DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential.

Agency Mission

The Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

DDD HIPAA TCS

State of Arizona – Department of Economic Security (DES)

Division of Developmental Disabilities (DDD)

May 20, 2020

Presented by:

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Problem Statement:

- On January 7, 2019, the Arizona Cost Containment System (AHCCCS) Division of Health Care Management (DHCM) determined that the Division of Economic Security/Division of Developmental Disabilities (DES/DDD) was in violation of its contract regarding its Claims Payment/Health Information System.

- AHCCCS issued a contract action, Notice to Cure, in response to DES/DDD's failure to utilize the Health Care Procedure Coding System (HCPCS) and standard claim forms (the Centers or Medicare and Medicaid Services (CMS) 1500 and UB 04 forms), for reimbursing DES/DDD subcontracted providers consistent with federal and state requirements.

- These requirements include, but are not limited to, the National Correct Coding Initiative provisions and federal requirements for health information systems.

Benefit of a New System:

- The Notice to Cure contract action with AHCCCS will be resolved

- DDD will be compliant with the AHCCCS contract regarding claims and payment processing

- DDD will be compliant with CMS Federal Medicaid billing rules

- Selected vendor, WellSky, has extensive experience in this area

- COTs software is configurable by DDD after implementation

Proposed Solution

Procurement

- DDD contracted with an IT consulting firm (BerryDunn) for the creation of an IT roadmap to achieve contract compliance which included research of nine prominent vendors that they believed could meet our needs. Only four vendors met all of the requirements.

- The solicitation was open for 40 days. Only one vendor responded to the DDD solicitation, WellSky.

- WellSky was one of the four vendors who met all requirements as stated above. Furthermore, the dollar amount of this procurement aligns well with the cost range estimates that the IT Consultant provided to DDD.

Proposed Solution

Technology

- Vendor selected is WellSky

- COTS with configuration

- Microsoft Azure Commercial Cloud based solution is FedRamp certified as required

- The solution will be integrated with the existing DDD system

Project Responsibilities

Agency

1. Contract oversight
2. Providing SME as needed
3. User Acceptance Testing
4. Review and acceptance of Milestone deliverables
5. Data Cleansing

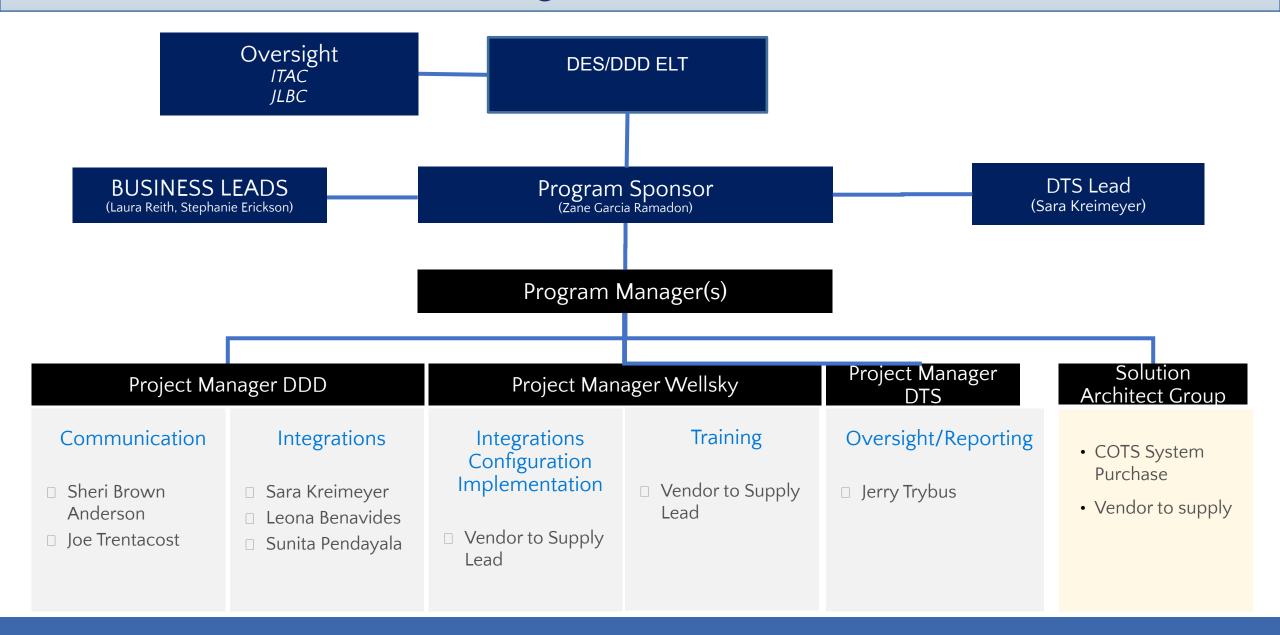## Shared

1. Project Planning
2. Project Monitoring
3. System Integrations
4. Data Migration
5. Training (Train the Trainer model)

Vendor/Contractor

1. Implementation of the software solution
2. Initial configuration of the software
3. Cloud Hosting the software solution
4. Application testing
5. Disaster Recovery
6. Ongoing Maintenance

Program Structure

Oversight
ITAC
JLBC

DES/DDD ELT

BUSINESS LEADS
(Laura Reith, Stephanie Erickson)

Program Sponsor
(Zane Garcia Ramadon)

DTS Lead
(Sara Kreimeyer)

Program Manager(s)

Project Manager DDD		Project Manager Wellsky		Project Manager DTS	Solution Architect Group
Communication	**Integrations**	**Integrations Configuration Implementation**	**Training**	**Oversight/Reporting**	
☐ Sheri Brown Anderson ☐ Joe Trentacost	☐ Sara Kreimeyer ☐ Leona Benavides ☐ Sunita Pendayala	☐ Vendor to Supply Lead	☐ Vendor to Supply Lead	☐ Jerry Trybus	• COTS System Purchase • Vendor to supply

Project Timeline

21-May-20	18-Jun-20	20-Aug-20	1-Sep-20	18-Jan-21	6-Feb-21	28-Feb-21	25-Mar-21	26-Mar-21	2-Apr-21	14-May-21	23-May-21	24-May-21	31-Jul-21
Project Start Date	Design/ Integration												Project End Date
		Configuration/ Data Conversion											
			WellSky Testing										
				Training(Materials, State Staff, Provider Staff)									
						User Acceptance Testing							
											Production Deployment		
												Post Implementation	

Project Costs

Project Costs by Category	FY21	FY22	FY23	FY24	FY25	Total
Professional & Outside Services (Contractors)	$1,749,341	0	0	0	0	$1,749,341
License & Maintenance, Hosting Fees	$14,335	$947,059	$931,569	$814,364	$816,686	$3,509,678
Other Operational Expenditures (Hosting)	0	0	0	0	0	0
Total Development	$1,763,676	0	0	0	0	$1,763,676
Total Operational	$0	$947,059	$931,569	$814,364	$816,686	$3,509,678

Financial Impact

Project Funding	
Base Budget - Available	$159,782
Base Budget - To Be Requested	0
Other Non-Appropriated- Available	$367,553
Other Non-Appropriated- To Be Requested	0
Other Appropriated - Available	$4,746,019
Other Appropriated - To Be Requested	0
Federal - Available	0
Federal - To Be Requested	0
Total Project Cost	$5,273,354

Total Development Project Funding	
Available Dev Budget	$1,763,676
To Be Requested Budget	0

Total Operational Funding - Project	
To Be Requested Budget	0

What Success Looks Like

Change Management

- Project Milestones

  - Communications
    - Affected Contracted Agencies
    - Internal staff

  - Training
    - Train the Trainer
    - Internal Training

Measures of Success

- A successful implementation of the COTS software

- DDD's IT solution is compliant with the utilization of standardized billing codes and standard claim forms (CMS 1500, UB-04, and ADA forms) for reimbursing DDD subcontracted providers, consistent with federal and State requirements

- DDD satisfies the Notice to Cure with AHCCCS resolving the contract action

DES/ DDD is requesting approval to offer a contract to Wellsky to purchase their Cloud Hosted, SaaS, Claims and Payment software.

This will allow the Division to:

- come into compliance with their AHCCCS contract.

- satisfy the Notice to Cure contract action.

- have a claims process that meets federal requirements for medical billing.

Q & A
Session