Summary

Adjunta nuestra respuesta al último aviso. ELLKAY espera con entusiasmo la oportunidad de demostrar cómo nuestras capacidades pueden ofrecer soluciones sólidas, eficientes y confiables para los requisitos del Departamento de Salud de Puerto Rico. ELLKAY está equipado con recursos locales en la isla que proporcionarán apoyo a lo largo del proyecto, tanto en inglés como en español según sea necesario.

Estamos seguros de que esto conducirá a una asociación duradera entre nosotros. Gracias por la oportunidad de presentar nuestras soluciones.

Section 4. Scope of Work (SOW) of the RFP states in paragraph three: *As part of their proposal, vendors are required to respond to the totality of specifications, outcomes, and deliverables expressed in this section and the remainder of the RFP.* (Emphasis provided).

This notification has the purpose of requesting vendors to provide the following missing information from their proposals. It is up to each vendor to assess if this request applies to their proposal or not.

1. *Section 4.2.1 Business Operations,* states regarding tables 4 and 5 (fourth paragraph): *Below is the business and operational scope and services the vendor is expected to provide. All services must be provided in both Spanish and English. See Tables 4 and 5 for expectations of the HIE vendor.* Among the services to be provided, Table 4 includes *Business Operations.* (Emphasis provided).

   Attachmen G: Response to SOW did not include Business Operations as a subcategory under subsection 1. Approach to Business Operations. Most vendors did not provide details and examples outlining the Business Operations as part of their response.

   Due to this disparity, PRMP is giving participating vendors that did not provide the solicited information an opportunity to add their approach to Business Operations to Attachment G in order to not be penalized.

   Business Operations

   Business Operations was included as a subcategory under subsection 1. *Approach to Business Operations.* ELLKAY does want to note that we are committed to providing services in both Spanish and English.

2. *Section 4.2.2 Technology Services, states regarding Table 5 (end of first paragraph): The respondent will describe in detail how they will deliver these services to Puerto Rico's health care and public health communities. Among the services to be provided, Table 5 includes Medicaid Data Services. (Emphasis provided).*

Attachment G: Response to SOW did not include Medicaid Data Services as a subcategory under subsection 2. *Approach to Technical Services.* Most vendors did not provide details and examples outlining the Medicaid Data Services as part of their response.

Due to this disparity, PRMP is giving participating vendors that did not provide the solicited information an opportunity to add their Medicaid Data Services information to Attachment G in order to not be penalized.

Medicaid Data Services

ELLKAY will set up a structured data feed to a PRMP data warehouse containing at the minimum patient identity, attribution relationships, clinical data, and ADT information. Delta data is to be sent on a daily basis. ELLKAY currently provides this level of integration for population health platforms such as Oracle HealtheIntent.

ELLKAY supports reporting in various ways to provide our clients with access to perform retrospective analysis on data. ELLKAY has multiple reporting capabilities within the solution including canned reports extracted from systems, audit logs, statistical reports, ad hoc reporting, specific medical condition reporting across PAMV data, lab results, insurance, etc. as well as a Research Module that allows the user to create a patient cohort based on multiple criteria and download raw data for advanced reporting for that cohort. In addition, access can be granted to the client to extract data directly from the SQL database so that reporting engines such as Crystal can be used to mine data. Specific reporting needs are identified and addressed during ELLKAY's implementation team's scoping process. Report data can be downloaded as CSV and reports can be exported to Excel or downloaded as PDF.

ELLKAY will provide a data repository that aggregates all patient data in one centralized location. ELLKAY's platform will be utilized to aggregate patient demographic and clinical data to provide a longitudinal record across disparate sources within a health system. The integrated viewer enables PRDoH users with speed to access of clinical data from disparate EMR's and systems within the clinically integrated network, as well as provides administrative advantages by way of quality metric reporting, gaps analysis, and release-of-information portal for contracted payers/ Medicaid Managed Care Organizations (MCOs). ELLKAY can manage data from different source systems no matter which healthcare standard format is in use such as FHIR, IHE Profiles, and HL7.

A recent example of this is ELLKAY's work with Bryan Health Connect. ELLKAY first provided a data repository with an easy-to-use viewer for viewing patients' records across their numerous EMR instances. Regardless of the connectivity method required, ELLKAY aggregates data feeds on a nightly basis and provides a dashboard for Bryan Health Connect to view a patient level record. Within the dashboard, they can search for patients by specific criteria and are given reporting capabilities which align with their needs. In addition to aggregating patient data, Bryan

Health Connect leverages ELLKAY's platform to calculate and submit electronic Clinical Quality Measures ("eCQMs") to Centers for Medicare and Medicaid Services ("CMS").

ELLKAY's reporting module supports:

- Advanced querying of discrete data for clinical research and reporting
- Export data based on patient cohort built on selection criteria to Excel, CCD or PDF, ability to save queries
- Ad-hoc reporting capability for users to create any report supported by data directly from the database
- Access to reporting backend for direct querying
- Data visualization user interface with dashboards containing graphical representations by patient-level data elements over variable time periods
- Reporting split on various levels such as provider, facility, or Medicaid patients
  - For reporting split by various levels, ELLKAY will work with PRMP to be able to identify the appropriate subset of patients accurately.

As a part of the Medicaid data services provided, ELLKAY will support standard public health reporting in real-time when required for situations such as potential Flu/COVID/Zika Virus outbreaks. ELLKAY can pull the diagnosis codes to provide accurate public health reporting. ELLKAY will work closely with health care providers and PRDoH to ensure public health management reporting obligations are met at both the Commonwealth and federal policy levels.

ELLKAY's platform supports comprehensive patient data collection at the time of order entry, including demographics and CARES Act data. Working with public health agencies to understand and support their reporting guidelines and Electronic Laboratory Reporting ("ELR") specifications, ELLKAY ensures fast, accurate and complete submissions on reportable infectious diseases. ELLKAY is a trusted partner HIE Provider Status with State Department of Public Healths for Infectious Disease Reporting via ELR. ELLKAY Automates government reporting to each ELR's data and delivery requirements for U.S. states districts and territories.

Blue Cross Blue Shield North Carolina leverages ELLKAY's LKOpera platform workflows to retrieve clinical data from providers in support their Risk Adjustment, Quality/HEDIS, and the Blue Cross Blue Shield Association Interplan Chart Retrieval initiatives. Workflows supported include chase list upload/tracking, HEDIS Measure abstraction, and BCBSA Interplan communications.

ELLKAY is also the preferred interoperability partner for COVID and other infectious disease-related reporting to federal, state and other local public health agencies. To date, the LKCOVID-19 Platform has delivered more than 75 million COVID-19 test results and performed more than 60 million transactions. At the height of COVID-19, ELLKAY was providing public state reporting to all 50 States including reports of millions of results. ELLKAY's platform flexibility has since allowed customers to pivot from COVID-19 to other Health Department reporting. For example, ELLKAY used to send Covid testing but now sends cancer testing reporting to New York State.

3. *Attachment A: Cost Proposal,* provides columns for participating vendors to disclose costs related to the two year-base contract and for the two one-year options. Vendors were expected to provide costs related to all four years. Some vendors did not provide costs related to optional years three and four.

PRMP is soliciting participating vendors to provide costs related to optional years three and four. Even though the score process will only consider costs for the base two-year contract, optional extensions to contract might not be available for an awarded vendor that did not provide costs for optional years three and four.

ELLKAY's Attachment A: Cost Proposal provided costs relating to all years including the optional extensions.

While we are confident the pricing included everything requested above on the printed and flash drive sent with original response, we are sending the pricing again as an attachment to this Addendum.