

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



Cost Proposal Narrative

March 8, 2022

3:00 p.m. Eastern Time



Cost Proposal Narrative

RFP Reference: 2.5 Cost Proposal, pg. 28

Gainwell appreciates the opportunity to submit our cost proposal for this Indiana MMIS M&O and Medicaid Business Operations project. Our cost sheets provide the level of effort consistent with RFP requirements and reflect our commitment to deliver on those requirements.

The following table maps each item in the Cost Proposal Summary tab to the corresponding description in our proposal and provides detailed explanations.

Table 1. Correspondence Between Pricing Elements and Proposal Response Sections

Pricing Element	Detailed Explanation on alignment to RFP requirements
Phase-In Transition and Credentialing Development	Gainwell will work to align our staffing levels to meet the requirements in the new RFP and implement new functionalities such as Credentialing during the 12-month transition period
Tech M&O Data Management	Aligns to requirements in SOW sections 7,8
Other Technical Costs	Aligns to requirements in SOW sections 7,8
Modification Pool	Aligns to requirements in SOW sections 6.2, 16.3
Reimbursement and Claims	Aligns to requirements in SOW section 9
Fiscal Agent and Accounting	Aligns to requirements in SOW section 10
Member Services	Aligns to requirements in SOW section 11
Provider Services	Aligns to requirements in SOW section 12
Credentialing (CVO)	Aligns to requirements in SOW section 12.2
Call Center and Service Desk	Aligns to requirements in SOW sections 14, 15
EVV	Aligns to requirements in SOW section 13
Third-Party Liability (TPL) Recoveries	Aligns to requirements in SOW section 16.4
Cost Avoidance	Aligns to requirements in SOW section 16.5
Postage	Aligns to requirements in SOW section 16.6

Gainwell's cost proposal for M&O services is in line with RFP requirements. The State will see an increased cost as compared to the cost on the current engagement as Gainwell has aligned the solution to accommodate the changes the State is making to the way M&O services should be delivered under the new contract. Gainwell will be happy to discuss the changes in detail and the impact on cost as requested during later stages of evaluation.

Gainwell has structured this proposal to include automation and enhanced staffing levels that will meet your new contract needs. The following four areas are major contributors to our pricing:

1. A portion of the effort previously considered as projects within the modification pool will now be included as part of the base M&O services as per RFP requirements. Several examples include:
 - a. Development and documentation of requirements

- b. Projects under 40 hours
 - c. The modification of existing reports and letters
 - d. The creation of new reports and letters
2. The State calls for significant increases in throughput and turnaround time as well as strengthened quality assurance of many of Gainwell's services through targeted SLAs.

Examples include:

- a. Several SLAs now have 100% targets compared to previously lower targets. Examples include:
 - i. Adjudicate claims within the processing standards outlined below:
 - 100% Clean electronic claims within 14 days
 - 100% Clean paper claims within 30 days
 - 100% Adjustments, including mass, liens, non-claims specific returns, within 10 business days of receipt of the request or schedule agreed to by the State.
 - ii. 100% of claims history reports by member and/or provider are provided as requested by the State within one (1) business day of receipt of the request
 - b. The State has added restrictive deadline SLAs for defect remediation whereas under the current engagement there are no required remediation time frames
3. The State has added a number of reporting and auditing requirements beyond what are included in the current base M&O services. Several examples include:
- a. Quality reviews of capitation rates and processes, PRTS quality reviews, and auditing
 - b. Regular reconciliations between MMIS and the State's accounting system (currently PeopleSoft), on a schedule to be determined by the State (monthly at a minimum)
4. The State has prioritized the compliance aspects of the new contract with several new roles and tasks. Examples include:
- a. Adding a Compliance Officer as a key staff member
 - b. Expanding the compliance team
 - c. Monitoring Indiana state laws
 - d. Oversight over the entire contract and reporting
 - e. Adding a Data Compliance Manager as a required staff member

The Indiana Family and Social Services Administration endeavors to deliver the highest quality Medicaid Services to the people of Indiana. Gainwell is dedicated to helping FSSA achieve this goal by delivering an optimized Medicaid Management Information System Maintenance and Operations and Medicaid Business Operations solution that meets the critical requirements of the State of Indiana.