

Gainwell Technologies LLC

Response to the State of Indiana Department of Administration on  
Behalf of the Family and Social Services Administration Office of  
Medicaid Policy and Planning

# Medicaid Management Information System Maintenance and Operations and Medicaid Business Operations

Request for Proposal 22-70376



## Executive Summary

March 3, 2022  
3:00 p.m. Eastern Time





March 3, 2022

David Brandon-Friedman  
Indiana Department of Administration  
Procurement Division  
402 West Washington Street., Room W468  
Indianapolis, IN 46204

RE: Gainwell Technologies LLC (Gainwell) Response to Medicaid Management Information System (MMIS) Maintenance and Operations (M&O) and Medicaid Business Operations Request for Proposals 22-70376

Dear Mr. Brandon-Friedman:

Gainwell is pleased to submit this Executive Summary to the State of Indiana's Request for Proposals (RFP) for Medicaid Management Information System (MMIS) Maintenance and Operations (M&O) and Medicaid Business Operations, issued January 4, 2022. Please accept this proposal as our expressed desire and commitment to continue to perform as the *CoreMMIS* Contractor for the State of Indiana.

Gainwell and our Indiana team are excited to offer a solution that enhances service to members and providers, empowers program administrators to respond quickly to program changes, and improves business processes. **Gainwell brings more than 31 years of Indiana-specific experience dating back to 1991**, when the Indiana Family and Social Services Administration (FSSA) and Gainwell began the journey of MMIS modernization and Medicaid Information Technology Architecture (MITA) maturity. More than 270 Gainwell account personnel call Indiana home and look forward to continuing the momentum we have gained with FSSA to improve outcomes for our fellow Hoosiers.

Gainwell has delivered similarly complex services to large statewide populations for more than 50 years. Our company focuses on health and human services (HHS) for our state government customers with the goal of increasing process efficiencies, improving operational agility, and paving the way for innovations in HHS programs. Gainwell works with State government customers in 46 states and two U.S. territories. For 23 states, Gainwell provides fiscal agent services — we understand mission-critical operations and know they simply *have* to work. We make sure they do.

For this engagement, Gainwell has assembled a world-class team to address additional scope of work required for the new contract term. HHAeXchange (HHAX) will provide Electronic Visit Verification (EVV) services to FSSA as part of Gainwell's solution. Since 2008, HHAX has partnered with states and worked with Medicaid programs. The HHAX system easily and securely interfaces with other EVV vendors to support a true open

model for provider EVV choice. They currently integrate with 70+ other EVV vendors, providing a streamlined process to activating those integrations in Indiana.

LexisNexis will support provider integrity screening as part of Gainwell's solution. LexisNexis is the national leader in Medicaid provider screening, and the company's identity data resources provide health care data intelligence solutions and services to the government, payer, provider, life sciences, and pharmacy markets.

For provider credentialing services, we have aligned with Verisys, a proven leader in credentialing services. Verisys delivers innovative primary source verification and credentialing solutions to some of the largest health plans in the country and directly performs or supports more than one million credentialing events each year.

The following provides the statements and other information required in RFP Section 2.2. and Section 2.3

### **Summary of Ability and Desire to Supply the Required Products or Services**

Per RFP requirement 2.2.1, Summary of Ability and Desire to Supply the Required Products or Services, Gainwell confirms that we are ready, able, and prepared to supply the services defined in the Main RFP Section 2.4, Technical Proposal, and Attachment K, Scope of Work. We look forward to transitioning FSSA to the updated MMIS Operations and Medicaid Business Operations Solution led by our dedicated, in-place *CoreMMIS* account management team. As described in our proposal, the Gainwell solution meets or exceeds each requirement set forth in the RFP.

Gainwell will provide the requested services subject to the terms and conditions set forth in the RFP, including the State's mandatory contract clauses. Gainwell accepts each mandatory contract clause as set forth in RFP Section 2.3.6, Contract Terms/Clauses.

### **Signature of Authorized Representative**

Per RFP requirement 2.2.2, Signature of Authorized Representative, I, Paul Saleh, President and Chief Executive Officer, am authorized to commit Gainwell to its representations. I certify that the information offered in this proposal meets the general conditions, including the information requested in RFP Section 2.3.4, Company Financial Information. Gainwell's principal contact for this proposal is Jonas Shoor. We provide Mr. Shoor's contact information in Table 1 below.

### **Respondent Notification**

Per RFP requirement 2.2.4, Respondent Notification, Gainwell understands Respondents will be notified by email. We acknowledge our obligation to notify the Procurement Division of any changes in any address that may occur since the origination of this solicitation. We understand the Procurement Division will not be held responsible for incorrect vendor/contractor/respondent addresses.



We provide contact information for inquiries regarding Gainwell's response to the Central and Regional Change Center Eligibility Operations Request for Proposal 22-68345 in the following table.

Per RFP requirement 2.3.8, Registration to do Business, Gainwell acknowledges we are registered with the Secretary of State to do business in Indiana. We provide documentation demonstrating this approval in the Business Proposal Appendix.

Per RFP requirement 2.3.9, Authorizing Document, Gainwell provides our company information on the following table.

**Table 1. Gainwell Company Information and Point of Contact**

**Contact Information**

<b>Principle Point of Contact</b>	Jonas Shoor
<b>Address</b>	950 North Meridian, Suite 1150 Indianapolis, IN 46204
<b>Telephone Number</b>	(617) 828-1579
<b>Email Address</b>	jonas.shoor@gainwelltechnologies.com
<b>Gainwell Bidder ID#</b>	0000053981
<b>Gainwell FEIN</b>	27-1510177
<b>Type of Business</b>	LLC
<b>NAICS Code</b>	561440

**Confidential Information**

Regarding RFP requirement 1.15, Confidential Information, we understand that materials contained in our proposal are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq. Per RFP instructions, we indicate on the Attestation Form, Attachment J, section 4.0, Confidential/Redacted File, proposal content that Gainwell considers trade secret, as it describes unique proprietary information that would place our company at an economic disadvantage within the marketplace if disclosed to the public.

The Indiana APRA allows protection of this information pursuant to Indiana Code section 5-14-3-4(a)(4), which exempts trade secrets from disclosure. Additionally, we indicate on the Attestation Form, Attachment J, section 4.0, content that Gainwell considers confidential and as such proprietary along with required statutory exception references and the rationale for application of the statute.

We submit two versions of our proposal per instructions on the Attestation Form: a CONFIDENTIAL version, which indicates in green text information Gainwell holds to be

trade secret or confidential, and a REDACTED public information version in recognition of the State's intent to allow transparency into the affairs of its government to the fullest extent possible.

Thank you for this opportunity to build on our successful partnership with the State of Indiana. We look forward to continuing our strong commitment and support to FSSA in your important endeavor of modernizing your MMIS and business operations to better serve the citizens of Indiana. If you have any questions regarding this response, please contact Mr. Shoor whose contact information we provide above.

Sincerely,

DocuSigned by:  
  
C5B903FEA402401...

Paul Saleh  
Gainwell Technologies LLC  
President and CEO