



LOUISIANA DEPARTMENT OF HEALTH AND HOSPITALS
MEDICAL VENDOR ADMINISTRATION

Request for Information for
Online Manual
Training Delivery System Innovations

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www.dhh.louisiana.gov

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Executive Summary

The Medical Vendor Administration (MVA) is interested in vendor information and presentations regarding innovations to its current online manual content. The current online manual contains policy and procedure information related to Medicaid Eligibility applications and renewals. The information is collated and organized as a series of web pages, accessed from a minimal organizational structure available as a menu frame. Information regarding a particular problem must be accessed in an ad hoc fashion, without the benefit of an established workflow pattern or robust search feature.

MVA is interested in learning more about solutions that provide a robust instructional content web format that converts existing policy and procedures knowledge into a more accessible format. Furthermore, MVA is specifically interested in an instructional solution for which three interrelated, but mutually exclusive, elements are always present for any given instructional item:

1. The policy which governs its role in the larger milieu of the Code of Federal Regulations of the Centers for Medicaid and Medicare Services, as well as all relevant state policies currently published in MVA policy manuals.
2. The operations procedure which must be carried out by an MVA employee to satisfy policy requirements and/or achieve the desired operations goal, including a workflow assessment that shows the typical, and applicable, start-to-finish scenarios for the given procedure.
3. The technical instruction necessary to implement the above scenarios using existing MVA systems, for which documentation and/or training materials currently exists.

A search tool that can intelligently navigate through these content modules, possibly taking advantage of some method of pedagogical heuristics, is of significant interest to MVA; such innovations are sought after and encouraged as an integral portion of any solution of interest.

Additionally, a versioning history for instructional content is required; in the event of an audit by an independent agency, MVA must be able to rely on solutions of interest to produce an audit trail for the deployment date, duration, and accessibility for any and all educational content.

MVA is encouraging vendors whom engage with this RFI to strongly consider presentations of their resources, capabilities, and project insight to MVA leadership at the Department of Health and Hospitals, located in downtown Baton Rouge. A presentation may be made in lieu of a written response to an RFI, though written indication that a presentation is forthcoming is requested.

Agency Overview

The Medical Vendor Administration (MVA) oversees all operations related to implementing the state of Louisiana's Medicaid program, in accordance with federal guidelines from the Centers for Medicare and Medicaid Services (CMS). The mission statement of MVA is: "To respond to the health needs of Louisiana citizens by developing, implementing, and enforcing administrative and programmatic policy with respect to eligibility, licensure, reimbursement, delivery of service models, and monitoring of health care services, in concurrence with federal and state laws and regulations." MVA currently has approximately 1,200 staff members, with additional contractor support.

The Eligibility Field Operations Section within MVA is responsible for the timely processing of the initial and on-going applications for Medicaid eligibility in accordance with federal and state regulations. The Eligibility Policy Section develops and implements eligibility policies, and provides direction and guidance statewide. The Eligibility Systems Section develops and maintains system programming to identify and classify Medicaid eligible applicants for federally funded programs, and also designs and maintains hardware and software solutions statewide. The Eligibility Supports Section handles forms and applications, as well as serving as a liaison between local offices and centralized units for Newborn Eligibility Requests, Customer Service Unit, and the Strategic Enrollment Unit.

There are four major systems covered in the online manuals: the Medicaid Eligibility Data System (MEDS), the Application Suite, the Electronic Case Record (ECR), and Notices. MEDS is the mainframe eligibility determination system that houses recipient records and program logic used by field analysts. The Application Suite is a Microsoft Windows-based ancillary support system for MEDS further used in rendering determinations of eligibility. The ECR is a paperless workflow case log of all activities and documents received regarding a particular recipient or assistance unit (household). The Notices system allows Medicaid field analysts to automatically generate and deploy notices to applicants and recipients via postal mail. The Application Suite, ECR, and Notices are all maintained by the University of New Orleans.

Project Overview

Objectives/Anticipated Deliverables

1. Provide MVA Eligibility staff with a customized software solution designed to deliver state policy and procedure information into efficient, user-friendly online manual web content.
2. The system shall incorporate both increased functionality, and design that conforms to contemporary best practices regarding human interface design as defined by W3C, Section 508 Compliance best practices, and other applicable industry standards.
3. Solution must allow seamless interaction between three independent but interrelated content modules: policy, operations procedure, and technical instruction. Some means must be used to readily and easily differentiate between the content types, such, as but not limited to: colors, fonts, shapes, and style sheets.
4. Design and/or implement an intelligent search feature and interactive table of contents which allows users to easily navigate through the online manual.
5. Create a versioning history mechanism documenting the deployment, date, duration, and accessibility for any and all educational content. This material must be made available through a reporting feature with filters for each of the above criteria, in addition to any other features which the vendor deems beneficial based on previous project experience.
6. Integrate a content access tracker into the solution such that training priorities for Medicaid Eligibility Field Analysts might be guided based on access patterns; this material should be made available with a customizable reporting feature made available to MVA senior administrators.

RFI Requirements Process

Participation in RFI

All vendors interested in participating in this RFI should either send one (1) electronic copy on optical media and five (5) hard copies of their response, or a desire to give a presentation, or both, to:

Sherry Elson
Eligibility Support Section
Medical Vendor Administration
Louisiana Department of Health and Hospitals
628 North Fourth Street, 6th Floor
Baton Rouge, Louisiana 70802
Phone: (225-342-6378)
Email: Sherry.Elson@la.gov

Liabilities of Agency

This RFI is only a request for information about potential products / services and no contractual obligation on behalf of the Louisiana Department of Health and Hospitals Medical Vendor Administration whatsoever shall arise from the RFI process.

This RFI does not commit the Louisiana Department of Health and Hospitals Medical Vendor Administration to pay any cost incurred in the preparation or submission of any response to the RFI.

Confidentiality and RFI Ownership

RFI Ownership: All responses to the RFI will become the property of the Louisiana Department of Health and Hospitals Medical Vendor Administration and will not be returned.

Response Format

While vendors are encouraged to adopt those format conventions they feel will best serve their presentation of the information requested by MVA, the following format matrix serves as a general guideline of helpful information sought by MVA in vendor described solutions.

Question	Response
Vendor Information	
Name of person responsible for the information contained in this RFI	
Telephone number Fax number Email address Web page	
Have you previously implemented a system for a state agency of similar size to MVA? If so, when, where, and for whom?	
Have you implemented a system of similar scope for any state agency? If so, when, where, and for whom?	
If you have teamed up with other vendors in the past to perform this type of project, how many projects have you completed with this partnership?	
What is the total number of installations of the version of the software described in the RFI response carried out by your organization?	
Describe any third party alliances, relationships, or dependencies.	
Please provide information on your software development life cycle and implementation methodology.	Attach as required.
What documentation is provided with the described software/system and in what format?	
What percentage (roughly) of your software is written by your organization and what percentage acquired from a third party?	

Question	Response
System Administration	
What type, and of what complexity are related system administration roles?	
What would be the technical administration requirements of the described solution for MVA?	
What do you anticipate would be the business support requirements for MVA?	
Training / Anticipated Learning Curve	
Do you offer formal user training, such as classes or online training?	
Do you offer informal user training, such as in situ tutors?	
What types of courses do you run and what are their durations?	
What level of training would you recommend?	
Describe any training materials offered.	
What is the anticipated learning curve for reports users?	
What is the anticipated learning curve for technical administrators?	
Infrastructure Requirements	
Minimum Requirements	Attach as required.
Recommended Requirements	Attach as required.
Requirements for future scaling.	Attach as required
Client Capabilities & Requirements	
Does your software integrate with Active Directory?	
Does your software facilitate the setting of thresholds and provide alerts to users? How?	

Question	Response
Name all browsers that your systems have known compatibility with, including version history.	
Will your product work from a mobile device? Define limitations such as OS and functionality differences from desktop clients.	Attach as required.
Is the product accessible from the internet? What is required to deliver it?	
What kind of security protocols are implemented for the product? Both from encryption and authentication/authorization perspective.	
What kind of self service capabilities does the product have?	
Third Party Integration	
Name all third party products required to meet the criteria described in this RFI.	
Does your system provide APIs/Web services?	
Does your system allow for external calls on exposed methods?	
Consulting Services	
Describe your recommended engagement/scope of work to implement your software at MVA	Attach as required.
Are you currently providing operational services in any other states or private sector for a system of this kind? If so, please provide details.	
Have you provided consulting or professional services to MVA in the past?	
Describe your experience with state Medicaid and/or HIPAA data?	
Detailed Cost Model	

Question	Response
Cost estimate of scoped requirements; please include an itemized budget narrative.	
What is included?	Attach as required.
What is not included?	Attach as required.
Is there anything that would require an additional or third party purchase to meet the requirements outlined in this RFI?	Attach as required.
Support offered? (Hours, methods of contact)	
What is your annual maintenance?	
What is your expected product life cycle?	
What is your licensing model and prices (if applicable)?	