

Subcontractor Statement Of Work

Service Provider will be providing MSDOM with access to the its solutions subscribed using a Software as a Service (“SaaS”) delivery model via the Internet through a secure Client website created by Service Provider specifically for the Client which may be accessed via the internet. Service Provider will be providing MSDOM access to the following solutions that will be configured for Client based upon the Business Requirements and the Implementation Plan.

Service Provider’s Healthcare Analytics Solution is a secure, web-based environment in which Healthcare decision makers can track performance metrics and drill-down into detailed member level data. This solution is routinely updated and improved through an ongoing product release cycle that regularly adds new features and functionality. The Service Provider’s Healthcare Analytics Solution currently includes the following capabilities which will be provided to Client:

- Dashboards, Graphs and KPI Indicators
- Multi-Dimensional Summary Analysis
- Chart Builder
- Drill down to Claim, Provider or Member Level Detail
- On-Demand Report Personalization
- Account and Transaction Level Detail Drill-Down
- Personalized Menu Trees
- Trending Analysis
- Metric Forecasting
- Proactive Alerts
- Target Management
- Export File Protection
- Data Filtering, Nesting, and Grouping
- Report “Favorites”
- HIPAA Compliant Role Based Secure Web Access
- User Management and Audit
- User Self Service and Preferences
- Variance Analysis
- Advanced Filtering
- Point and Click User Interface
- Visual Breadcrumb Trail
- Dynamic Collaboration

The following items will be provided by the Service Provider as part of the solution to MSDOM, these items would need to be verified as part of the implementation, rollout and transition to operational status.

- Generate a weekly extract of encounters
 - (admissions, visits, physician services, ER visits and pharmacy adjudicated claims)
- Enable ad hoc analytic capabilities of the Medicaid population
- Create a Electronic Master Patient Index (EMPI)
- Maintain Warehouse Clinical Data received directly from MSDOM vendors
- Maintain ADT feeds from MS-HIN (the Mississippi Health Information Network, the State of Mississippi HIE) to populate data in the appropriate systems.
- Maintain radiology reports together with the associated clinical quality images, if available, and maintain laboratory results, all received from MS-HIN
- Maintain immunization data from immunization registry maintained by Claims Outsourcer, the MS-HIN and original MEHRS contractor
- Provide patient risk scoring and predictive modeling tools for utilization by Medicaid in risk stratification for care management. This is being provided by proprietary MedAnalytics business rule and not via commercially available 3rd party tools
- Maintain an environment to enable development, testing, UAT, training/demonstration and production.
- Load one time, opt-in/out flags and pass to Orion for manual operations

As part of the Implementation Services, Service Provider will provide the following documentation which will need to be reviewed and verified.

- *Project Plan*
- *Implementation Plan*
- *Project Status Report*
- *System Requirements Specification*
- *Interface Specification*
- *Information Security*
- *Interface Design*
- *Interface Testing Report*
- *Business Rule References (within system)*
- *Business Continuity and Disaster Recovery Plan*
- *System Documentation*

- *Solution Design Document*
- *User Acceptance Test Plan*
- *Project Training Plan and Associated Training Materials*
- *User Interface training materials*

The following analytic views will be selected and configured from the existing Service Provider library of Scorecards, Dashboards, Metrics, reports and views at the time of Go Live. These items will need to be verified for go live acceptance.

- Service Provider's Medicaid Performance Site Operational
 - Clean Data loaded per the SLA
 - User names and passwords available
- Scorecards – 1 containing up to 7 nodes
- Dashboard – 2 dashboards containing up to 6 KPI's each
- Summary Reports – up to 5 summary reports
- Matching Financials – up to 5 financial reports
- In addition to the other reports noted above, Service Provider shall provide an Encounter Report to the client based upon the available data and within the Service Provider platform's reporting capabilities.
- UAT Exit Criteria:
 - Critical path test is successful.
 - Full execution of QA test cases (system and regression), including data mapping validation in a staging area and interface testing for data integrity during transfer.
 - Performance testing results meet the service level agreement metric.
 - All Severity/ Priority 1 and 2 are defects are resolved.
 - UAT is complete Client has accepted and signed off on the system.
 - Client Executive Sponsor approval.