

Health Information Exchange (HIE) Operations and Technical Services for Department of Health, Puerto Rico Medicaid Program

2024-PRMP-MES-HIE-001

Update 5 [Request for Additional Information]:

Business Operations [RFP Section 4.2.1]

Medicaid Data Services [RFP Section 4.2.2]

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Submitted by:

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Additional Response to SOW [RFP Section 4.0]

Business Operations [RFP Section 4.2.1]

When you partner with Conduent Business Solutions of Puerto Rico, Inc., you receive a vast amount of operational experience. Through that experience, we've developed streamlined business operations practices that continue to result in efficiency and compliance.

REQUIREMENT: RFP Section 4.2.1

The PRHIE vendor will be responsible for all business operations related to HIE services, staff operations, client (i.e., data submitters/participants, stakeholders, etc.) management, technical subcontractors/partnerships, and contracts required to execute the requirements of this SOW. All business operations, including policies, must refer and comply with both Commonwealth and federal laws, that are applicable to HIE and Protected Health Information (PHI).

Conduent confirms that we're responsible for all business operations related to HIE services, staff operations, client management, technical subcontractors/partnerships, and contracts required to execute the requirements of this SOW. We leverage proven, documented procedures and project management systems to meet your operational requirements. Our HIE team is well-versed in HIE and PHI regulations and develops policies that comply with Commonwealth and federal laws.

The PRHIE vendor is responsible for managing staff to achieve the Commonwealth's stated HIE goals. For example, the PRHIE vendor will provide staff with the operational systems (time keeping, customer relationship management, etc.) to successfully do their work providing HIE services.

Our program staffing approach is based on project requirements and proven successful project organizational structure. With a strong management organization and a sound staffing plan, we offer clear lines of authority to maintain accountability and successful communication, well-defined functional areas to complete each service component and deliverable, and a professional project team to ensure the resources needed for project success. We continually assess program needs and adjust staffing levels accordingly to ensure repeatable project functions. By tailoring our organizational structure and personnel resources to the needs of the program, we open lines of communication, provide a flexible framework for change, and continue to improve the ability to measure performance.

Specifically for call center operations, Conduent has achieved an outstanding standard of excellence in call center operations. Our industry-leading experience and capabilities in this field have consistently received high rankings and recognition from top industry analysts and groups, such as Gartner and the Everest Research Group, among others. We are also recognized for call center operation customer satisfaction excellence under the rigorous J.D. Powers and Associates Call Center Certification Program.

With the advent of regular operations, the forecasting of workload and the scheduling of the agent team becomes of paramount importance. For this reason, Conduent proposes to use its sophisticated, cloud-based telephony solution from Verizon (VCC) to service our PRHIE helpdesk. The telephony solution's all-in-one design provides flexible scripting, defined call flows, and IVR menu trees, delivered in the required languages, along with call monitoring and recording, call quality scoring and feedback, and workforce management for optimal scheduling of call center resources. Logical menu options and streamlined navigation contribute to a better end user experience.

The VCC Integrated Work Force Management (WFM) component manages tasks and monitors the workload. It captures historical call volume data and uses it to prepare forecasts and workload projections. The WFM component provides informed forecasting and scheduling based on specific dates, skill sets, and configurable time units. By pulling current and historical call volume data, the WFM component plots trends and prepares forecasts. The WFM component also incorporates information on agent availability data, average talk times, and other events such as meetings and training classes that affect agent availability. We also analyze infrequent events such as holidays or periodic events and incorporate these data into daily and interval volume forecasts. As such, the WFM component uses both call volume projections and agent availability analytics to create agent schedules.

By proactively incorporating events that affect agent call handling productivity, we consistently align staff levels to meet workload expectations at the numbers required to foster the Commonwealth's stated HIE goals, such as cost-effective operations and increased end user engagement. Conduent will provide PRMP visibility into our performance as required in the monthly status report.

The PRHIE vendor will maintain and track the status of current Participant Agreements and patient consent information in alignment with the aforementioned laws, and the governance body oversight as described above. The PRHIE vendor will maintain Standard Operating Procedures for all operations identified as essential to business operations.

Conduent will maintain and track the status of current Participant Agreements and patient consent information, which we describe under headings 5.4, Consent Management, 5.5, Sensitive Data Management, and 6.1.3 Policy within our original proposal submission.

We also develop and establish Standard Operational Procedures governing business operations activities that comply with Commonwealth and federal laws. In collaboration with the Commonwealth, we continually improve processes and tailor our services to best support your needs as they evolve.

The PRHIE vendor must maintain a secure public website that provides a transparent representation of PRHIE operations including data sharing and management policies, service information, information for participants, leadership contacts, support information and contacts, patient consent information and contacts for patients with questions.

Conduent appreciates the Commonwealth's goal for transparent representation of PRHIE operations, and we will support that goal by developing a public website to make all information on operations visible.

This secure public website will communicate operational information including:

- Data sharing and management policies
- Service information
- Information for participants
- Leadership contacts
- Support information and contacts
- Patient consent information
- Contacts for patients with questions

To relay accurate, timely information, we regularly update the website's content and follow a PRMP-approved process for notifying impacted parties of relevant updates.

Medicaid Data Services [RFP Section 4.2.2]

Conduent has decades of experience establishing interfaces and exchanging data that is applicable to this project. We can utilize the broad scope of data available in the HIE and in the CMS-mandated portions of the Interoperability Exchange to provide a broad-based data repository for PRDoH users. Our standards for integration and interoperability with Puerto Rico's external systems are established upon implementation.

REQUIREMENT: RFP Section 4.2.2

The HIE solution must have the capability to transmit structured data to a PRMP data warehouse on a regularly scheduled basis. Daily data updates are anticipated with the potential of near-real-time updates at a future time. Typical data contents will include identity, attribution relationships, clinical information, and ADT information.

Our HIE solution is capable of transmitting data to a PRMP data warehouse, and maintaining a data repository that provides accessible reporting and data visualization services for a variety of PRDoH users.

Our data repository can be accessible to the PRDoH through our data dictionary and data model. The solution's reporting data model supports diversification of PRMP data, allowing for expansive investigations and analyses. The reporting repository can hold PRMP data and grant users secure data access with your data visualization application tools utilizing your current licenses. We are prepared to track identity, attribution relationships, clinical information, ADT information, and other factors, as needed by the Commonwealth. We look forward to exploring future PRMP capabilities for accepting data in near-real-time.

Additionally, the HIE solution must maintain a data repository and provide accessible reporting and data visualization services for a variety of PRDoH users.

Conduent supports each of the reporting areas that PRMP requires.

Anticipated needs include:

- Individual longitudinal reporting and graphical display by patient-level data element (e.g., clinical data) over a variable time period;

Conduent's data repository provides the ability to combine elements from the Medicaid data sources provided by PRMP and the other information available through the HIE solution. As an example, the claims data provided in support of the CMS APIs required under CMS-9115-F can be combined with the clinical data, such as admit records (ADTs) and lab tests (ORUs) received into the HIE. The combination of this data would allow the PRDoH to compare information from the two sources to spot patterns and disparities.

- Provider level reporting and display of selected information across the provider's panel of patients;

We are able to combine data from various sources in order to produce a more complete picture of provider activities across their patients. For example, we will be able to combine provider data generated through the HIE with provider attribution data gathered through consent management activities, and also with claims information received in support of the CMS APIs. This ability to combine data presents opportunities for deriving new insights.

- Facility level reporting and display of selected information aggregated across the practice's associated providers;

We can derive extensive data regarding patient/provider interactions. By further associating the providers with the institution – or institutions – where they practice, we can isolate factors that may indicate strengths or weaknesses of the institutions.

- Medicaid data reporting and display by provider, practice, and aggregated Medicaid population.

We can further aggregate across data sources to provide broad-based information of Medicaid impacts.

- Standard public health reporting to support real-time needs such as flu outbreaks.

We have extensive experience in supporting real-time data monitoring for identification of diseases for national surveillance organizations. We offer this experience as the basis for providing similar support for PRDoH and its affiliated entities.