "One Stop Automation Agile Services" solicitation date October 2, 2019.

The issue date of this addendum is October 18, 2019.

_____
Vendor's Name

_____
Authorized Signatory – (Print/Type)

_____
Signature

_____
Date

ADDENDUM # 2