RFP 2023 ATTACHMENT DD REQUIREMENTS MATRIX

Code	Condition	Description
S	Standard Function	The proposed system fully satisfies the requirement as stated. The vendor must explain how the requirement is satisfied by the system.
W	Workflow or System Configuration Required	Current functionality of the proposed system exists in the system and can be modified by a system administrator to meet this requirement.
M	Modification Required	The proposed system requires a modification to existing functionality to meet this requirement which requires a source code modification. The system will be modified to satisfy the requirements as stated or in a different format. The vendor must explain the modifications and include the cost of all modifications above and beyond the base cost in **Attachment K, Project Costs** .
F	Planned for Future Release	This functionality is planned for a future release. The vendor must explain how the requirement will be satisfied by the system and when the release will be available.
C	Custom Design and Development	The proposed system requires new functionality to meet this requirement which requires a source code addition. The vendor must explain the feature and its value, and include any cost above and beyond the base cost in **Attachment K, Project Costs** .
N	Cannot Meet Requirement	The proposed system will not satisfy the requirement. The vendor must explain why the requirement cannot be satisfied.
O	Other Software	If the requirement is to be satisfied through the use of a separate software package(s), vendors must identify those package(s) and describe how the functionality is integrated into the base system.

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
1	Business	Application and Enrollment	General	Exchange Infrastructure (Security)	The solution shall provide role-based access control to allow users to perform certain operations assigned to specific roles (e.g., Case Managers, Individuals, Brokers, and Navigators).	S	The Web portal uses role-based access control capabilities that limit the specific data sets and features available to any single role. Most consumer users are automatically assigned to a single role, e.g., Individual, Employer, Employee, and Member. Internal, administrative users may be assigned to multiple roles to deliver comprehensive access to the features and data sets needed. Please refer to Proposal Tab VI Section 4, System Requirements, specifically Proposal Section VI.2.2, Business Overview for a detailed discussion of our approach to business functionality for the Individual requirements.	790, 938, 1086
2	Business	Application and Enrollment	Pre-Screening	Eligibility and Enrollment	The solution shall provide Individuals and authorized representatives with the option to complete pre-screening for eligibility for State health plans through a real-time interface with the HCR Eligibility Rules Engine with the option for anonymous screening.	M	The HIX Solution Suite is designed to support integration with an external eligibility engine and provides pre-screening options. Integration with the Nevada HCR Eligibility Rules Engine will require some modifications to source code based on the final design for this function; however, this modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
3	Business	Application and Enrollment	Pre-Screening	Customer Relations	The solution shall provide an ~~expert-level~~ pre-screening function to Navigators, Brokers, and Case Workers. **(Deleted per Amendment No. 1, dated April 13, 2012)**	S	The HIX solution Suite provides the same eligibility pre-screening tools offered to individuals and businesses to assist their clients with enrollment into the appropriate program.	790, 938, 1086
4	Business	Application and Enrollment	Pre-Screening	Eligibility and Enrollment	The solution shall indicate whether an applicant is already enrolled in a publicly subsidized health coverage program.	S	The HIX Solution Suite maintains and displays the current enrollment information available for a properly authenticated User. Since PII and PHI security must be maintained, user authentication must be successfully completed. Consequently, anonymous users will not have this capability. The permission rights of Call Center Reps., Case Workers and Tier-2 Support would have these capabilities. When an applicant attempts to apply for any coverage and the system detects the applicant already has active coverage, then the applicant is redirected to the active coverage and make any adjustments allowed by the business rules engine.	790, 938, 1086
5	Business	Application and Enrollment	Pre-Screening	Eligibility and Enrollment	The solution shall present a more detailed level of screening questions to be addressed at the option of the Individual.	S	The HIX Solution Suite will allow an Individual to optionally submit more detailed information beyond its normal eligibility and enrollment "dialogue".	790, 938, 1086
6	Business	Application and Enrollment	Intake and Application	Exchange Infrastructure	The solution shall interface with the HCR Eligibility Engine to display eligibility information for Nevada subsidized and commercial health plans available through the Exchange.	M	The HIX Solution Suite is built to integrate with an external business rules engine (Blaze Engine). Integration with the Nevada HCR system will require some modifications to source code. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
7	Business	Application and Enrollment	Intake and Application	Exchange Infrastructure	The solution shall interface with the HCR Rules Engine to display eligibility information and supporting data for the Advance Premium Tax Credit.	M	While our HIX Solution Suite has the business rules and workflow engine to support notification and application of subsidy and tax credits, we will work with SSHIX to finalize the specific rules based on the Exchange's requirements and final guidance from HHS. If subsidized Individual AHBE QHPs are to be tracked by external, state-operated solutions, the HIX Solution Suite requires integration with those external State-operated solutions. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
8	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall process the Advance Premium Tax Credit amount provided by CMS/IRS and update the account.	S	Our HIX Solution Suite inherently understands how to handle Advance Premium Tax Credits (Premium Subsidies) on Individual coverage. Whether calculated by our own system or via the HCR Eligibility Engine, the HIX Solution Suite will aggregate all premium subsidies due from all active Individual coverage for the billed month into a monthly invoice and send the invoice to the appropriate government agency. Our A/R system will track and wait for payment. Upon payment, our financial module properly disburses those monies to Carriers. In addition, our solution correctly handles any adjustments related to monthly coverage changes that may generate associated monthly premium changes which thereby cause either increases or decreases in the subsidy monies due from government agencies. Finally, these capabilities include the proper billing, invoicing and other financial activities for the "net" premium due from the Individual as a result of the premium subsidy.	790, 938, 1086
9	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide Individuals with the option to accept a lower Advance Premium Tax Credit.	F	This feature follows UX 2014 guidance and is planned for the next major release.	790, 938, 1086
10	Business	Application and Enrollment	Intake and Application	Customer Relations	The solution shall allow Case Workers, Individuals, Brokers, and Navigators to view alerts regarding the need to recalculate the tax credit when needed.	M	Changes in tax credits will be re-calculated only during renewals, reinsurance, and re-eligibility. At such time alerts would be sent to the appropriate individuals. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086

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11	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide the capability for an Individual to identify the source of information used to determine eligibility.	M	The HIX Solution Suite has the ability to display and communicate the source of the eligibility determination, either electronically or in print. This deliverable will be fulfilled via our integration with the HCR platform. Eligibility determined outside of the standard integration between SSHIX and the BOS would not be in scope. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
12	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide individuals with the ability to acknowledge an eligibility determination.	S	The HIX Solution Suite includes a mechanism to track an Individual's viewing and acknowledgment of their eligibility determination.	790, 938, 1086
13	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall allow Case Workers to submit case for eligibility determination outside of the standard workflow.	S	The HIX Solution Suite allows Users with the correct User Role, such as Case Workers, to manually initiate a cases' eligibility determination. In addition, the Case Worker may override the system-generated eligibility determination. To enabled the eligibility override mode, the Case Worker is first authenticated using his/her password and the system requests text describing the reason for the override action. The Case Worker's identity is associated with the eligibility override action as well as date and time of the action.	790, 938, 1086
14	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment, Policy Management	The solution shall send real-time, automated notifications and written notices to Individuals of CMS determinations of exemption status, and update accounts accordingly.	S	The HIX Solution Suite sends real-time, automated notifications via email and notices to individuals of CMS determinations of exemption status and will update accounts accordingly. All e-communications are performed through our HIPAA-secure system to preserve confidentiality by notifying participants through secure email about information available to them through the Web portal.	790, 938, 1086
15	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide the ability to generate online and written notification of the result of an Individual's eligibility determination, including the basis for denial if denied coverage.	S	The HIX Solution Suite provides eligibility notifications, with explanatory text, to Individuals and their "cases". These notifications can be viewed "online" in addition to being transmitted via email or postal mail as may be configured.	790, 938, 1086
16	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide electronic notification to CMS of the result of an Individual's eligibility determination.	F	Sending notifications to CMS for the results of Individual eligibility determinations are planned for future release when more detail by CMS describes how information exchange packages of the Health Domain within NIEM is provided.	790, 938, 1086
17	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall send notifications to the Individuals, alerting them to submit required eligibility or verification information.	S	The HIX Solution Suite sets, sends, and displays notifications concerning their actions to establish their eligibility and to complete the enrollment workflow.	790, 938, 1086
18	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall send notifications to the Individuals who have not completed their applications informing them of the expiration date.	S	The notification subsystem sends notifications when incomplete actions are approaching a cutoff date, such as enrollment dates. Finally, notifications are sent when cutoff dates have expired.	790, 938, 1086
19	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall send notifications to the Individuals, Case Workers, Brokers, and Navigators of changes to Individuals' applications.	S	Based on the business rules agreed to by the Exchange, our system would be able to send notifications to appropriate users based on an application status change. Typically this notification is sent when an application is changed to approved, declined, alternative offer, or pending item request.	790, 938, 1086
20	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall send notifications to the Individuals regarding the enrollment process and the status of their application.	S	The HIX Solution Suite sets, sends, and displays notifications concerning individuals' actions to establish their eligibility and to complete the enrollment workflow.	790, 938, 1086
21	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall determine if users requesting new access already have system access, assist known Individuals in recovering login information, and assist new Individuals in setting up access	S	Creation of new user accounts includes capturing unique facts (email addresses, phone numbers, driver license numbers, etc.), as a means to avoid duplicates for the same individual. Our solution includes self-serve "forgot-password" features where users provide answers to questions previously selected and answered. The system can also send password-reset emails using the email address already associated with a user's account. Additionally, we include click-to-chat or click-to-call features that enable personal assistance via call center staff.	790, 938, 1086
22	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide for the management of the Individual's application intake process, including viewing, updating and displaying the Individual's and household's eligibility history to authorized users.	S	The assignment of "authorized users" to the management of Individual application is provided via the creation of a User Group with sufficient permission to perform these activities and then assign select "users" into that User Group with those permissions.	790, 938, 1086
23	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall use a single State-specified client identifier for all solution functions and interfaces, and provide cross-referencing to other system identifiers where required.	S	Our Case Management module understands how to associate system identifiers from outside systems against our own Case IDs as a strategy to enable inter-system Case information flow between disparate systems.	790, 938, 1086
24	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide a consolidated online application for all programs offered through the Exchange, including but not limited to Medicaid, Nevada Check Up, BHP, and commercial health insurance subsidies.	S	The HIX Solution Suite uses business rules, either internal or external, to drive the web-portal's solicitation and validation of any required data to derive program eligibility. It is assumed that the rules engine will properly emit the necessary directives to cause the web portal to prompt and accept information needed by all or any single "program".	790, 938, 1086
25	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall intake applicant information required to determine eligibility for publically subsidized health coverage programs offered through the Exchange.	S	The HIX Solution Suite uses business rules, either internal or external, to drive "eligibility" or "ineligibility" of an applicant for participation in subsidized or non-subsidized QHPs in the Exchange.	790, 938, 1086
26	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall route applicant data to the HCR Eligibility Engine to determine eligibility for publically subsidized programs and commercial health coverage programs offered through the Exchange.	M	This deliverable will be fulfilled via our integration with the HCR Eligibility Engine. Eligibility determined outside of the standard integration between SSHIX and the BOS would not be in scope. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086

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27	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide the capability to identify Navigators and Brokers if they are completing applications on behalf of an Individual.	S	Our Case Management module logs when "another" entity, (Case Workers, Brokers, Navigators, Call Center), views or updates any Case information. The system also logs the date and time and tracks for historical data reporting.	790, 938, 1086
28	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall have the capability for the Individual to attest that any information provided by a Navigator or Brokers is accurate.	S	An Individual's "attestation" or "acknowledgment" for information inputted by Brokers or Navigators on their behalf is achieved when they "submit" the application for enrollment and submit their payment.	790, 938, 1086
29	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall allow continuance of the application process for Individuals without an SSN (e.g. newborns and undocumented Individuals).	S	The Case Management module uses business rules, either internal or external, to drive the solicitation and validation of information for Individuals and their dependents. By establishing those rules, SSHIX may strengthen or relax the entry of valid SSNs as may be needed.	790, 938, 1086
30	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall display an Individual's eligibility and subsidies under all tiers of QHP benefits through an interface with the HCR Eligibility Engine.	M	This deliverable will be fulfilled via our integration with the HCR Eligibility Engine. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
31	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide the capability for an Individual to indicate various types of potential exemptions through the single, integrated application process.	S	The Case Management module uses a business rules engine, either internal or external, that will drive the solicitation of the various conditions that would exempt an Individual from the Individual mandate.	790, 938, 1086
32	Business	Application and Enrollment	Intake and Application	Customer Relations	The Service Center shall process documents received in the mail, via facsimile, web portal, and/or email.	S	The Service Center processes and scans hardcopy documents as images into the Document Management (Doc. Mgmt.) module. Fax images, uploaded documents and emails flow into Doc. Mgmt. All content in Doc. Mgmt. is then scanned using OCR technologies and indexed for association with Individual and SHOP Cases. Subsequent document workflows are enabled to process the images as needed.	790, 938, 1086
33	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall allow qualified Native Americans to switch plans on a monthly basis.	M	This requirement can be accommodated with modifications to the enrollment and renewals flow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
34	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide the capability to eliminate all cost-sharing for Native Americans enrolled in any QHP through the Exchange whose household income is less that 300 percent FPL.	S	Our HIX Solution Suite's Web portal automatically alters the display of QHP benefits to indicate no cost-sharing when Native American household income is below 300% of the relevant FPL amount, as determined by the business rules.	790, 938, 1086
35	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall allow for the indication / determination of an applicant's membership in a Native American tribe, as defined by the ACA as well as Medicaid.	S	Via the use of the business rules engines driving the solicitation and validation of Individual's information, the Native American status for every Individual is requested and captured.	790, 938, 1086
36	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall provide the capability to adjust the calculation of MAGI with allowed exclusions for qualified Native Americans per the ACA regulations.	S	Our HIX Solution Suite will apply the correct exclusions for MAGI calculations for qualified Native Americans' health care benefits using calculation logic defined via the business rules engine.	790, 938, 1086
37	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution will distribute and collect, through a range of mediums, individual, employer, and employee enrollment forms.	S	Our enrollment processes accept online enrollments, paper-based enrollment mailed to us, or faxed enrollment forms sent to dedicated fax servers. The inbound paper enrollment forms are handled in secure mailrooms, using defined workflows, where they are scanned as images. Indexing information is extracted, the document image is indexed to the correct applicant, and the enrollment form is archived. Faxed enrollment forms are automatically received as images. They proceed through index information extraction and document indexing workflow steps.	790, 938, 1086
38	Business	Application and Enrollment	Intake and Application	Eligibility and Enrollment	The solution shall indicate individuals determined eligible for Medicaid and CHIP who access coverage through the BOS.	S	The HIX Solution Suite, using the results returned by the HCR Eligibility Engine, will display an individual's eligibility for Medicaid and CHIP within the Web Portal.	790, 938, 1086
39	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall ask knowledge-based ID questions based on data gathered from external data sources to facilitate authentication of identity.	S	The HIX Solution Suite is designed to request several different facts to cross-validate the identity of an Individual using Home ZIP Code, Home Phone Number, Date of Birth, SSN, Driver's License, etc.	790, 938, 1086
40	Business	Application and Enrollment	Verification	Eligibility and Enrollment Customer Relations	The solution may request proof of identity from Individuals, Brokers, and Navigators (driver's license, passport) if a higher level of trust is required.	S	The HIX Solution Suite uses business rules (internal or external) to request facts such government IDs as required. The rules may also require the submission of documents, in either electronic or hardcopy, which may require review and approval by Exchange personnel. The Customer Relations module is designed, in part, to request and approve state-issued broker licenses or navigator certifications that are manually validated by Exchange personnel via a State agency. Once a broker enters his or her license information, this information can be automatically matched against a State-sponsored database for validation. Should the SSHIX require navigators to become licensed or otherwise obtain State certification, this platform would be able to track this information and make it available to users of the Exchange.	790, 938, 1086
41	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall validate Individual application information for completeness of data and prompt the Individual for additional information, if applicable.	S	The HIX Solution Suite uses business rules, either internal or external, to drive the web-portal's solicitation and validation of any required data to derive eligibility or calculate facts such as premium subsidies. It is assumed that the HCR Eligibility Engine will detect conditions that require additional information to be requested as may be needed.	790, 938, 1086

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42	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall be able to gather and display Individual and household eligibility data from external sources.	M	Assuming NOMADS is the data source of truth for data elements intended to be included in this requirement, current scope of agreed upon interfaces meets this requirement. The HIX Solution Suite is designed to comply with the requirement that income and citizenship information is validated via an external, Federal Data Hub. If additional external data sources are needed in lieu of Federal Data Hub, additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.	790, 938, 1086
43	Business	Application and Enrollment	Verification	Eligibility and Enrollment	Requirement Eliminated during negotiations.			
44	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall allow for a manual verification process when the federal hub verification service is not available through the business rules engine.	S	The HIX Solution Suite maintains a condition for each Individual that captures whether inputted information has been validated using external sources, such as the federal hub, or via manual validation performed by Users. These Users would be assigned a User Role (Case Workers) whose authorized features allow the manual validation activities.	790, 938, 1086
45	Business	Application and Enrollment	Verification	Eligibility and Enrollment, Customer Relations	The solution shall support a dispute process.	S	The HIX Solution Suite is designed to provide an appeal process for disputed eligibility determinations as well as inaccurate, outdated income information.	790, 938, 1086
46	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide capability to manually update incarceration status based documentation provided by the Individual (e.g. release papers).	S	Similar to all inbound documents, whether hardcopy, faxed, emailed or uploaded image via the web, the incarceration status is associated with the Case and entered into a workflow. Exchange personnel or Case Workers can perform a subsequent review of the documentation and revise the incarceration status as needed. Subsequent notifications to the Case can also be sent.	790, 938, 1086
47	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall produce an immediate on-screen notification of a positive incarceration data match, and allow the Individual of ability to provide alternate documentation or an attestation of incarceration status.	S	The Web portal, via the HCR Eligibility Engine's access to the federal data hub, detects multiple conditions that mark a Case as ineligible, including incarceration status. All ineligible conditions will provide the User with an appeal process requesting eligibility review and allows document submission. Normal workflows, administrative reviews, overrides and notifications will apply to complete the transaction.	790, 938, 1086
48	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall update accounts with the verification results as appropriate.	S	The administrative review by Exchange personnel or Case Workers enable updates to accounts as enabled by permissions derived from User Roles assigned.	790, 938, 1086
49	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide capability for an Individual to confirm income data from external sources.	S	The HIX Solution Suite is designed to comply with the requirement that income and citizenship information is validated via an external, Federal Data Hub.	790, 938, 1086
50	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall be able to verify information needed to evaluate eligibility for Nevada subsidized health plans.	M	The HIX Solution Suite uses business rules, either internal or external, to drive the web-portal's solicitation and validation of any required data to derive eligibility or calculate facts such as premium subsidies. It is assumed that the HCR Eligibility Engine will detect conditions that require additional information to be requested as may be needed. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
51	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide the ability for Individuals to submit images of documents required for eligibility verification.	S	The HIX Solution Suite allows for users to upload documents via the Web portal. Additionally, documents are also accepted via e-mail. Regardless of the delivery method, upload or e-mail, these images are processed via our Document Management system to ensure that proper indexing and business rules are applied.	790, 938, 1086
52	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall generate online or written requests to Individuals for additional documentation of annual / monthly income, allow electronic submission of documents, link to accounts, and track follow up activities.	S	The HIX Solution Suite uses business rules, either internal or external, to solicit and accept "documents" in either electronic or hardcopy formats that will be associated to an Individual or Small Group Case. Such documents can be marked as either mandatory or optional for enrollment as well as marked to require manual review and approval by Exchange Administrative personnel or state Case Workers before enrollment is allowed to proceed.	790, 938, 1086
53	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall allow Case Workers, Brokers, and Navigators to view, save, and print Individual verification documents that have been up-loaded to a case.	S	The HIX Solution Suite allows Users to view the information and documents associated to Individual and Small Group Cases based upon the access rights associated to their assigned User Roles. Case Workers, Brokers and Navigators have access rights to Individuals and Small Group Cases but with different scope. Case Workers have the scope to view, save and print any Individual or Small Group Case's information or documents while Brokers and Navigators may only access Cases associated to them for specific policy periods.	790, 938, 1086
54	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall have the ability to allow designated users to confirm, notate and mark active/non-active status of verification documents and verification results.	S	The Web portal allows Exchange personnel or Case Workers to view, confirm, notate and mark active or non-active status on verification documents via permission rights associated to a User Role with this feature. The intent of these action is to make an Individual's participation in the SSHIX eligible or ineligible.	790, 938, 1086

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55	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide the ability to allow Case Workers, Individuals, Brokers, and Navigators to provide alternative verification through multiple methods.	S	The Web portal allows Exchange personnel or case workers to directly revise the status of a case to "eligible" or "ineligible" for participation in the Individual Exchange via permission rights associated to a user role with this feature. This feature generates an entry into an auditable log file with the case workers ID, date, time, reason code, and free form text/note. These features are not available to individuals, brokers, or navigators since they will not be assigned the user role allowing this feature.	790, 938, 1086
56	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide the ability to allow Individuals to view, confirm, dispute and submit corrections to verification results.	S	The Web portal allows Individuals to submit new verification documents for review or allow updates to existing, "active" verification documents that have not already been "closed" or "non-active".	790, 938, 1086
57	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide individuals the ability to have a reasonable opportunity (90-day period under PPACA) to address inconsistencies reported by external entities (i.e. income, citizenship, etc.)	S	The HIX Solution Suite provides the capability to support end-to-end appeals processing on behalf of applicants. All applicants have the ability to address inconsistencies with regard to CCIIO verification or HCR Eligibility Engine determinations.	790, 938, 1086
58	Business	Application and Enrollment	Verification	Eligibility and Enrollment	The solution shall provide capability for an Individual to indicate or attest to affiliation with recognized Native American tribe during the application process, request verification and update the individual account with verified information.	S	The Web portal provides an ability for an Individual to electronically "attest" to his/her affiliation with a recognized Native American tribe or request the submission, review and approval of additional documentation. These capabilities are enabled via the rules engine's detection of the Native American tribe condition and its subsequent requests to the web portal for attestation or documentation.	790, 938, 1086
59	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall initiate the plan selection and enrollment process when an Individual has been determined eligible for an Advance Premium Tax Credit.	S	Once the HIX Solution Suite's Web portal has determined an Individual is eligible for any health care coverage and finds available QHPs for the Individual, Individuals can view, compare and select eligible QHPs and begin enrollment processes using intuitive, best-of-breed web designs. These capabilities are available regardless of whether the Advanced Premium Tax Credit is available or not.	790, 938, 1086
60	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall provide an interface with Carriers to generate new enrollments under the Federal Basic Health Option.	W	Carrier interface capability using EDI 820 and 834 documents is standardly available but must be configured for state-specific Carriers.	790, 938, 1086
61	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall generate and on-screen notification to Individuals regarding eligibility for enrollment periods.	S	The HIX Solution Suite, using the HCR Eligibility Engine or its own internal rules engine, will display an individual's eligibility during any program's enrollment periods.	790, 938, 1086
62	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall initiate plan selection and enrollment process if an Individual has been determined eligible to select an unsubsidized QHP.	S	The HIX Solution Suite, using the HCR Eligibility Engine, first determines an individual's eligibility for any subsidized health care coverage. If ineligible for subsidized coverage, it attempts to determine unsubsidized eligibility within the Individual (AHBE) Exchange and associated QHPs.	790, 938, 1086
63	Business	Application and Enrollment	Enrollment	Shop and Compare, Eligibility and Enrollment	The solution shall support the entire enrollment process from display of plan choices through enrollment.	S	The HIX Solution Suite provides a Web portal with complete capabilities to determine eligibility, display and compare QHPs, capture family coverage selections, display Premiums due net of any Premium subsidies, display the correct Cost-sharing reduction benefit amounts, select QHP for enrollment, solicit and accept the first month's premium due, solicit and capture any necessary documentation, and transmit enrollment data to Issuers/Carriers.	790, 938, 1086
64	Business	Application and Enrollment	Enrollment	Shop and Compare, Eligibility and Enrollment	The solution shall display general information on available health plans and allow plan selection.	S	The HIX Solution Suite's web portal displays available, eligible QHPs and allows QHP selection.	790, 938, 1086
65	Business	Application and Enrollment	Enrollment	Shop and Compare	The solution shall support searches based on predefined criteria, such as geographic region, covered services, availability, plan certification status, participation of specific providers, cost, benefits, quality and consumer satisfaction ratings.	S	The HIX Solution Suite's web portal provides extensive search criteria and filtering features to assist in the presentation and comparison of eligible QHPs to prospective Individual Consumers. The Web portal displays, for every eligible QHP, the Plan's "minimum essential benefits" and coverage, detailed Premium and cost sharing information, satisfaction and quality ratings, the QHP's medical loss ratio associated with the "metal tier" and allow searching for Providers associated with the QHP.	790, 938, 1086
66	Business	Application and Enrollment	Enrollment	Shop and Compare	The solution shall provide the ability to refine search/display criteria.	S	The HIX Solution Suite's Web portal provides extensive search criteria and filtering features to assist in the presentation and comparison of eligible QHPs to prospective individual consumers.	790, 938, 1086
67	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall allow individuals to view comparative information on all available health plans, including premium and cost-sharing information; summary of benefits and coverage; plan level; satisfaction and quality ratings; medical loss ratio coverage; and a provider directory. The Individual shall be able to select top plans for side-by-side comparison.	S	Individuals can review each aspect of available offerings one at a time or compare multiple plans at once. High-level information is available for each plan with the option of drilling down for more detail simply by clicking on the plan. Though attributes displayed are configurable by the SSHIX, typical attributes selected for display include name of the plan, health carrier, deductible, coinsurance, and monthly payment amount.	790, 938, 1086
68	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall allow individuals to save a selected health plan (shopping cart), retrieve it, and continue enrollment of the Individual and other members of the household.	S	The HIX Solution Suite will allow Individuals with User Accounts to save their personal and family coverage facts and save selected QHPs into a "cart" that can be retrieved and manipulated during multiple visits to the web portal. These activities are available after the Individual has "logged in" using their unique Username and Password.	790, 938, 1086
69	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall allow individuals to select health plans and aggregate enrollment information for all household members and view selected health plans.	S	The HIX Solution Suite maintains for Individuals with User Accounts all enrollment information for all household members using the "cart" facility.	790, 938, 1086

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
70	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall initiate and complete the enrollment process upon selection of the health plan(s).	S	The HIX Solution Suite provides a Web portal with complete capabilities to determine eligibility, display and compare QHPs, capture family coverage selections, display Premiums due net of any Premium subsidies, display the correct Cost-sharing reduction benefit amounts, select QHP for enrollment, solicit and accept the first month's premium due, solicit and capture any necessary documentation, and transmit enrollment data to Issuers/Carriers.	790, 938, 1086
71	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall transmit all information necessary for enrollment to QHPs or State health plans, including plan-specific enrollment data, application of tax credits and cost-sharing reductions.	S	The membership system uses standardized EDI feeds to transmit enrollment information to QHP Issuers. Transmission of tax credit and cost-sharing reductions are pending guidelines from HHS.	790, 938, 1086
72	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall require a real-time confirmation of receipt of enrollment information from QHPs and State health plans.	S	The use of standardized EDI feeds includes adoption of the 999 acknowledgement feed flowing back from the target QHP Issuer.	790, 938, 1086
73	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall allow individuals to select primary care providers from their health plan.	S	The web portal allows an Individual or Employee to designate a primary care provider during enrollment.	790, 938, 1086
74	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall maintain records of all QHP enrollments made through the solution and submit enrollment information to State and federal agencies at required time frames.	S	The membership system uses the standardized EDI feed to transmit enrollment information to State and federal agencies during specified time frame using full or incremental data sets.	790, 938, 1086
75	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall allow for and record dis-enrollments and terminations initiated through electronic notifications from plans or Individual's request for voluntary disenrollment.	M	The membership system accepts an individual's request for voluntary disenrollment via Web portal input. However, there is no capability for electronic notifications from plans which may cancel coverage for facts unknown to the HIX Solution Suite. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ State's response: The carrier will provide disenrollment information, including reason codes, in x12 ANSI 834 5010 format, inclusive of Xerox companion guide requirements. Change to an M.	790, 938, 1086
76	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall allow for and record dis-enrollments and terminations due to lack of premium payment.	S	The membership system can automatically terminate coverage for failure to pay amounts due in a timely manner. Coverage termination workflows include the notifications sent to the covered Individual or Employee before coverage is cancelled.	790, 938, 1086
77	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall generate electronic notifications to QHPs of voluntary disenrollments initiated through the Exchange.	S	The membership system includes features in the web portal for Individuals to disenroll from their coverage.	790, 938, 1086
78	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall reconcile enrollment information with QHPs and State plans at least monthly by generating a report of current enrollments to plans, processing data received from plans and addressing discrepancies.	M	The membership system accepts an individual's request for voluntary disenrollment via Web portal input. However, there is no capability for electronic notifications from plans which may cancel coverage for facts unknown to the HIX Solution Suite. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ The parties agree that if discrepancies occur between the Carrier information and the Solution, Contractor will work with the Carrier to resolve issues, with the support of the Exchange staff.	790, 938, 1086
79	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall allow for and maintain changes in QHP and State insurance plan enrollment during open enrollment and special enrollment periods.	S	The HIX Solution Suite has comprehensive tracking of QHP plan enrollments via all activity captured within its web portal. The Access NV website and associated solutions will capture enrollment activity for State insurance plans such as Medicaid, CHIP, Basic Health, etc. If the HIX Solution Suite must track these 'state' plan's activity as comprehensively as it does for its own QHPs, then integration must be created with Access NV.	790, 938, 1086
80	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	Individuals shall have the ability to either accept, refuse or take a reduced Advance Premium Tax Credit when enrolling. The solution will generate on-screen and written notifications to Individuals selecting credits of the possibility of tax penalties or liabilities at time of tax filing.	S	The web portal calculates and displays appropriate Premium subsidies during QHP selection. During enrollment, the web portal allows Individuals to accept, refuse or reduce the calculated Premium subsidy amounts to be applied to determine their net Premium amounts due. The web portal will include, among a broad array of educational material, a description of tax penalties or liabilities that may arise during tax filing.	790, 938, 1086
81	Business	Application and Enrollment	Enrollment	Financial Services	The solution will direct an Individual who has selected a plan to carrier-specific specific instructions on payment remittance for monthly premiums.	M	The HIX Solution Suite's Financial module automatically invoices consumers for Monthly Premiums and Fees due, accepts their direct Payments via the web portal and disburses Premiums to Carriers and commissions to Agents and Brokers. In addition, the Financial module automatically "invoices" the federal agencies for the Premium subsidies due and combines those monies to send Carriers their full monthly Premiums, not the net monthly Premiums. These centralized financial activities reduce the administrative burden on Carriers and simplifies tracking of inforce coverage to payment status. Introducing the Consumer's ability to directly pay Carriers increases complexity for the Exchange and Carriers. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ The Xerox team can provide instructions and a link to a carriers site for payments. Change to an M.	790, 938, 1086

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
82	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment	The solution shall prepare an electronic notice to CMS with a minimum dataset of information regarding each Individual's enrollment or disenrollment in a QHP through the solution.	S	The Membership module is capable of transmitting enrollment/disenrollment information using standardized feeds. Pending.	790, 938, 1086
83	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Plan Management	The solution shall allow Individuals to submit changes to plan enrollment via online or written communication.	S	This HIX Solution Suite captures plan enrollments via web portal activity and submitted documents as described elsewhere.	790, 938, 1086
84	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Plan Management	The solution shall store reported changes until the next available open enrollment period when reported changes do not qualify an Individual for a special enrollment.	S	Only qualifying events will allow special enrollments. Non-qualified events will be pended until the next enrollment period.	790, 938, 1086
85	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Plan Management	The solution shall determine whether a renewal requires enrollment into a new QHP or addition of an Individual into an existing QHP.	S	The HIX Solution Suite maintains the availability / eligibility of QHPs using effective month ranges. When QHPs become unavailable for the consumer's renewal date, the Plan Management module will not allow the consumer to renew the previous QHP. The consumer will pick other available QHPs for the renewal date which may include a follow-on QHP specifically associated to the now unavailable QHP as a "default" renewal plan.	790, 938, 1086
86	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall provide the capability to calculate a year-to-date amounts for premiums paid and monthly income for display to the Individual at time of renewal.	S	As part of the inherent features within the web portal for QHP review, compare and selection, the consumer sees monthly and year-to-date amounts for either new or renewal enrollment.	790, 938, 1086
87	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall process and update the Individual account with household income data based on data responses provided from CMS/IRS at the time of renewal.	S	The HIX Solution Suite retrieves and accepts from the Federal data hub household income data, via the HCR Eligibility's Engine interface, that can be used as default incomes during QHP renewal. Since the information from the federal data hub may be outdated, the Individual may override these default amounts. If the HCR Eligibility Engine has been instructed to compare the IRS values against the new, manually inputted values, the HCR Eligibility Engine may instruct the web portal to request additional documentation to be submitted and initiate a workflow requiring administrative review and approval before the enrollment is allowed.	790, 938, 1086
88	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	Requirement Eliminated during negotiations.			
89	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall send eligibility and enrollment information to QHP Carriers and State health plans on a State-specified frequency.	M	The HIX Solution Suite sends eligibility and enrollment information to QHP issuers and the Exchange using standard EDI feeds. The HIX Solution Suite performs these activities for State plans maintained and tracked within an external application such as Access NV through integration with the State. Implementation of this capability requires additional development and modifications to source code; however, this modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
90	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall provide the ability to open a special enrollment period for enrolling plans outside the defined enrollment period.	S	The web portal, via the business rules engine, either internal or external, will allow or disallow special enrollment periods as required.	790, 938, 1086
91	Business	Application and Enrollment	Enrollment	Eligibility and Enrollment, Policy Management	The solution shall provide the ability to track the status of, maintain and issue notifications on plan enrollment changes.	S	The HIX Solution Suite provides the audit capabilitiues on changes to all coverage facts, including plan enrollments by employees and changes to the family coverage options selected. These audit file entries can be viewed by the employee or the employer via the web portal when questions arise as to past and current employee plan enrollment status.	790, 938, 1086
92	Business	Application and Enrollment	Case Management	Eligibility and Enrollment	The solution shall provide the ability for Case Workers to verify that enrollment forms are complete and correct; verify individual, employer, and employee eligibility; and process applications for commercial insurance subsidy consumers.	S	The HIX Solution Suite allows enrollments to occur via submitted enrollment forms and not using the electronic "forms" of the web portal. Such submissions implement a workflow that requires Exchange personnel or Case Workers to review the enrollment forms and approve/decline as required.	790, 938, 1086
93	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Case Workers, Brokers, and Navigators to mark a case as a potential duplicate and associate information on different household members across cases.	S	The HIX Solution Suite's web portal allows Case Workers, Brokers and Navigators, via permissions associated to a User Role, to designate a Case as a duplicate case and thereby terminate enrollment processing only for the circumstance where no active coverage exists.	790, 938, 1086
94	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Case Workers, Brokers, and Navigators to designate cases as inactive.	S	The HIX Solution Suite's web portal allows Case Workers, Brokers and Navigators, via permissions associated to a User Role, to designate a Case as inactive and thereby terminate enrollment processing only for the circumstance where no active coverage exists.	790, 938, 1086
95	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall track compliance with program standards based on date of application submission.	S	The HIX Solution Suite tracks compliance against business rules in effect during the date of application submission.	790, 938, 1086
96	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall save application information to the Individual's account once an account is created, and accept updates to the account.	S	The HIX Solution Suite's web portal saves an Idividual's relevant personal information and application information via the creation of a secure User Account. Upon successful User login into the web portal, personal information is retrieved and can be updated as may be needed and is saved upon logging off.	790, 938, 1086

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
97	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall provide the capability to suspend an Individual's eligibility status based on incarceration status as dictated by Nevada policy.	W	Eligibility holds are a standard capability for incarceration. Any Nevada-specific policy requirements may require additional configuration.	790, 938, 1086
98	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall provide the capability for Individuals to submit changes to household income.	S	The HIX Solution Suite's Web portal accepts changes to household composition as well as income, based upon the business rules engine (internal or external) that solicits and validates changes impacting active health care coverage.	790, 938, 1086
99	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Individuals to submit changes to household composition.	S	The HIX Solution Suite's Web portal accepts changes to household composition as well as income, based upon the business rules engine (internal or external) that solicits and validates changes impacting active health care coverage.	790, 938, 1086
100	Business	Application and Enrollment	Case Management	Policy Management	The solution shall seamlessly transition enrollment and disenrollment of Individuals between subsidized health plans based on changes to household composition or income.	M	The HIX Solution Suite includes comprehensive tracking of QHP plan enrollments via all activity captured within its Web portal. For a seamless transition, conditions where coverage facts (e.g., income, alter an individual's eligibility for either an Exchange QHP or State-managed plan), comprehensive integration between the HIX Solution Suite and the Exchange's coverage management solution must exist. This is true regardless of the direction of the transition. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
101	Business	Application and Enrollment	Case Management	Policy Management	The solution shall allow individuals to choose new health plans after the re-determination process based on the new circumstances.	S	Our policy management system recognizes a collection of life events, such as marriage, divorce, child birth, etc., that allow an individual to alter his or her family coverage and thereby change the selected QHP.	790, 938, 1086
102	Business	Application and Enrollment	Case Management	Policy Management	The solution shall allow Case Workers, Brokers, and Navigators to add a narrative to a case and track and maintain changes over time in the narrative.	S	Our policy management functionality maintains a text-based log with free-form text and entry dates for every individual's case.	790, 938, 1086
103	Business	Application and Enrollment	Case Management	Policy Management	The solution shall allow individuals, Case Workers, Brokers, and Navigators to maintain and access a history of notices that have been sent to a beneficiary.	S	Our policy management functionality maintains a date-sequenced log of documents that have been sent or received for any case. These documents can be viewed by any user whose permissions allow access to the case via the Web portal.	790, 938, 1086
104	Business	Application and Enrollment	Case Management	Policy Management	The solution shall allow individuals, Case Workers, Brokers, and Navigators to maintain and access a history of a beneficiary's eligibility status over time.	S	The policy management module tracks the eligibility status of beneficiaries, known as dependents or members, that comprise the family coverage associated with an individual (subscriber).	790, 938, 1086
105	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Case Workers, Individuals, Brokers, and Navigators to add, delete or update income information.	S	The policy management module allows authorized users with access to any case the ability to make changes, such as income, as required. Most changes require knowing the specific coverage month the change(s) take effect which, in turn, may impact previously billed coverage premiums.	790, 938, 1086
106	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Case Workers, Individuals, Brokers, and Navigators to update citizenship information or immigration status.	S	The policy management module allows authorized users with access to any case the ability to make changes, such as citizenship, as required. Most changes require knowing the specific coverage month the change(s) takes effect which, in turn, may impact previously billed coverage premiums.	790, 938, 1086
107	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Case Workers, Individuals, Brokers, and Navigators to view the new determination of eligibility after the change in circumstances.	S	The HIX Solution Suite's web portal allows Users to view changes to their eligibility which occur after critical coverage facts change. The actual entry of these changes via the web portal is controlled by the eligibility results returned by the HCR Eligibility Engine. Users with sufficient permissions will be allowed to view a Case's change history.	790, 938, 1086
108	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall allow Navigators and Brokers to enter the solution via a Navigator tab and manage cases.	S	The web portal provides unique "portals" into the website that are available to specific User Groups like Individuals, Employers/Employees, Brokers, Navigators and Carriers. The specific features available to each User Group is controlled by the features and data access rights associated with their User Group/Role.	790, 938, 1086
109	Business	Application and Enrollment	Case Management	Eligibility and Enrollment, Policy Management	The solution shall update recipient data based on ~~enrollments and~~ disenrollments initiated through the Exchange or receipt of notification from Carriers, including plan selection and effective plan year.	S	The HIX Solution Suite processes all enrollments, dis-enrollments, terminations and life events impacting health care coverage status. The Financial module monitors payment status which, if consumers become excessive past due, will terminate coverage. There is no capability for Carriers to notify the HIX Solution Suite concerning enrollments or dis-enrollments of Individuals, nor change the selected QHP or the effective plan year. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ Delete "enrollments and" and change to an S. Included in price.	790, 938, 1086
110	Business	Application and Enrollment	Case Management	Eligibility and Enrollment	The solution shall allow Case Workers to enter the solution through a Case Worker tab and manage cases.	S	The HIX Solution Suite allows Brokers, Navigators, Case Workers, Exchange Administrators and Case Workers to create, edit, update participant information "on behalf of" a Employer, Employee or Individual while logging their identity to the account/case.	790, 938, 1086
111	Business	Application and Enrollment	Renewals	Policy Management	The solution shall provide the ability for Individuals to be automatically enrolled (e.g., into a default health plan) at renewal.	S	Our renewal processes automatically notify Individuals to return to the web portal so that they can accept or reject the renewal as well as update their coverage or QHP during open enrollment. By default, the existing QHP and family coverage is continued into the renewing period.	790, 938, 1086

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
112	Business	Application and Enrollment	Renewals	Policy Management	The solution shall request and allow Individuals to submit changes to eligibility data for annual renewals via online or written communication.	S	Our renewal processes automatically accepts changes made on an Individual's Case via the web portal as may be required. Submission of hardcopy documents to drive Case information changes follows a workflow process that includes scanning, OCR, image indexing and association of the scanned document to the appropriate Case. In addition, a workflow action drives a manual review of the scanned document by Exchange personnel or Case Workers to update the Individual's Case information as requested. These workflows commonly include a follow-on step which sends a notification to the Individual, via electronic or postal mail, which requests the Individual's review and approval of the changes within the web portal.	790, 938, 1086
113	Business	Application and Enrollment	Renewals	Eligibility and Enrollment, Policy Management	The solution shall process Individual responses to renew eligibility, initiate the eligibility determination process if necessary, and modify eligibility and enrollment based on responses.	S	The HIX Solution Suite's web portal can perform these actions since it processes all enrollments, dis-enrollments, terminations and life events impacting health care coverage status.	790, 938, 1086
114	Business	Application and Enrollment	Renewals	Eligibility and Enrollment, Policy Management	The solution shall provide the ability for Individuals to compare and enroll plans during renewal.	S	During the renewal process via the web portal, Individual are able to review and compare QHPs in the same manner as their initial enrollment.	790, 938, 1086
115	Business	Application and Enrollment	Appeals	Eligibility and Enrollment	The solution shall capture, track, and display disposition of appeals (including status, assignments, and relevant case notes).	S	Our Case Management module includes an appeal process whereby Individuals may submit appeals for issues such as eligibility determinations and calculation of health care subsidies. Submission of an appeal, tracking, status, notes, and outcomes are automatically administered via workflows. Additional documentation may be submitted in either electronic or hardcopy formats that will be associated to an appeal. Appeals requiring managerial review may be moved into an escalated workflow. Regardless of the action taken, the Individual is notified, via electronic or postal mail, of the current status or determination of the Appeal.	790, 938, 1086
116	Business	Application and Enrollment	Appeals	Eligibility and Enrollment	The solution shall provide the capability to refer or route appeal requests to entities outside of the Exchange as specified by the State.	W	This requirement can be managed via workflow configuration.	790, 938, 1086
117	Business	Application and Enrollment	Appeals	Eligibility and Enrollment	The solution shall generate written notices informing Individuals of an appeal decision.	S	The Web portal provides comprehensive features for appeals submission, tracking, administrative workflows, notifications, status updating, and final eligibility/ineligibility results of the appeal.	790, 938, 1086
118	Business	Application and Enrollment	Appeals	Eligibility and Enrollment	The solution shall generate a notification to CMS of completed appeal decisions.	S	This requirement can be managed as part of the workflow.	790, 938, 1086
119	Business	Application and Enrollment	Appeals	Eligibility and Enrollment	The solution shall provide the capability for Individuals to request appeals to eligibility decisions.	S	This requirement can be performed online, via mail or through the call center.	790, 938, 1086
120	Business	Application and Enrollment	Appeals	Eligibility and Enrollment	The solution shall send notifications to the Individuals regarding the appeal process and in the status of their appeal.	S	This can be managed as part of the workflow; notifications can be sent via email and US mail.	790, 938, 1086
121	Business	Plan Management	General	Program Maintenance	The solution must accept links to plans and information from Insurance Carriers, track the status, and display electronic files of marketing materials for State review, including links to websites.	S	The Web portal displays a QHP's benefit and premium information to consumers, both anonymous and with valid user accounts. When available, links can be displayed with PDF documents containing ancillary information.	819, 967, 1115
122	Business	Plan Management	General	Shop and Compare	The solution shall display QHPs and their respective plan information to consumers.	S	The HIX Solution Suite's Web portal displays available, eligible QHPs, and allows QHP selection.	819, 967, 1115
123	Business	Plan Management	General	Program Maintenance	The solution shall gather and display information from QHPs on geographic regions served, plan types, participating providers, enrollment start and end dates (multiple occurrences), quality measures, and other data.	S	The Program Maintenance module captures and reports on QHPs facts and certification status for analysis and oversight.	819, 967, 1115
124	Business	Plan Management	General	Program Maintenance	The solution shall display the current and historical certification status of all QHPs.	S	The program maintenance module captures and reports on QHPs facts and certification status for analysis and oversight.	819, 967, 1115
125	Business	Plan Management	General	Program Maintenance	Deleted as duplicate			
126	Business	Plan Management	General	Program Maintenance	The solution shall allow QHPs to provide premium information on a real-time basis or as part of the catalog.	S	The Web Portal displays a QHP's Benefit and Premium information to "Consumers". As more detailed, personal information is provided, the list of eligible QHPs and their Premiums and subsidies become progressively more accurate.	819, 967, 1115
127	Business	Plan Management	General	Program Maintenance	The Exchange shall gather and display information from QHPs on geographic regions served, plan types, participating providers, enrollment start and end dates (multiple occurrences), quality measures, and other data.	S	The Web Portal provides multiple filters to facilitate the shopping, viewing and comparing of QHPs.	819, 967, 1115
128	Business	Plan Management	General	Program Maintenance	The Exchange shall provide ability to record validation of Carrier to sell products within Nevada and other information on Carriers maintained on State databases.	S	Our Plan Management module inherently tracks the validation and certification of Carriers during specific time periods.	819, 967, 1115
129	Business	Plan Management	General	Program Maintenance	The solution shall accept and display agreement information, including signatures, which is linked to Carrier plans.	S	Our Plan Management module can accept, view, print and track electronic or scanned documents that are assigned to specific Plans or to their issuing Carrier.	819, 967, 1115
130	Business	Plan Management	General	Program Maintenance	The solution shall display the CMS plan quality rating methodology and display ratings for QHPs online.	S	The web portal capture and display QHP's plan quality rating and consumer ratings.	819, 967, 1115
131	Business	Plan Management	Certification Support	Program Maintenance	The solution shall provide support for the QHP certification, recertification and decertification process through maintenance and provision of data. Support shall include letter generation to Carriers and agencies, notifications to CMS, and storing data concerning denials or decertification.	S	The HIX Solution Suite's QHP Management module provides extensive features related to certification activities and associated notifications, letters and status tracking.	819, 967, 1115
132	Business	Plan Management	Certification Support	Program Maintenance	Deleted as duplicate			

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
133	Business	Plan Management	Complaints	Program Maintenance	The solution shall provide the ability to track and manage complaints, complaint disposition, assignments and status.	S	The HIX Solution Suite's program maintenance module provides extensive features related to tracking and managing complaints and associated notifications, letters, and status tracking.	819, 967, 1115
134	Business	Plan Management	Complaints	Program Maintenance	The solution must accept and secure electronic complaint data from CMS, the Carriers and any State-defined sources.	S	The new Health Domain within NIEM has not been fully defined as of this RFP for electronic data to be received from CMS, Carriers and state-defined sources. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ Change to S. Clarified and no changes are necessary.	819, 967, 1115
135	Business	Plan Management	Complaints	Program Maintenance	The solution allow users to enter complaints about Exchange Carriers or Plans, and track complaints received for reporting purposes.	S	The web portal allows Users, both anonymous and authenticated, to submit complaints / comments against Carriers/Issuers, QHPs, the Exchange and the web portal. A collection of web pages for viewing, filtering and downloading complaints is available to Users assigned to a User Role which enables these features. Reports may be generated based on State requirements.	819, 967, 1115
136	Business	Plan Management	Complaints	Program Maintenance	The solution must track and manage complaints, including maintenance of identifying information.	S	The web portal provides extensive complaint management and oversight features.	819, 967, 1115
137	Business	Plan Management	Complaints	Program Maintenance	The solution shall reformat and merge complaint data from all sources into a common format to support analysis.	S	Because this requirement is broad and generalized we would need to work with the State to understand the sources of this data and the aggregation requirement. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ Change to S. Clarified and no changes are necessary.	819, 967, 1115
138	Business	Plan Management	Complaints	Program Maintenance	Deleted as duplicate			
139	Business	Plan Management	Maintenance	Program Maintenance	The solution shall allow Carriers to add and update their health plans for pending state approval.	S	The Carrier Management module allows submission of QHP benefits and premium facts using pre-defined file formats.	819, 967, 1115
140	Business	Plan Management	Maintenance	Program Maintenance	The solution must allow staff to update provider information supplied by Carriers.	S	This is a broad feature description to accept provider information, in electronic format and outside of the Carrier Portal, from Carriers that will be loaded into the Producers database. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Change to S. Clarified and no changes are necessary.	819, 967, 1115
141	Business	Plan Management	Maintenance	Program Maintenance	Deleted during negotiations.			
142	Business	Plan Management	Maintenance	Program Maintenance	Deleted as duplicate			
143	Business	Plan Management	Monitoring	Program Maintenance	The solution shall accept and display agreement information linked to Carrier plans.	S	The Carrier Management module accepts and displays contractual / agreement information for those Users whose permissions allow such features.	819, 967, 1115
144	Business	Plan Management	Monitoring	Program Maintenance	The solution must accept Carrier and plan performance data electronically from Carriers, CMS, and State agencies in support of agreed-upon periodic monitoring activities.	M	~~This is a broad feature description for unspecified electronic data formats and monitoring. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ The Xerox solution has the ability to receive and display plan quality/performance data from carriers, CMS, State agencies or any single source as agreed to with the State during implementation.	819, 967, 1115
145	Business	Plan Management	Monitoring	Program Maintenance	The solution must provide the ability to analyze and produce reports on plan performance.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with the Exchange during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	819, 967, 1115
146	Business	Plan Management	Monitoring	Program Maintenance	The solution must track the status and results of current and historical compliance analyses.	C	The HIX Solution Suite does not currently perform these capabilities. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Remain a C until requirements defined further.	819, 967, 1115
147	Business	Plan Management	Monitoring	Program Maintenance	The solution must produce electronic and paper notices to Carriers showing the results of compliance and quality reviews.	M	Notifications of quality reviews conducted by the Exchange can be submitted electronically or via paper as directed by the Exchange. The formatting and repot layout will need to be developed. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	819, 967, 1115
148	Business	Plan Management	Monitoring	Program Maintenance	The system must provide analyses and reports to assist the State in determining plan adequacy, provider coverage and Carrier compliance with Exchange policy	M	Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with the Exchange during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	819, 967, 1115

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
149	Business	Plan Management	Monitoring	Program Maintenance	The solution must maintain historical provider data to show accurate information at a given point in time.	M	Based on the scope of the intended results, the HIX Solution Suite may not satisfy these capabilities. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. The Xerox HIX Solution Suite will provide view access for the user to review their historical plan selection information for the purpose of comparing against currently available plans. Parties agree no additional cost.	819, 967, 1115
150	Business	Plan Management	Monitoring	Program Maintenance	The solution shall maintain, analyze and report on transparency and quality data submitted by Carriers.	C	The HIX Solution Suite does not currently perform these capabilities. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. The parties agree to discuss price for this item once the requirement is clearly defined. Change to a C.	819, 967, 1115
151	Business	Plan Management	Rates	Program Maintenance	The solution shall provide ability for Issuers to electronically submit rate and benefit data, and a justification for rate increases, track approval status and send required notifications, update records and make amendments.	S	The HIX Solution Suite must be customized to accept comprehensive electronic uploads capable of accepting this broad array of information for QHP benefits, rates, rate increase justifications, etc. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Change to an S. Clarified during negotiations.	819, 967, 1115
152	Business	Plan Management	Rates	Program Maintenance	Deleted as duplicate			
153	Business	Plan Management	Rates	Program Maintenance	The solution shall provide comparisons between current and proposed rates and plan benefits.	C	The HIX Solution Suite does not currently perform these capabilities. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Leave as is. Not included in price.	819, 967, 1115
154	Business	Plan Management	Rates	Program Maintenance	The solution shall provide current, historical and future QHP rates.	S	Assuming "future" periods are for those entered on QHPs for upcoming renewal periods.	819, 967, 1115
155	Business	Plan Management	Rates	Program Maintenance	Upon rate approval, the solution must send updated plan/rate/benefit data to the CMS for determination of silver plans and receive second lowest cost silver plan ratings from the CMS.	F	These features are planned for future release once data formats are described by CMS to accomplish these features, possibly using an information exchange package defined within the Health Domain of NIEM.	819, 967, 1115
156	Business	Plan Management	Rates	Program Maintenance	Deleted as duplicate			
157	Business	Financial Management	Financial Reporting	Financial Services	The solution shall generate monthly report of Individuals enrolled in the QHPs for the upcoming month along with the amounts of advance tax credits and cost-sharing reductions.	S	Using the Individual and QHP monthly enrollment information, the Financial Management module is able to create reports containing a listing, by Individuals, with their advance tax credits (Premium Subsidies) and cost-sharing reductions (Max. Out of Pockets Reductions) for future months. The report may be sorted by several attributes such as by QHP, by Individual's Last Name and include totals by QHP, by Carrier and include a Grand Total.	848, 996, 1144
158	Business	Financial Management	Financial Reporting	Financial Services	The solution shall update and maintain financial data with tax credit and cost-sharing reduction payments to Carriers.	S	The HIX Solution Suite is capable of calculating, invoicing and collecting advance premium tax credits from regulatory agencies. The ability to calculate the payments due to Carriers for the imbalances caused by cost sharing reductions will require participation and guidance from HHS/CMS.	848, 996, 1144
159	Business	Financial Management	Financial Reporting	Financial Services	The solution shall receive electronic payment history reports from Carriers and update solution financial data with the data.	C	The HIX Solution Suite does not currently track any payments due FROM Carriers due to the Issuer "User Fees" described in the ACA law. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Leave as is. Not included in price.	848, 996, 1144
160	Business	Financial Management	Financial Reporting	Financial Services	The solution shall maintain financial information about electronic payments and payment type (by the State or Individuals).	S	The Financial Services module in track and report payments due and whether payments were made by check, ACH, and credit card by Individual or Federal / State Agency.	848, 996, 1144
161	Business	Financial Management	Financial Reporting	Financial Services	The solution shall produce payment exception reports and notifications to Individuals.	S	The Financial Services module tracks and reports payment exceptions and notifications for Individuals	848, 996, 1144
162	Business	Financial Management	Financial Reporting	Financial Services	The solution shall provide inquiry screens to for Individuals, Case Workers, Brokers, and Navigators access to information on payment discrepancies.	S	The Financial Services module provides inquiry screens with detail information about monthly payments due, payments made and discrepancies to Individuals and Agents, Brokers and Navigators associated with the Individual.	848, 996, 1144
163	Business	Financial Management	Financial Reporting	Financial Services	The solution shall apply general ledger coding to the financial transactions and send data to the State financial system on a State-specified frequency.	M	The HIX Solution Suite must be customized to work effectively with any state's financial system. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	848, 996, 1144
164	Business	Financial Management	Financial Reporting	Financial Services	The solution shall produce an solution Annual Financial Report in a format specified by the State.	M	We will work the Exchange to determine the exact report layout and delivery method during implementation. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	848, 996, 1144
165	Business	Financial Management	Premium Processing	Financial Services	The solution shall allow Native American tribes to make premium payments on behalf of members using federal funds.	C	Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. The tribe acts as a group. If a Tribe pays the Carrier, the solution is not involved. Leave as is. Not included in price.	848, 996, 1144
166	Business	Financial Management	Premium Processing	Financial Services	The solution shall provide mechanisms to calculate / adjust premium subsidies on behalf of recognized Native Americans applying for commercial health insurance coverage through the Exchange.	S	Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Assume subsidy is coming from eligibility Engine. Change to "S". Included in price.	848, 996, 1144

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
167	Business	Financial Management	Premium Processing	Financial Services	The solution will display invoice and payment history online.	S	For non-subsidized health care coverage maintained within the HIX Solution Suite for the SHOP and AHBE Exchanges, the financial services module provides a comprehensive list of features for invoicing, payment submission, payment due and past due notifications, monthly/annual payment history and discrepancy reports, generates the appropriate premium and fees due for each month, and other miscellaneous features. Detailed reports for individuals with AHBE coverage contain their unique personal information.	848, 996, 1144
168	Business	Financial Management	Premium Processing	Financial Services	The solution shall provide detail reports to support and reconcile an Annual Financial Report in a format specified by the State.	S	This requirement can be accomplished via our extensive reporting functionality.	848, 996, 1144
169	Business	Financial Management	Premium Processing	Financial Services	The solution shall allow individuals to view the current payment status.	S	Individuals can view current payment status via the Web Portal.	848, 996, 1144
170	Business	Financial Management	Premium Processing	Financial Services	The solution shall track and provide notices to users on the 90-day premium grace period.	S	Enrollment period date rules are automatically enforced to include grace periods. All of these rules are enforced and notices triggered automatically,	848, 996, 1144
171	Business	Financial Management	Premium Processing	Financial Services	The solution shall compare payment data made by CMS to the Exchange payment data, report exceptions and adjust data as needed for reconciliation.	S	This requirement can be accomplished via our extensive reporting functionality.	848, 996, 1144
172	Business	Financial Management	Premium Processing	Financial Services	The solution shall send notifications to the Individuals informing them of the due dates for premium payments.	S	System correspondence, notifications, and other correspondence are all automated in our current processes.	848, 996, 1144
173	Business	Financial Management	Premium Processing	Financial Services	The solution shall send notifications of all payment discrepancies and unpaid premiums to Individuals, Case Workers, Brokers, Navigators and State/Exchange Eligibility and Enrollment staff.	S	System correspondence, notifications, and other correspondence are all automated in our current processes.	848, 996, 1144
174	Business	Financial Management	Premium Processing	Financial Services	The solution shall determine the payment amount based on the health plans) selected by the Individual.	S	Upon receipt of enrollment information from the membership system, the financial services module generates invoices for each funding source and type, such as employers, participants, etc. Calculation of invoice amounts is completed within the financial services module based on the health plan product and service choices made by a participant. These participant choices are cross-referenced to the information provided by the carriers to generate invoices for each funding source. When creating the invoices, the EFS system performs a look-back to previous months to verify that invoiced amounts are still accurate according to current enrollment information and that previously invoiced payments were made to the account. The system adjusts the current invoice to recover any shortfall or credit any overpayments.	848, 996, 1144
175	Business	Financial Management	Premium Processing	Financial Services	The solution shall allow individuals to view the premium amount, their obligation and payment status online.	S	We offer electronic presentment and payment that shows monthly balances and premium payment history for each participant. An individual is notified of the presence of the invoice on the Web portal. Should a payment be late or delinquent, the system also keeps participants informed of payment status and the steps required to resolve payment issues and retain coverage.	848, 996, 1144
176	Business	Financial Management	Premium Processing	Financial Services	The solution shall allow individuals to pay premiums directly to the QHP, pending Board decision, or through the solution using one of a variety of payment methods including EFT, e-check, debit and credit cards.	S	Once the system creates the billing invoice, participants have options for paying their billed amounts. Our EFS supports premium payment through the Web, by mail, or via a Service Center. We support several billing methods, including: • Credit card • Binder payments • Auto-draft recurring payments • Paper checks We provide Payment Card Industry Data Security Standard (PCI-DSS)-compliant services to support the set-up and selection of payment processing through a variety of means, including ACH and credit card through a Web portal, IVR, or customer service center. Custom development would be required if payments are to be made directly to the QHP instead of to the solution. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Change to S. It is one or the other, not a mix.	848, 996, 1144
177	Business	Financial Management	Premium Processing	Financial Services	The solution shall send invoices to Individuals for monthly premium payment, pending Board decision.	S	The HIX Solution Suite, via the financial module, issues monthly invoices to consumers, accepts payments, handles NSFs and non-payments, and disburses premium to carriers/issuers and commissions to brokers. Financial adjustments to invoice amounts are automatically issued whenever retro-active coverage adjustments impact previously billed coverage months.	848, 996, 1144
178	Business	Financial Management	Premium Processing	Financial Services	The solution shall receive, process and record premium payments, if directed by the Exchange Board.	S	The HIX Solution Suite's extensive notification functionality includes notifications of unpaid premiums to individuals and display of notifications online.	848, 996, 1144
179	Business	Financial Management	Premium Processing	Financial Services	The solution shall determine and record the Individual payment option.	S	The HIX Solution is designed to determine record all payments and to adjust future payments, as required.	848, 996, 1144
180	Business	Financial Management	Premium Processing	Financial Services	The solution shall calculate premiums owed for State subsidized health plans, and indicate Individual obligation and any fees owed by the Individual.	S	The HIX Solution Suite financial services platform offers Web-based premium billing, collections, aggregations, assessment fees, and payments functionality to provide a streamlined financial management process.	848, 996, 1144

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
181	Business	Financial Management	Premium Processing	Financial Services	The solution shall produce notifications of discrepancies to Eligibility and Enrollment staff.	S	This requirement is accomplished via automatic notifications built into the workflow.	848, 996, 1144
182	Business	Financial Management	Premium Processing	Financial Services	The solution shall provide for processing adjustments for bad checks or payments due to NSF or other reasons.	S	As a part of our daily reconciliation process, any transactions that fail (such as returned checks) are reported as bank debits in an individual's account. Information on returned items is reported monthly via the reconciliation report and includes adjustments to previous payments.	848, 996, 1144
183	Business	Financial Management	Premium Processing	Financial Services	The solution shall provide automated process for identifying unpaid Individual premiums and generating a notification to the Individuals.	S	This process is built into the workflow.	848, 996, 1144
184	Business	Financial Management	Premium Processing	Financial Services	The solution shall send notifications of unpaid premiums to Individuals and display notifications online.	S	The HIX Solution Suite's extensive notification functionality includes notifications of unpaid premiums to individuals and display of notifications online.	848, 996, 1144
185	Business	Financial Management	Premium Processing	Financial Services	The solution shall generate invoice adjustments and automatically update Individual accounts.	S	Financial adjustments to invoice amounts are automatically issued whenever retroactive coverage adjustments impact previously billed coverage months. Accounts are also updated automatically.	848, 996, 1144
186	Business	Financial Management	Premium Processing	Financial Services	The solution shall allow for State-specified tolerance amounts on acceptance of payments.	S	The HIX Solution Suite can be configured to accept payment amount less than the full amount due before disbursing premiums to Carriers/Issuers and commissions to Broker. The Financial Services module includes a configurable feature to establish a cumulative unpaid balance amount that triggers cancellation of coverage.	848, 996, 1144
187	Business	Financial Management	Premium Processing	Financial Services	The solution shall receive and process notifications of payment discrepancies from Carriers and allow online viewing. and modification of discrepancies.	M	This requirement assumes payments are being made directly to carriers which is outside the solution's normal mode of operation. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Change to M. Included in price. The parties agree assuming carrier provides data in a format acceptable to contractor, if discrepancies occur between the Carrier information and the Solution, Contractor will work with the Carrier to resolve issues, with the support of the Exchange staff.	848, 996, 1144
188	Business	Financial Management	Premium Processing	Financial Services	The solution shall provide screens to update payment records with corrected invoice / payment information for Carriers, Employers, or Individuals.	S	The Financial Services module provides a means to manually adjustment consumer account balances due to circumstances where changes to coverage facts will not generate the correct adjustment needed. This manual feature is available to select personnel assigned to an exclusive User Role which enables this capability. These activities are tracked, logged and audited for misuse or fraud. Adjustments to consumer payment amounts occur using the payment processing activities compliant with accounting standards. All Carrier payment adjustments naturally flow from all consumer account adjustments. Manual Carrier payment adjustments could be affected using standard features available within the A/P sub-ledger by Exchange accounting personnel. These Carrier payment adjustment would be reviewed and audited.	848, 996, 1144
189	Business	Financial Management	Premium Processing	Financial Services	The solution will provide premium aggregation support capabilities.	S	The HIX Solution Suite's Financial module aggregates premium disbursements to Carriers/Issuers for all active QHPs administered by them every month.	848, 996, 1144
190	Business	Financial Management	Premium Processing	Financial Services	The solution shall invoice and process payments for BHP and APTC amounts for remittance by the State.	C	On a monthly basis, the HIX Solution Suite will track, bill and collect the appropriate Federal or State Agency for those APTC (subsidy) amounts eligible for active Individual Cases tracked by the solution. As currently implemented, the Financial module cannot track, bill and collect for those Basic Health Plans (BHPs) maintained by any external, state-operated solution without integration being established between the two system. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Leave as is. Not included in price. Necessity will be determined after definition of requirement is clarified.	848, 996, 1144
191	Business	Financial Management	Premium Processing	Financial Services	The solution shall remit aggregated premiums to Carriers electronically.	S	The HIX Solution Suite's Financial module automatically tracks and disburses premium amounts due Carriers, and commission amount due Agents and Brokers. Actual disbursements occur once Consumer payments have been received as ACH transactions via the web portal or as hardcopy payments mailed to our payment processing center. Through the use of an Accounts Payable sub ledger, available capabilities include electronic funds transfers, detailed statements and annual 1099 tax reporting.	848, 996, 1144
192	Business	Financial Management	Premium Processing	Financial Services	The solution shall process Nevada Check Up payments from Individuals with children in Nevada Check Up.	M	As currently implemented, the financial services module cannot track or bill coverage or process payments related to individuals with children maintained by the Nevada Check-Up solution operated by the Exchange without establishing integration between the two systems. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	848, 996, 1144
193	Business	Financial Management	Premium Processing	Financial Services	The solution must provide the ability to determine if a COBRA option exists for an Individual, and if it exists, allow an Individual to select COBRA and make COBRA payments when an Individual comes off of an Employer plan and chooses COBRA.	S	The HIX Solution Suite tracks a terminated Employee's eligibility for COBRA coverage from within the SHOP Exchange and transfers administration of the Individual's COBRA coverage to an authorized, accredited COBRA Administrator.	848, 996, 1144

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
194	Business	Financial Management	Premium Processing	Financial Services, Exchange Infrastructure	The solution shall generate data and reports on trends in premiums.	S	The HIX Solution Suite's financial services module creates reports for premium trends and individual premium payment activities.	848, 996, 1144
195	Business	Financial Management	Premium Processing	Financial Services, Exchange Infrastructure	The solution shall generate reports on Individual premium payments.	S	The HIX Solution Suite's financial services module creates reports for premium trends and individual premium payment activities.	848, 996, 1144
196	Business	Financial Management	Risk Management	Financial Services, Exchange Infrastructure	The solution shall gather and display information needed to support risk adjustment and transitional reinsurance.	S	The HIX Solution Suite supports risk adjustment and transitional reinsurance capabilities using Business Analytics reporting capabilities.	848, 996, 1144
197	Business	Financial Management	User Fees	Financial Services	The solution shall calculate the user fee from Carriers and update the financial accounts.	M	The HIX Solution Suite's financial service module does not calculate the user fees described in the ACA law for carriers participating in an ACA Exchange. The solution currently does not bill, invoice, collect, post revenue to financial accounts tracking such fees, nor disburse those monies to State Exchange bank accounts. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. A straight-forward methodology, such as a PMPM, is included in the agreed upon price of this contract. The solution may collect these fees from the carriers and remit funds to the Exchange. Should the methodology turn into a complicated algorithm, Contractor reserves the right to propose cost increase.	848, 996, 1144
198	Business	Financial Management	User Fees	Financial Services	The solution shall allow electronic payment of user fees.	S	The HIX Solution Suite's Financial module allows electronic payment of User fees and premiums	848, 996, 1144
199	Business	Consumer Assistance	General	Web Portal	The solution shall provide language support in on-screen communications in English and Spanish.	S	Content for Web presentations can be presented in Spanish or English and is written at a ninth-grade reading level. In addition, our Service Center is staffed in large part with multi-lingual staff allowing, us to easily and quickly respond to Web inquiries received in a non-English language. For example, an inquiry received in Spanish through either the *Contact Us* function or the *Web chat* function will be answered in Spanish by one of our bi-lingual customer care specialists.	877, 1025, 1173
200	Business	Consumer Assistance	General	Web Portal	The solution shall provide field level help for each screen field, which includes description and required data format.	S	The HIX Solution Suite's web portal provides screen field help using free-form text descriptions and data format requirements.	877, 1025, 1173
201	Business	Consumer Assistance	General	Program Maintenance	The solution shall allow QHPs to provide premium information in real-time or as a data file.	S	This HIX Solution Suite's Plan Management module will allow Issuers / Carriers to provide QHP Premium rating information via the Issuer Portal or submit QHP Premium rating information via data files using predefined formats.	877, 1025, 1173
202	Business	Consumer Assistance	Intake and Application	Exchange Infrastructure	The solution shall provide the ability to receive, scan, store, and display documents submitted to the Exchange via mail, facsimile, web portal, and/or email.	S	The HIX Solution Suite will accept, scan, upload, index and display documents regardless of the submitted format.	877, 1025, 1173
203	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall allow Indian tribes, tribal organizations, and urban Indian organizations to be designated as Navigators.	S	The HIX Solution Suite's Web portal provides registration pages devoted to agents, brokers, and navigators, and submits appropriate information and supporting documentation to obtain the necessary licensing or certification to perform those roles. Exchange personnel or State program administrators process these requests and update their accounts to enable their access to unique features assigned to the user role. These features include, in part, initiating new cases, assistance during enrollment activities, reviewing their cases and statuses, etc.	877, 1025, 1173
204	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall allow qualified Agents, Brokers, and Navigators to enter the portal.	S	Broker/navigator/agent self-registration requires information such as name, address, and ZIP code; it also requires parties to provide valid state license numbers and to select participating carriers they are licensed to represent. This information can be automatically matched against a State-sponsored database for validation. Should the Exchange require navigators to become licensed or otherwise obtain state certification, the HIX Solution would be able to track this information and make it available to users of the Exchange..	877, 1025, 1173
205	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall allow Agents, Brokers, and Navigators to create an account.	S	Broker/navigator/agent self-registration requires information such as name, address, and ZIP code; it also requires parties to provide valid state license numbers and to select participating carriers they are licensed to represent.	877, 1025, 1173
206	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall provide functionality to allow Agents and Brokers to manage and track their sales including the sales pipeline.	S	Our HIX Solution Suite provides brokers with unique self-service tools to manage their books of business online, provide their clients with personal URL addresses that point applicants directly to a 'view' of the Exchange tied to the broker number, and to allow brokers to assist their clients as authorized representatives. They may make approved updates and changes to their accounts.	877, 1025, 1173
207	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall provide functionality to allow Agents and Brokers to add, modify, and delete plan information.	S	The web portal allows Agents, Brokers and Navigators to add or remove QHPS selected for the Individual or Small Group Cases during the screening and enrollment phases. However, they cannot directly add, update or delete the actual QHPs used by the Exchange, either commercial or public.	877, 1025, 1173
208	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall provide functionality to allow Agents and Brokers to view premium billing, payment, and collection information.	S	The Producer Portal, used by Agents and Brokers receiving commissions, may view the Premium and Commission Billing of their associated	877, 1025, 1173

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
209	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall provide individuals with the ability to locate Agents, Brokers, and Navigators information to gain assistance.	S	The web portal provides search capabilities to locate and display contact information for licensed Agents and Brokers or certified Navigators registered with the SSHIX for assistance.	877, 1025, 1173
210	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall store and display certification information from the Agents, Brokers, and Navigators, if required by Exchange policy.	S	The portal provides Exchange personnel and State program administrators features to activate/deactivate agents, brokers, and navigators based upon their license or certification status and/or determination of fraud or deceptive activities.	877, 1025, 1173
211	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall provide the ability to categorize Agents, Brokers, and Navigators based on language capacity.	S	The portal allows tracking of the one or several languages spoken by an agent, broker, or navigator.	877, 1025, 1173
212	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution shall support provide the ability to indicate if a Agent, Broker, or Navigator is found to be committing fraud or is barred from an Exchange for deceptive activities.	S	The portal provides Exchange personnel and State program administrators features to activate/deactivate agents, brokers, and navigators based upon their license or certification status and/or determination of fraud or deceptive activities.	877, 1025, 1173
213	Business	Consumer Assistance	Agent, Broker, Navigator Management	Customer Relations	The solution, when registering and tracking certified Navigators or Brokers, shall associate complaints to the applicable Broker or Navigator.	S	The entry, update, deletion, and display of complaints against agents, brokers, and navigators is provided.	877, 1025, 1173
214	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The solution shall utilize methods and delivery mechanisms to minimize the workload for a customer service representative when dealing with a customer service issue.	S	The CRM application supporting Call Center activities is designed to minimize workload, particularly during peak loads.	877, 1025, 1173
215	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Shop and Compare	The solution shall support the use of multiple types of presentation and delivery options including, but not limited to, cell phones and other handheld devices, and tablets.	S	The HIX Solution Suite's web portal supports presentation and delivery to known, compliant browsers running on any device.	877, 1025, 1173
216	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Shop and Compare	The solution shall provide the capability for Individuals to request assistance through Chat Support (online assistance from a service representative).	S	The HIX Solution Suite provides Chat Support through an options available on the Web portal. All chat sessions with callers are documented in the CRM system.	877, 1025, 1173
217	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Shop and Compare	The solution shall use State-specified indicators for situations that require human intervention.	W	The HIX Solution Suite incorporates workflow rules, which include conditions for automated and manual processing. During implementation, we will work with the Exchange to define the State-specified indicators in order to configure the appropriate workflow(s).	877, 1025, 1173
218	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center must add and maintain a sufficient number of telephone lines and staff so at least 99% of incoming calls per day are answered within 60 seconds.	S	Our telephony solution includes performance reporting and monitoring functionality. Service Center leadership perform live monitoring of call traffic, adjust staffing levels and work schedules as needed, and analyze Service Center reports to ensure SLAs in the Service Center are met. This team works closely with our quality assurance staff to review regularly produced reports and track and resolve any performance issues.	877, 1025, 1173
219	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center will increase the staff, as necessary, to meet the needs of the Exchange user community.	S	Our infrastructure offers flexible capacity to support peak call volumes, and can easily support increased call volumes. Based on our experience, we have planned sufficient support including additionally staffing for peak enrollment periods. However, If special situations occur, we work with the State to identify additional staffing needs to support the special circumstance.	877, 1025, 1173
220	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall not place a caller on "hold," ring busy, or go unanswered for more than one minute without response to the caller's inquiry.	S	Customer service is central to our overall corporate philosophy, and every employee understands the importance of delivering excellent customer service. Our CSRs are trained to provide prompt, responsive service. Clear processes and ongoing quality monitoring helps ensure CSRs do not place a caller on hold, ring busy, or go unanswered for than one minute without responding to the caller's inquiry.	877, 1025, 1173
221	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall accept, manage and track calls from Individuals, Case Workers, Broker, Navigators and Carriers regarding the solution.	S	We establish a variety of priority queues and ACD groups to efficiently route callers—including individuals, case workers, brokers, navigators, carriers, and other types of callers—to the right CSR. All calls are documented in the CRM and a complete record of the individuals account is provided within the CRM, including interactions that the user has had through the Web portal, correspondence sent and received, and interactions with the IVR. This complete participant record allows CSRs to easily research information for the participants regarding the BOS.	877, 1025, 1173
222	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall operate within the Service Level Agreements set by contract.	S	The Xerox Team operates under SLAs and KPIs mutually agreed upon with the State to ensure a high level of quality service and customer satisfaction. Ongoing monitoring and reporting help ensure we meet all required SLAs.	877, 1025, 1173

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
223	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall support multiple languages as specified by the State (Spanish and English at a minimum).	S	The Xerox Team is committed to serving the non-English speaking community. The Service Center staffs for two languages—English and Spanish—and uses Language Select for additional language translation. Our CSRs are trained to communicate timely, accurately, and efficiently with both English and non-English speaking individuals and with individuals who have special needs and their caretakers.	877, 1025, 1173
224	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall support plain language as defined in federal regulation.	S	The Xerox Team has extensive experience providing appropriate, easy-to-understand assistance to callers in accordance with federal regulations for supporting plain language.	877, 1025, 1173
225	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall provide an automated contact/call distribution and tracking system with voice response capabilities.	S	The HIX Solution Suite uses a combination of systems in the Service Center to provide excellent customer service to our clients: the enhanced Automatic Call Distribution (ACD) system for contact/call distribution; the Customer Relationship Management (CRM) system to record all interactions with callers; and an Interactive Voice Response (IVR) system for automated assistance to callers with voice response capabilities.	877, 1025, 1173
226	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall integrate with the security platform of the Exchange.	S	Call Center representatives perform their activities using the web portal and are inherently constrained by the HIX Solution Suite's security platform. The HIX Solution Suite shares the same security platform throughout the core exchange models.	877, 1025, 1173
227	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall have the capability of expansion to multiple call centers if desired by the State.	S	Our Service Center solution includes an established telecommunications infrastructure to support operations for the Exchange. Our proposed network and telecommunications infrastructure is specifically designed to support the technical components of our solution and provide the capacity and flexibility needed to support this contract, including fluctuations in call volume. Our infrastructure also offers flexible capacity to support peak call volumes and can easily support increased call volumes during open enrollment. We work with the Exchange to evaluate call volume, SLAs, and other system architecture requirements. Our ongoing monitoring and planning and the design of our infrastructure positions us to provide the flexibility to scale up or scale down based on the needs of the Exchange.	877, 1025, 1173
228	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall provide multiple levels of support staff based upon experience levels, certifications, and other qualifications as specified by the State.	S	Our hiring philosophy for the Exchange, and for all other projects we manage, is to hire people with the right skill sets and mindset for each job. Being able to assure the Exchange and the State that we have staff in place with the required level of proficiency begins with hiring the right people—individuals with appropriate experience; willingness and ability to learn, retain, and recall detailed information; a positive attitude; and the desire to help people. We provide multiple levels of support staff to meet the requirements of the RFP and the agreed to scope of work, and adhere to all experience, certification, and other qualifications defined for Service Center staff.	877, 1025, 1173
229	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center software shall track call information entered automatically or by Service Call Center staff, including date and time of call, caller name, caller company/employer, reason for call, resolution of call, and staff person ID.	S	The HIX Solution Suite's CRM allows CSRs to keep a systematic record of interactions with the caller, including notes on their conversations with the individual. A complete record of the individuals account is provided within the CRM, including interactions that the user has had through the Web portal, correspondence sent and received, and interactions with the IVR. This complete participant record—including specific data about the call, caller, and CSR—allows CSRs to easily research information for Exchange callers.	877, 1025, 1173
230	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall maintain a detailed history of Service Center calls for up to three (3) years.	S	We maintain a detailed history of Service Center calls for up to three (3) years. These interactions are accessible to CSR during calls, to provide high quality assistance to participants, especially those who may have entered and exited the SSHIX and associated programs at any time.	877, 1025, 1173
231	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall track grievances and appeals by callers initiated or followed up through the Service Center, and shall ensure such grievances and appeals are reported and tracked as required by State and federal solution requirements.	S	Grievances and appeals are tracked to resolution through our CRM, with reporting on in process and completed statuses. During implementation, we work with the Exchange to review and refine as necessary our existing processes to help ensure we meet current and emerging State and federal requirements for Exchange grievances and appeals.	877, 1025, 1173
232	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall maintain State-specified Service Center statistics and report to the State according to the reporting schedule and format specified by the State, such as number of calls, calls answered, average call wait time, average talk time, and percent of calls answered within certain time frames.	S	Our telephony solution includes call management statistics such as number of calls, calls answered, average call wait time, average talk time, and percent of calls answered within certain time frames. Detailed reporting on statistics, including drilldown capabilities, are provided through our data warehouse/reporting component.	877, 1025, 1173

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
233	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall report statistics in total and by each individual staff person.	S	Our Service Center components include the capabilities to track individual CSR activities. Detailed reporting on statistics, including drilldown capabilities, are provided through our data warehouse/reporting component.	877, 1025, 1173
234	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall maintain an interface with the Exchange for inquiry and update by authorized Service Center staff.	S	In addition to integration between our membership and CRM components, CSRs in our Service Center have access to the BOS Web portal at all times, in order to effectively assist callers, as well as complete applications on a caller's behalf.	877, 1025, 1173
235	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center and all staff shall be located within the continental United States.	S	The Customer Service Center will be located in the state of Mississippi at one of our Center of Excellence Call Centers.	877, 1025, 1173
236	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall provide sufficient toll-free lines to meet all SLAs as specified in the RFP.	S	Our solution has been designed to provide sufficient toll-free lines to meet all SLAs as specified in the RFP, or subsequently agreed to during contract negotiations.	877, 1025, 1173
237	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The contractor shall maintain a contingency plan for temporary or permanent increases in volumes of calls.	S	Our infrastructure offers flexible capacity to support temporary peak call volumes, such as during annual enrollment, and provides the scalability to support permanent increased call volumes.	877, 1025, 1173
238	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The contractor shall staff the Service Center to meet performance requirements 24 hours a day, seven days a week, including holidays.	S	Our staffing model for the Service Center provides for the staff to meet performance requirements 24 hours a day, seven days a week, including holidays.	877, 1025, 1173
239	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall provide a Spanish translation service with immediate (within 60 seconds) access to services during normal working hours.	S	The Xerox Team is committed to serving the non-English speaking community. The Service Center includes bilingual agents—English and Spanish—and use Language Select for additional language translation. If all Spanish speaking staff are not immediately available, we have the capability to leverage Language Select to aid with our overflow calls to meet this requirement.	877, 1025, 1173
240	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall exercise quality control on Service Center staff by listening to line calls or recorded calls on a weekly basis, and report results to the State.	S	We conduct ongoing monitoring and recording of CSRs, with quality assurance reviews of CSRs on a weekly basis. We monitor the information conveyed during calls and other contact events for accuracy and customer service delivery. As a key component in our quality assurance process, our Service Center technology records 100 percent of incoming calls, from which we pull a random sampling to monitor and analyze for positive and negative trends, determine and execute any needed corrective actions, and review and modify reference materials (e.g., policies and procedures, quick tips, FAQs, call scripts) as needed to ensure the integrity of our knowledge management tools. Reporting is made available to the State.	877, 1025, 1173
241	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Centers shall develop a training curriculum for the Service Center staff for State review and approval, and implement the approved curriculum.	S	The Xerox Team provides new employee, ongoing, and refresher training for all Service Center staff to promote continuous assessment and improvement of product knowledge, staff skills, and quality assurance processes. Staff members undergo testing for each training module to ensure understanding and appropriate application of training material. Staff members who are not successful during testing exercises receive additional training and re-testing. Our training process encompasses not only methods and resources for handing basic questions, but also provides our CSRs with the tools to address user issues related to the technology in the HIX Solution Suite. We submit Service Center curriculum to the State for review and approval.	877, 1025, 1173
242	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Centers shall maintain current procedures for Service Center staff to respond to all inquiries.	S	We review and maintain current procedures for our CSRs, to help ensure we provide the right answer the first time on every call. Additionally, through the use of call scripting, we ensure our staff provides consistent answers to callers' questions.	877, 1025, 1173
243	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall perform activities necessary to receive, log, track, store, and respond to incoming communications and correspondence. Activities also include processing correspondence that requires imaging/scanning, tracking, and routing of documents received by the Vendor or the Exchange, as well as maintaining a repository of correspondence sent to carriers, Navigators, and Brokers.	S	The HIX Solution Suite's EDMS component manages the incoming and outgoing communications and correspondence for participants, carriers, navigators, brokers, and other participants. Processing of these and other documents is managed in an auditable, traceable manner. Correspondence processed by the EDMS includes mail, faxes, e-mails, and out-bound mail. Through indexing features, the EDMS ties each piece of correspondence to an individual participant record in the CRM to maintain a single record of participant interactions. The EDMS allows the Service Center to view images of documents received from the participant, such as applications, verification information, and unique letters. Participants can review their documentation online through their secure login.	877, 1025, 1173
244	Business	Consumer Assistance	Surveys	Exchange Infrastructure	The solution shall support user surveys.	S	The HIX Solution Suite's web portal conducts user surveys as directed by the Exchange.	877, 1025, 1173

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
245	Business	Consumer Assistance	Surveys	Exchange Infrastructure	The Service Center shall provide satisfaction survey tools for inbound callers.	S	Using automated IVR-based technology, we offer inbound callers the opportunity to participate in a post-call survey. Completing this survey after the call is completed means that callers do not become frustrated with messages when they first enter the IVR and the CSR does not know who will be evaluated (since all inbound callers are offered surveys). We work with the State to define survey elements and determine the threshold between a high score and a low score. We provide all survey results to the State and report on all actions taken as a result of these surveys, including supervisory calls and training activities.	877, 1025, 1173
246	Business	Communications	General	Policy Management	The solution shall allow Individuals to designate their preferred mode of communications.	S	The HIX Solution Suite can capture the User's postal address, home or mobile phone numbers and email address. In addition, the User may select their preferred communication mode as phone, postal or electronic mail. For certain notifications, either postal or electronic mail must be selected.	906, 1054, 1202
247	Business	Communications	General	Shop and Compare	The solution shall provide information to Individuals regarding PPACA minimum coverage requirements, including definition of minimum essential benefits.	S	The HIX Solution Suite's web portal provides definitions and educational content to describe ACA concepts about "minimum essential benefits" and provide definitions to all health care related concepts. During implementation, we work with the Exchange to create and approve the content specific to the SSHIX.	906, 1054, 1202
248	Business	Communications	Financial Reporting	Exchange Infrastructure	The solution shall generate reports to support State risk adjustment activities.	C	The HIX Solution Suite does not provide these features. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Leave as is. Not included is price. Necessity will be determined after definition of requirement is clarified.	906, 1054, 1202
249	Business	Communications	Financial Reporting	Exchange Infrastructure	The solution shall generate financial reports according to State-specified parameters, format and frequency.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
250	Business	Communications	Notifications	Exchange Infrastructure	The solution shall generate letters and notifications regarding decertifications, recertifications, disenrollments, reenrollments and renewals for applicable stakeholders. Notifications may be issued using a variety of methods (automated, manual, electronic, or written). Type of notifications will be determined by the Exchange.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be in a variety of methods and are built into workflows. We work with the Exchange during implementation to ensure required notifications for the BOS is configured and available within the workflow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
251	Business	Communications	Notifications	Customer Relations	The solution must allow registered Navigators/Brokers to subscribe to Exchange notifications.	S	The HIX Solution Suite provides features allowing Brokers and Navigators to receive notification for Employers or Individuals receiving notifications that have been associated to the Broker or Navigator.	906, 1054, 1202
252	Business	Communications	Notifications	Customer Relations	The solution shall provide the ability to send notifications to Individuals, Carriers, Employers, Employees, Case Workers, Broker, Navigators and federal agencies according to State-specified formats, media, and frequencies.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be conducted in a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS is configured and available within the workflow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
253	Business	Communications	Notifications	Customer Relations	The solution shall notify Carriers, Broker, Navigators, Case Workers and CMS of enrollment change requests made by Individuals and results of the requests as directed by the State.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be conducted in a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS is configured and available within the workflow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
254	Business	Communications	Notifications	Customer Relations	Deleted as duplicate			
255	Business	Communications	Notifications	SHOP	The solution shall notify employers of eligibility determinations, appeals, and track the appeal process.	S	An employer or employee can appeal eligibility decisions in multiple ways including, but not limited to, use of the Web portal, printable appeal forms found on the Web portal, through the call center, or with assister support. Appeals management includes both internal tracking, such as case assignment, case notes, etc., and external status tracking (submitted, in progress, need additional information, and completed). Throughout the appeals process, the HIX Solution Suite notifies the employer, CMS, and any other integration partner required by State regulations. All documentation is retained for future reference.	906, 1054, 1202
256	Business	Communications	Notifications	Policy Management	The solution shall send a written renewal notice to the individual, process responses, send appropriate notifications and update accounts accordingly based on CMS-determined period of eligibility.	S	The HIX Solution Suite provides a standardized coverage renewal workflows that begin with initial notifications about the renewal dates as well as details about their QHP's updated Premiums and Cost-sharing amounts for the upcoming year.	906, 1054, 1202
257	Business	Communications	Notifications	Policy Management	The solution shall provide a posting area on the Exchange where consumers can view information alerts or notices and send written or email notices when required.	S	The web portal provides a means for consumers to review any communications or notifications sent to them electronically or as hardcopy. Hardcopy communications sent by postal mail are displayed as PDFs within the web portal.	906, 1054, 1202
258	Business	Communications	Reports	Eligibility and Enrollment	The solution shall notify CMS of reconciled enrollment information.	S	The HIX Solution Suite will transmits to CMS EDI Feeds describing QHP coverage and enrollment facts for those consumers and their QHPs maintained by the solution.	906, 1054, 1202

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
259	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate reports and data in formats, media and frequencies specified by the State.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
260	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports needed for relevant agencies and stakeholders.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
261	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports needed to comply with federal audit and oversight requirements.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
262	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports needed to comply with federal solution, Medicaid and Nevada Check Up requirements.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
263	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports needed to apply for and demonstrate appropriate use of federal grant funding.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
264	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data on the administrative costs of the solution and waste, fraud and abuse as required by the PPACA.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
265	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate reports for the Exchange Board, legislature and other policymakers on Exchange metrics.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
266	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports on enrollment trends.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
267	Business	Communications	Reports	Exchange Infrastructure	The solution shall provide Exchange data in State-specified format to support State ad hoc reporting.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
268	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports on eligibility determination outcomes.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
269	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate reports on plan enrollments, disenrollments, renewals, ratings, etc.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
270	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate data and reports to support Case Workers, Brokers, and Navigators.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
271	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate reports and data on Individual surveys and other indicators of consumer satisfaction.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
272	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate reports and data on consumer use of the Exchange.	M	The HIX Solution Suite offers extensive reporting capabilities. Reports can be run daily, weekly, monthly, or as needed based on the Exchange's requirements. We will work with SSHIX during implementation to ensure required reporting for the BOS is configured and available. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
273	Business	Communications	Reports	Exchange Infrastructure	The solution shall generate reconciliation reports for comparison with State, Carrier and CMS/federal data as required by the State.	M	The HIX Solution Suite offers extensive reporting capabilities. Notifications can be conducted in a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS are configured and available within the workflow. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Assuming the data elements are available for import into the solution's database and/or data warehouse, and the report can be generated through the ad-hoc reporting tool, no additional charge necessary.	906, 1054, 1202
274	Business	Communications	General	exchange Infrastructure	The solution shall provide information on Nevada subsidized health plans, the various health plan options, plans available to Individuals and sign-up procedures without requiring login.	S	The HIX Solution Suite's web portal allows consumers to view and compare plans while using the website in an anonymous mode. Of course, anonymous mode does not provide the consumer with any features to store and retrieve their personal information or coverage facts previously entered nor store and retrieve any plans they may have selected.	906, 1054, 1202

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
1	Business	Auditing	System Access	Shop and Compare, Eligibility and Enrollment, Policy Management	The solution shall allow Employer access through a tab on the web portal and add or manage health plan options for their employees.	S	The HIX Solution Suite Web portal provides employers with access to features and reports necessary to manage their employee lists, selected QHPs, employer contribution levels, as well as specific information related to historical and current policies. Access to the portal is provided to specific users with the employer user role. Please refer to Proposal Tab VI Section 4, System Requirements, specifically Proposal Section VI.2.2, Business Overview for a detailed discussion of our approach to business functionality for the SHOP requirements.	365, 1359
2	Business	Communications	Notifications	Exchange Infrastructure	The solution shall provide the ability to send SHOP notifications to Employers, Employees, Case Workers, Navigators, Brokers and federal agencies according to Exchange-specified formats, media, and frequencies.	S	Based on the Exchange's directives, the HIX Solution Suite will be designed to send notifications to various SHOP Exchange consumers, partners, and agencies, as may be required.	906, 1054, 1202
3	Business	Communications	General	Exchange Infrastructure	The solution shall mirror Individual Communications requirements for the SHOP as appropriate.	S	The SHOP Exchange will deliver similar communication capabilities, as described in the Individual Exchange.	906, 1054, 1202
4	Business	Communications	Notifications	Exchange Infrastructure	The solution shall notify an employer in writing that an employee has been determined eligible for advance payments of premium tax credit or cost-sharing reductions upon such determination.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be conducted using a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS is configured and available within the workflow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
5	Business	Communications	Notifications	Policy Management	Provide the ability to generate on-screen notifications to employers who select a Small Business Tax Credit of the possibility of tax penalties / liabilities at time of tax filing should their business size or income change.	M	The Web portal will notify employers of the possibilities of tax penalties or liabilities when they calculate the small Business Tax Credit based upon current employer/employee facts. Parties agree in order to meet this requirement the system will include a notification to the user upon changes made to mutually agreed upon data elements to direct the user to use the online tax calculator already provided in base product. As such, no additional charge. ~~The Web does not currently calculate the actual penalties or liabilities that may actually occur in the future. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~	906, 1054, 1202

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
6	Business	Communications	Notifications	Web portal, Shop and Compare, Policy Management	Upon submittal of initial Employer Application, provide email and written notification to employees (as identified on the employee roster) to elect for or opt-out of employer sponsored coverage. Notification should also provide instructions and information to the employee about the open enrollment period and SHOP website access.	S	Employees can be notified electronically or via US mail when the Exchange is ready for them to shop for benefits. Employees then log into the Exchange with information provided to them. Immediately, employees are prompted to change an initial temporary password and select a permanent password. The employee's demographics can be pre-populated in the online application when the employee begins to shop for insurance. Employees are also subject to configurable eligibility rules, such as enrollment period restrictions and so forth.	906, 1054, 1202
7	Business	Communications	Notifications		The solution shall provide capability to prepare and send information-only communication to the employer regarding potential changes to their Tax Credit Eligibility due to a change in the employee roster. Provide a link to IRS website for additional information regarding the Small Business Tax Credit.	M	The employer portal will send notifications when changes in employee incomes or employee participation causes a likely change in the small business tax credit. While our HIX Solution Suite has the business rules and workflow engine necessary to support notification and application of subsidy and tax credits, we will work with the Exchange to finalize the specific rules based on the Exchange's requirements and final guidance from HHS. No additional cost for this requirement. ~~would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~	906, 1054, 1202
8	Business	Communications	Notifications	Policy Management, Financial Services	The solution shall manage, track and make appropriate notifications regarding voluntary disenrollments by employees, or involuntary disenrollments initiated by Carriers, employers or the solution.	S	The Web portal will notify employers when employees terminate their coverage. The employer portal will notify employees of coverage loss after their employment is terminated. The financial services module will notify the employer and employees when small group coverage is terminated for a reason of excessively past due balances.	906, 1054, 1202
9	Business	Communications	Notifications	Policy Management, Eligibility and Enrollment	The solutions shall produce written notification / request for an employee to verify key eligibility factors for the purposes of annual eligibility / enrollment renewal and report changes if necessary.	S	The Web portal requires explicit election during open enrollment for every renewal period. The HIX Solution Suite sets, sends, and displays notifications concerning required actions to establish eligibility and complete enrollment.	906, 1054, 1202
10	Business	Communications	Notifications	Eligibility and Enrollment	The solution shall generate written and on-screen notifications of the results of SHOP eligibility determinations.	S	Using business rules, the Web portal determines a small group's eligibility or ineligibility and notifies them accordingly.	906, 1054, 1202
11	Business	Communications	Notifications	Exchange Infrastructure	The solution shall generate notifications to CMS of the result of SHOP eligibility determinations.	S	The HIX Solution Suite will provide summary and detailed eligibility determinations in a format to be described by CMS.	906, 1054, 1202
12	Business	Communications	Notifications	Financial Services	The solution shall send notifications to the SHOP Employers informing them of the due dates for premium payments.	S	Notification to one or more designated employer users occurs via the Web portal and by postal/electronic mail concerning recurring monthly invoices and due dates, as well as past due balances and pending assessments of late fees.	906, 1054, 1202

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
13	Business	Communications	Notifications	Exchange Infrastructure	The solution shall send notification to Employers when their employees qualify for a subsidy.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be conducted using a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS is configured and available within the workflow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
14	Business	Communications	Notifications	Policy Management	The solution shall display history of all written and online notifications for Employees and Employers.	S	The Web portal allows the display of written and online notifications for the employer and their employees. The portal only shows those notifications associated with the specific employee's account.	906, 1054, 1202
15	Business	Communications	Notifications	Financial Services	The solution shall send notifications of all payment discrepancies and unpaid premiums to SHOP Employers, Case Workers, Navigators, Brokers and solution Eligibility and Enrollment staff.	S	The Web portal sends notifications to the employer for payment discrepancies. If elected by case workers, brokers, and navigators, they also receive these notifications. These notifications will be viewable within the Web portal by any authorized user designated by the employer and who is assigned to the employer role. Case workers, brokers, and navigators assigned to the small group may also view these notifications via the portal.	906, 1054, 1202
16	Business	Communications	Notifications	Eligibility and Enrollment Policy Management	The solution shall generate notifications to SHOP employers regarding employee eligibility, enrollment, disenrollments, participation, tax credits, and changes.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be conducted using a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS is configured and available. Modifications during that period would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing. The Web portal contains comprehensive features supporting oversight of employees' coverage and coverage events.	906, 1054, 1202
17	Business	Communications	Notifications	Exchange Infrastructure	The solution shall provide notifications to employers as required by the Exchange to support SHOP certification, enrollment and payment activities.	M	The HIX Solution Suite offers extensive notification capabilities. Notifications can be conducted using a variety of methods and are built into workflows. We will work with the Exchange during implementation to ensure required notifications for the BOS are configured and available within the workflow. This modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	906, 1054, 1202
18	Business	Consumer Assistance	General	Exchange Infrastructure	The solution shall mirror the Individual Consumer Assistance requirements for the SHOP as appropriate.	S	The Web portal closely mirrors the assistance offered to individuals, including screen field help using free-form text descriptions and data format requirements.	877, 1025, 1173
19	Business	Consumer Assistance	Complaints	Exchange Infrastructure	The solution shall provide the capability to capture and track Employer and Employee complaints.	S	The Web portal will contain features necessary to enter, update, and delete complaints related to the SHOP Exchange, issuers/carriers, and the QHPs.	877, 1025, 1173

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
20	Business	Consumer Assistance	Notifications	Customer Relations	The Service Center shall, if applicable, display an adjusted plan final cost based on small business tax credit eligibility, enumerating the costs prior to the small business tax credit, the projected savings for the employer from the small business tax credit and the final costs to the employer expected with the small business tax credit.	S	The SHOP Exchange will subtract the small business tax credit from the total, annual employer's contribution amounts.	877, 1025, 1173
21	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall mirror Individual Service Center requirements for the SHOP as appropriate.	S	Our Service Center is designed to provide shared services, quality support, and a high first call resolution for all callers, regardless of whether handling individual or SHOP inquiries.	877, 1025, 1173
22	Business	Consumer Assistance	~~Service Center~~ Call Center (Revision based on Amendment No. 1, dated April 13, 2012)	Customer Relations	The Service Center shall accept, manage and track calls shop Employers and Employees regarding the solution.	S	Our Service Center incorporates effective call management, monitoring, and customer relationship management systems and services to accept, manage, and track calls from employers and employees.	877, 1025, 1173
23	Business	Consumer Assistance	Web Content	Shop and Compare, Eligibility and Enrollment, Policy Management	The solution will provide online help capabilities for SHOP employers and employees that shall mirror those for Individual Enrollment.	S	The Web portal provides similar online help and educational media as described for the individual, including definitions and educational content to describe ACA concepts and to provide definitions to all healthcare-related concepts.	877, 1025, 1173
24	Business	Consumer Assistance	Web Content	Policy Management	Provide the capability for the employer to generate a packet of critical information to distribute to the employee.	S	The employer portal contains features to inform employees about their QHP coverage, employer contributions, and employee/dependent coverage, as well as direct them to the employee portal during the open enrollment period of the upcoming policy year.	877, 1025, 1173
25	Business	Financial Management	General	Financial Services	The solution shall mirror the Individual Financial Management functions for the SHOP Financial Management functions as appropriate.	S	The financial services module's capabilities for SHOP closely mirror those of the individual, where appropriate.	848, 996, 1144
26	Business	Financial Management	Premium Payment	Financial Services	The solution shall display an itemized breakdown per employee of QHP costs for the employee pool.	S	Included in the invoice are employer and employee contribution amounts by employer and QHP.	848, 996, 1144
27	Business	Financial Management	Premium Payment	Financial Services	The solution shall provide small businesses with an aggregated monthly invoice for the employer cost of coverage and any applicable fees.	S	The HIX Solution Suite's financial services module aggregates the premiums onto the monthly invoice associated with their employees. Included in the monthly invoice are any fees charged to the employer.	848, 996, 1144
28	Business	Financial Management	Premium Payment	Financial Services	The solution shall provide the functionality to make payments to QHPs on behalf of SHOP employers.	S	The HIX Solution Suite's financial services module automatically invoices employers for monthly premiums and fees due, accepts their direct payments via the Web portal, the call center or by mail, and disburses premiums to carriers and commissions to agents and brokers.	848, 996, 1144
29	Business	Financial Management	Premium Payment	Financial Services	The solution shall allow SHOP owners to view and track premium payments.	S	The Web portal allows employers to view previous and outstanding invoices with detailed information concerning premiums by employee/QHP, employer and employee contribution amounts, payment history, unpaid balances, etc.	848, 996, 1144

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
30	Business	Financial Management	Premium Payment	Financial Services	The solution shall provide electronic payment capabilities to SHOP employers for payment of premiums.	S	The Web portal provides online payment capability to establish electronic payments using ACH or credit cards.	848, 996, 1144
31	Business	Financial Management	Premium Payment	Financial Services	The solution shall calculate year-to-date actuals for premiums paid and display to the employer at time of renewal.	S	The Web portal provides historical summary reports spanning user-specified date ranges for a broad collection of financial facts for premiums, contribution amounts, administration fees, employee only premiums, dependent only premiums, etc.	848, 996, 1144
32	Business	Financial Management	Premium Payment	Financial Services	The solution shall provide the capability to recalculate the employer's total cost based on reported changes to the employee roster.	S	The Web portal provides monthly totals reflecting the premiums and employer/employee contribution amounts associated with the monthly employee coverage facts.	848, 996, 1144
33	Business	Financial Management	Reporting	Financial Services	The solutions shall generate financial management reports for the SHOP.	S	The Web portal provides historical summary reports spanning user-specified date ranges for a broad collection of financial facts for premiums, contribution amounts, administration fees, employee only premiums, dependent only premiums, etc.	848, 996, 1144
34	Business	Financial Management	Risk Management	Exchange Infrastructure	The solution shall support risk management functions on behalf of the SHOP.	M	Through our suite of enrollment and membership reports we can support the Exchange with its risk management efforts. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. The parties agree to discuss price for this item once the requirement is clearly defined.	848, 996, 1144
35	Business	Financial Management	User Fees	Financial Services	The solution shall provide the functionality to calculate and process user fees.	S	The financial services module provides capabilities to calculate and apply fees to an employer's monthly invoices for monthly administration fees, NSF fees, late payment fees, reinstatement fees, etc.	848, 996, 1144
36	Business	Financial Management	User Fees	Financial Services	The solution shall provide electronic payment capabilities to SHOP employers for payment of user fees.	S	The Web portal provides online payment capability to establish electronic payments using ACH or credit cards.	848, 996, 1144
37	Business	Plan Management	General	Policy Management	The solution shall mirror the Individual plan management functions for the SHOP Plan Management functions as appropriate.	S	The policy management capabilities closely resemble the individual policy management for the SHOP Exchange, where appropriate.	819, 967, 1115
38	Business	Eligibility and Enrollment	General	Eligibility and Enrollment	The solution shall mirror Individual Intake and Enrollment Requirements for the SHOP as appropriate.	S	The employer and employee portals contain comprehensive features for enrollment and renewal activities related to SHOP QHPs.	790, 938, 1086
39	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide a single, online employer application for SHOP.	S	The Web portal contains an online employer application for the SHOP Exchange which is the preferred method of enrollment. There are also downloadable employer applications that can be submitted for manual processing.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
40	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide the functionality to create a new/find an existing employer online account.	S	The Web portal contains features to establish a small group account. These features include controls to avoid duplicate accounts for the same small group, as well as additional features to determine the group's eligibility within the SHOP Exchange.	790, 938, 1086
41	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall determine eligibility of small businesses for SHOP according to federal and State policy, including verification of employer size, address and offer of coverage information through automated and manual verifications.	S	Employer eligibility rules are configurable via the our rules engine. Rules operate on factors such as date, location, and group-size restrictions. Employer eligibility is evaluated against State-determined criteria and verified against relevant state and federal databases. The majority of employers will receive instant eligibility results.	790, 938, 1086
42	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	Requirement Eliminated during negotiations.			
43	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall assign a single employer identifier to prevent duplication of employer accounts.	S	The Web portal contains features to establish a small group account. These features include controls to avoid duplicate accounts for the same small group, as well as additional features to determine the group's eligibility within the SHOP Exchange.	790, 938, 1086
44	Business	Eligibility and Enrollment	Employer Application	Shop and Compare	The solution shall provide the functionality for an online calculator for an employer to estimate potential eligibility as well as potential tax credit under the 4 tiers of qualified health plan benefits.	S	A small business tax calculator is be available contextually within the application.	790, 938, 1086
45	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide the functionality to process employer application exceptions.	S	The BOS service team processes all employer application exceptions per the rules agreed to by the Exchange and HHS.	790, 938, 1086
46	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide the functionality to notify an employer in writing if there are reasons to doubt information submitted on the application.	S	The Web portal uses an internal business rules engine to solicit and validate information needed to establish the small group's eligibility within the SHOP Exchange.	790, 938, 1086
47	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide capability to accept paper documents for SHOP, such as employer / employee applications and verifications.	S	The employer and employee portals provide downloadable PDF documents that can be manually filled and submitted via electronic or postal mail, facsimile machines, or upload into the portals.	790, 938, 1086
48	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall allow verified Individuals to complete employer applications on behalf of the employer (i.e. an Administration or Finance Department / Personnel, etc.)	S	The employer Web portal includes features to create users assigned to the employer user role. This enables key features within the employer portal not available within the employee portal.	790, 938, 1086
49	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide the functionality to link the employer to a list of appropriate SHOP Navigators and Brokers based on geographic data.	S	The employer Web portal allows a user with the employer role to assign a single agent, broker, or navigator to his or her small group case.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
50	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall provide the capability to identify Navigators and Brokers if they are completing applications on someone's behalf.	S	The agent, broker, and navigator portals provide features to create and update small group accounts for use by employer clients. This associates them to the small group case.	790, 938, 1086
51		Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall allow employers to select the plan options to be made available to their employees and only reflect those options to those employees on the web.	S	The employer portal contains features that allow the selection of specific QHPs to be offered to employees, as well as setting the employer contribution amount for employee and dependent premiums.	790, 938, 1086
52	Business	Eligibility and Enrollment	Employer Application	Eligibility and Enrollment	The solution shall seamlessly process employer disenrollment in SHOP participation.	S	The HIX Solution Suite contains features to manage the employers/' small groups' eligibility, participation, enrollment and disenrollment in the SHOP Exchange	790, 938, 1086
53	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall maintain updates to SHOP employer information and re-determine eligibility when necessary.	S	The employer portal uses an internal business rules engine to monitor a small group's eligibility for participation in the SHOP Exchange.	790, 938, 1086
54	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall allow SHOP employers to enter employee data manually or by uploading electronically (e.g., Excel file).	S	Employers can upload and maintain a roster of employees that includes detailed employee demographic information such as name, address, phone number, and/or employee ID.	790, 938, 1086
55	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall provide the functionality to verify that an employee account has been created by the employer.	S	The employer portal contains features that create and maintain an employee's account. This controls an employee's access to the features of the employee portal and the specific coverage benefits provided by the employer.	790, 938, 1086
56	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall provide the capability to use the model single employee application provided by the Exchange.	S	The employee portal within the SHOP Exchange supports the solicitation and validation of employee data in compliance with the internal business rules engine that drives employee applications. The business rules engine can be configured to adopt the model single employee application described by HHS.	790, 938, 1086
57	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall allow employees to enter information on dependents, if employers provide dependent coverage.	S	Both the employer and employee portals provide features enabling the creation, maintenance, and deletion of employee dependents, as required to control an employee's family coverage facts.	790, 938, 1086
58	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall determine eligibility of employees for the SHOP, according to federal and State policy, including verification of employee information through automated and manual verifications.	S	As part of the initial eligibility we qualify and employee for enrollment into their employers plan. If there is an error in the automated flow, we process a pending item request to manual determine eligibility of the employee.	790, 938, 1086
59	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall display the net cost to employees (after employer contribution) for various plans and household compositions.	S	Both the employer and employee portals display the QHP's monthly premium for each employee's selected coverage, with separate amounts for the employer and employee contribution for the employee premium and dependent premiums portions.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
60	Business	Eligibility and Enrollment	Employee Application	Eligibility and Enrollment	The solution shall provide information and provide capability to allow employees determine if their premium costs are such that the costs make the employee eligible for purchasing insurance through the Individual market or allow the employee to be exempt from the Individual mandate, due to federal law. If either is scenario is likely, invite employee to explore these options further.	M	This requires the HCR rules engine to return to the BOS the maximum premium amount an employee can pay based on their FPL. Once this amount has been determined we have the ability to compare this maximum amount to the net premiums offered through their employers plan. If the SHOP net premium amounts exceed the individuals maximum premium amount a notification will be sent to the employee to make them aware of their options outside of the SHOP program. As described above, this modification would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	790, 938, 1086
61	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall allow SHOP Navigators and Brokers the ability to enter information on behalf of employers using a unique logon ID.	S	The broker portal provides features to maintain an employer's account, selected QHP and contributions, as well as employee accounts. These activities are tracked using the broker's/navigator's logon ID in the same manner as users with the "employer role".	790, 938, 1086
62	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall allow employees to enroll in QHPs in initial, annual and special enrollment periods. It shall allow retroactive enrollments.	S	Using an internal business rules engine, the employee portal provides comprehensive features related to enrollments, life events, and other activities required for accurate, real-time maintenance of employees' coverage within the SHOP Exchange.	790, 938, 1086
63	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall provide the functionality to mirror the Individual application, verification, certification and enrollment processes for SHOP employees where applicable.	S	Using an internal business rules engine, the employee portal provides comprehensive features related to enrollments, life events, and other activities required for accurate, real-time maintenance of employees' coverage within the SHOP Exchange. These mirror those for the individual.	790, 938, 1086
64	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall be the system of record for SHOP employer and employee data regarding the Exchange transactions.	S	The HIX Solution Suite is the system of record for SHOP Exchange transactions.	790, 938, 1086
65	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall maintain updates to SHOP employee and dependent information, and support reporting of Qualifying Events.	S	Using an internal business rules engine, the employee portal provides comprehensive features related to enrollments, life events, and other activities required for accurate, real-time maintenance of employees' coverage within the SHOP Exchange.	790, 938, 1086
66	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall include changes to employee enrollment on the employer monthly invoice.	S	The employer portal provides features to update employees' monthly coverage for previously billed months which create increases or decreases in the current account balance due from employers.	790, 938, 1086
67	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall notify SHOP employers and employees of election periods.	S	The SHOP Exchange sends notifications to employers and employees for open enrollment periods.	790, 938, 1086
68	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall receive and maintain records of enrollment in QHPs from employers and Carriers.	S	The HIX Solution Suite maintains employee enrollments against SHOP Exchange QHPs for eligible employers and transmits these coverage facts to carriers using standard EDI feeds.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
69	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall perform monthly reconciliation of QHP enrollment information and employer participation information.	S	The HIX Solution Suite maintains accurate SHOP Exchange coverage facts between employees and QHPs, and continuously enforces employer and employee eligibility requirements by using an internal business rules engine.	790, 938, 1086
70	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solutions shall provide capability to validate employee SSNs submitted through the employer application (employee roster).	S	The HIX Solution Suite can validate employee SSNs using the proposed federal data hub integraiton with the HCR platform.	790, 938, 1086
71	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall provide multiple methods to allow Employers or Brokers to build an employee roster by creating user accounts, login IDs, and password and account for each employee on the roster.	S	The employer and broker portals allow maintenance of the employees' login accounts via the employee roster.	790, 938, 1086
72	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall provide participation information to Carriers.	S	The carriers are provided daily EDI feeds concerning a small group's employee coverage within the SHOP Exchange.	790, 938, 1086
73	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall provide employers with the ability to review employee choices with alternative plans.	S	The employer portal provides a listing to review monthly premiums and contribution amounts for employee and dependent premiums for each employee's coverage among the employer-selected QHPs.	790, 938, 1086
74	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall provide the ability to administer COBRA enrollments and disenrollments.	S	The membership system tracks a terminated employee's eligibility for COBRA coverage from within the SHOP Exchange and transfers administration of the individual's COBRA coverage to an authorized, accredited COBRA Administrator.	790, 938, 1086
75	Business	Eligibility and Enrollment	Employee Enrollment	Policy Management	The solution shall produce a notice of annual open enrollment as applicable for each employer.	S	The employer portal provides notifications for new or renewing open enrollment periods.	790, 938, 1086
76	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall maintain Employer contact information and provide updates to Carriers.	S	The employer account includes miscellaneous contact information that can be provided to carriers.	790, 938, 1086
77	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall allow Employers, on behalf of their employees, to enroll employees in the employers insurance plan.	S	The employer portal allows the enrollment of employees to specific QHPs with full control over the family coverage selected. The system tracks these maintenance activities with the logon ID of the user who performs these activities.	790, 938, 1086
78	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	As a default, only display QHPs that have been selected by the employer, are open to additional enrollment, and are available in the employee's geographic area.	S	Within the employee portal, only the employer-selected plans are viewable. Within the employer portal, both eligible and selected QHPs are viewable as controlled by the employer user.	790, 938, 1086
79	Business	Eligibility and Enrollment	Employee Enrollment	Eligibility and Enrollment	The solution shall provide the capability to verify and acknowledge the receipt of the plan selection.	S	The employer portal is fully aware of the eligible QHP selected by the employer for the current and renewal periods.	790, 938, 1086
80	Business	Eligibility and Enrollment	Account Management	Eligibility and Enrollment	The solution shall manage changes to employee contact information including making appropriate notifications and updates.	S	Both the employer and employee portals allow maintenance of employee contact information that can be viewed on demand.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
81	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall initiate changes in enrollment for employees or dependents, depending on the nature of the Qualifying Event.	S	The employer and employee portals manage changes in employee QHP enrollments based upon employer-based new hire and termination events, as well as employee life events.	790, 938, 1086
82	Business	Eligibility and Enrollment	Account Management	Eligibility and Enrollment	The solution shall ensure completeness of enrollment data and transmit it to QHP Carriers.	S	Our online application uses field level validation to help ensure the completeness of and enrollment application prior to transmitting to the QHP. For items that are not complete, a pending item is opened and triaged by our CSRs.	790, 938, 1086
83	Business	Eligibility and Enrollment	Account Management	Shop and Compare, Policy Management	The solution shall provide plan management capabilities to SHOP employers to assist them in comparing and selecting QHPs available to their employees.	S	The employer portal provides extensive viewing, comparing, and selecting capabilities of eligible SHOP QHPs. In particular, employers can view premium amounts and estimated employer and employee contribution amounts based upon the contribution options elected by the employer.	790, 938, 1086
84	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall provide the functionality for employers to select an employer premium contribution level based on rules such as dollar amount and / or percentages.	S	The SHOP solution allows configurations for setting up different types of employer contributions, such as percentage of the cost and a fixed dollar value.	790, 938, 1086
85	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall allow SHOP employers to view and modify employee data in the solution.	S	The employer portal provides features to modify employee personal facts, selected QHP, and family coverage facts.	790, 938, 1086
86	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall notify QHPs when an employer terminates coverage, and ensure coverage is discontinued.	S	Carriers receive daily updates on any changes to employee QHP enrollment facts via standard EDI feeds.	790, 938, 1086
87	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall allow employers to terminate coverage and notify employees of terminations.	S	The employer portal notifies all covered employees and transitions them to the AHBE Exchange when employers terminate their coverage within an active policy period.	790, 938, 1086
88	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall provide capability for employers to submit changes to employee roster (add / remove employees) in between redeterminations / renewals.	S	The employer portal provides updates to the employee roster as a result of new hires and terminations, and updates carriers accordingly. The employee portal allows employees to voluntarily terminate coverage.	790, 938, 1086
89	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall support voluntary and involuntary terminations by employers and employees and make appropriate notifications.	S	Voluntary and involuntary terminations are handled via the membership system. The Employer also has the ability to self-service a termination through their portal account. Terminations are communicated to all appropriate parties including the QHP, Employer, broker and COBRA administrator.	790, 938, 1086
90	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall seamlessly transition employee participation between plans and programs.	S	The HIX Solution Suite seamlessly transitions employees from employer-based SHOP Exchange coverage to AHBE Exchange coverage and vice versa based upon appropriate business rules for either exchange.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
91	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall provide capability for employers to submit changes to key eligibility factors for annual renewals.	S	The employer portal maintains employer coverage facts separately for each annual coverage period and the business rules engine determines a small group's eligibility accordingly.	790, 938, 1086
92	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall manage and track the renewal process and any impact on employees.	S	The HIX Solution Suite manages and tracks the renewal process, including changes to coverage and eligible QHP selection critieria, if applicable. As renewal approaches for individuals and small groups, the eligibility and enrollment module includes tools to make them aware of the choices they have and how to evaluate and adjust their plan choices to best fit their current needs. These tools help to educate them on the renewal process and what they can do to continue their coverage. Loss of a small group's eligibility for SHOP coverage via renewal period facts disables the employee's enrollment during the open enrollment period.	790, 938, 1086
93	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall initiate the termination process if the employer is to be found no longer eligible for the Exchange.	S	The employer portal notifies all covered employees and assists them in transitioning to the AHBE Exchange, if applicable, whenever an employer's coverage is terminated due to loss of eligibility during an active policy period.	790, 938, 1086
94	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall provide SHOP functionality that supports seamless transition enrollment and disenrollment between plans as plan selection changes.	S	During open enrollment, employees may change their QHP easily among the employer-selected QHPs without loss of family coverage facts, such as dependents seeking coverage through an employee's small group. Carriers are notified of appropriate enrollments/disenrollments as plan selection changes.	790, 938, 1086
95	Business	Eligibility and Enrollment	Account Management	Policy Management	The solution shall support and track the annual Employer renewal process.	S	The employer and employee portals provide comprehensive features for activities related to renewals, including supporting and tracking the renewal process. As renewal approaches for small groups, the eligibility and enrollment module includes tools to make them aware of the choices they have and how to evaluate and adjust their plan choices to best fit their current needs. Online tools help educate employers on the renewal process and what they can do to continue their coverage.	790, 938, 1086
96	Business	Eligibility and Enrollment	Account Management	Eligibility and Enrollment	The solution shall save eligibility / household changes to apply during the next available open enrollment period if an employee no longer qualifies for special enrollment.	S	Members can change their household census via their portal account or through the call center. If such changes do not qualify them for a special enrollment period, then the changes are saved and applied to the next eligible enrollment period.	790, 938, 1086

	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
97	Business	Eligibility and Enrollment	Appeals	Eligibility and Enrollment	The solution shall notify employers of their r and responsibilities (including a right to appeal eligibility decisions).	S	The Web portal provides features to appeal eligibility decisions and provide guidance on their rights and responsibilities within the SHOP Exchange. Submission of an appeal, tracking, status, notes, and outcomes are automatically administered via workflows. Regardless of the action taken, the individual is notified, via electronic or postal mail, of the current status or determination of the appeal.	790, 938, 1086
98	Business	Eligibility and Enrollment	Appeals	Eligibility and Enrollment	The solution shall provide the capability to capture, track, and generate notifications on the filing and disposition of appeals in accordance with existing regulations.	S	Required Appeals may be submitted for issues such as eligibility determinations. Submission of an appeal, tracking, status, notes, and outcomes are automatically administered via workflows. Additional documentation may be submitted in either electronic or hard copy formats that will be associated with an appeal. Regardless of the action taken, the party is notified, via electronic or postal mail, of the current status or determination of the appeal.	790, 938, 1086
99	Business	General	System Access	Shop and Compare, Eligibility and Enrollment, Policy Management	The solution shall allow SHOP employee access through a tab on the web portal where they can view plan options, enroll their dependents, and manage changes in circumstances.	S	The Web portal provides employees of small groups with all of the features necessary to view, compare, and select among QHPs provided by their employers, view their employers' contribution amounts, view their contribution amounts, select their family coverage, maintain coverage facts for their dependents, enter coverage Life Event and other miscellaneous features.	747

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
1	Technical	Auditing	Solution	Exchange Infrastructure	~~The solution shall provide the ability to audit and log the network system/application and detailed user activity including data available to the user, data viewed by user, data downloaded by user, data uploaded by the solution, and all actions taken by user while in the system).~~ The solution shall provide the ability to audit and log the network system/application and detailed user activity. **(Revision based on Amendment No. 1, dated April 13, 2012)**	S	The HIX Solution Suite maintains historical information for all field-level changes in the system, creating a robust audit trail. We apply auditing at a field level to investigate and resolve both member and internal issues. The audit detail includes when the change was made, what was changed, and who made the change. Historical data is available through a simplified user interface that includes old information, new information, transaction description, user, and transaction date. Our auditing capabilities span the entire process, from data elements to document management. Audit trails are accessible to authorized users through a simplified user interface and through reports. Please refer to Proposal Tab VI Section 4, System Requirements, for a detailed discussion of our approach to technical requirements for the BOS.	365, 1359
2	Technical	Auditing	Solution	Exchange Infrastructure	The solution shall provide transaction logs in accordance with the National Institute of Standards and Technology (NIST) requirements.	S	Our solution complies with NIST WP 800-92, Guide to Computer Security Log Management. Transaction logs are accessible to authorized users through a simplified user interface and through reports.	365, 1359
3	Technical	Auditing	Solution	Exchange Infrastructure	The solution shall provide transaction logs in accordance with the Health Insurance Portability and Accountability Act (HIPAA).	S	In accordance with HIPAA guidelines, the history of every transaction processed by the system is included in system audit logs. Transaction logs containing protected data are encrypted in addition to the database tables. Transaction logs are accessible to authorized users through a simplified user interface and through reports.	365, 1359
4	Technical	Auditing	Solution	Exchange Infrastructure	The solution shall provide transaction logs in accordance with the Harmonized Security and Privacy Framework and other federal requirements.	S	Our solution complies with the data capture and logging requirements related to audit log capabilities specified by the Harmonized Security and Privacy Framework. Transaction logs are accessible to authorized users through a simplified user interface and through reports.	365, 1359
5	Technical	Auditing	Solution	Exchange Infrastructure	The solution shall provide designated time frame reporting for security audits and compliance activities.	S	Our reporting solution enables users to designate time frames to constrain the content provided in the security audit reports, and other ad hoc reporting capabilities to support security audits and compliance activities.	365, 1359
6	Technical	Auditing	Solution	Exchange Infrastructure	The solution shall provide ability to set security controls for audit logs via role based access controls.	S	User access to the systems and data is restricted through the use of role-based security, which limits access to the systems, databases, directories, or files to authorized users or groups. Access to audit logs are controlled in the same manner as all data, whereby access permissions are assigned using roles.	365, 1359
7	Technical	Auditing	Solution	Exchange Infrastructure	The solution shall provide flexible audit report function (including on demand feature) and audit logging ability.	S	Our solution's audit log capabilities create the necessary content to satisfy audit reporting required for compliance. Our reporting solution enables users to review standard reports as well as to create ad hoc reporting to support security audits and compliance activities.	365, 1359
8	Technical	Auditing	Solution	Exchange Infrastructure	The solution must provide ability to perform the database capabilities to facilitate auditing.	S	Our solution's database logging features provide comprehensive auditing abilities via a comprehensive, ad-hoc report generation facility with data and date range filters.	365, 1359
9	Technical	Auditing	Contractor	Exchange Infrastructure	The contractor shall support an audit of data center operations by 3rd party vendor.	S	The Xerox Team supports third-party audits conducted on our data center operations. Upon request, we will work with the Exchange to schedule and facilitiate auditing activities.	365, 1359
10	Technical	Auditing	Contractor	Exchange Infrastructure	The contractor shall track system and system administrator activities as captured in system logs using an appropriate log management system or toolset that routinely removes the log messages to a separate, protected collection server.	S	Our system administrator logging capabilities properly log administrator activities into separate, protected files inaccessible and unmodifiable by system administrators.	365, 1359
11	Technical	Disaster Recovery	Solution	Exchange Infrastructure	The solution shall provide the ability to utilize alternative remote back-up sites that is geographically separate and distinct from primary hosting facility with a ramp up period not to exceed ~~12 hours~~ **72 hours** in the event of need for activation. **(Revision based on Amendment No. 1, dated April 13, 2012)**	S	Our backup site is located in a geographically separate and distinct site from the production site and supports a ramp up period not to exceed 72 hours once the need for activation has been determined in accordance with our approved disaster recovery plan.	1472
12	Technical	Disaster Recovery	Contractor	Exchange Infrastructure	The contractor shall provide the ability to recover lost or deleted data from backup.	S	Our data backup tools and procedures enable data recovery when needed. The HIX Solution Suite uses a highly redundant architecture with multiple physical and virtual servers. Data is protected using recurring interim backups, while our database clusters provide near immediate failure recovery.	1472
13	Technical	Disaster Recovery	Contractor	Exchange Infrastructure	The contractor shall provide planned and unplanned outage notification.	S	Our system administration procedures require notifications of both planned and unplanned outages to our clients. Notifications are provided in accordance with our approved communications management plan.	1472
14	Technical	Disaster Recovery	Contractor	Exchange Infrastructure	The contractor shall provide the ability to rollover to an alternate / backup site during planned and unplanned maintenance.	S	Our system administration procedures include production system rollover to alternate, backup sites as may be required during planned and unplanned maintenance activities. The need for system rollover is determined in accordance with the defined procedures.	1472
15	Technical	Disaster Recovery	Contractor	Exchange Infrastructure	The contractor shall provide a remote backup site that is geographically separate and distinct from primary hosting facility with a ramp up period not to exceed ~~12 hours~~ **72 hours** in the event of need for activation. **(Revision based on Amendment No. 1, dated April 13, 2012)**	S	Our system administration and data center operations provide remote, backup hosting sites in separate physical locations, with ramp up periods under 72 hours once the need for activation has been determined in accordance with our approved disaster recovery plan.	1472

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
16	Technical	Disaster Recovery	Contractor	Exchange Infrastructure	The contractor shall store backed-up data apart from the production data center at a sufficient distance to prevent simultaneous loss of production and backup data stores.	S	Data backups are hosted in physically separated sites to support timely and effective system rehosting during disaster events. Data is protected using recurring interim backups, while our database clusters provide near immediate failure recovery. Periodic point in time tape backups are stored offsite at a secure facility and available in case of extreme disaster.	1472
17	Technical	Disaster Recovery	Contractor	Exchange Infrastructure	The contractor shall establish an alternative recovery location in the event of a significant interruption to the production system environment.	S	We have identified alternative sites for each of our primary operations and data center facilities, should there be a significant interruption to one or more of our production environments. Geographically diverse locations throughout the US help support the quick recovery of applications and operations, supported by our established back-up processes and disaster recovery and business continuity planning.	1472
18	Technical	General	Solution	Exchange Infrastructure	The solution shall provide the ability to ensure seamless coordination and integration with state databases to allow interoperability as appropriate with health information exchanges and agencies.	C	In consultation with SSHIX management and technical staff, interfaces will be designed, implemented, and tested to enable seamless data movement between the health exchange and agencies. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.	1335, 1547
19	Technical	General	Solution	Exchange Infrastructure	The solution shall comply with Centers for Medicaid and Medicare Services (CMS') requirements to establish a framework of enabling technologies and processes that support improved administration of the Medicaid program.	S	Our solution aligns with applicable CMS requirements for exchanges, including Exchange/Medicaid IT Guidance 2.0, MITA 2.0, and others as required. We are actively reviewing the recently released MITA 3.0, which includes new guidance.	747
20	Technical	General	Solution	Exchange Infrastructure	The solution shall offer a modular, flexible approach to systems development using MITA guidelines and SOA component-oriented design principles.	S	The Xerox HIX Solution Suite is built to the principles and methodologies of a service-oriented architecture (SOA) and offers flexibility and modularity system characteristics that adhere to MITA guidelines.	747
21	Technical	General	Solution	Exchange Infrastructure	The solution shall allow for the alignment with and increasing advancement of Medicaid Information Technology Architecture (MITA) maturity for business, architecture, and data in all systems development efforts.	S	Our solution complies with the CMS requirements described in MITA 2.0 and we are actively reviewing the recently released final for the new MITA 3.0 guidelines. Our HIX Solution Suite uses technology already available in other healthcare business sectors and is designed to promote collaboration, data sharing, and consolidation of business processes, while offering improved flexibility and extensibility.	747
22	Technical	General	Solution	Exchange Infrastructure	The solution shall support and enable effective and efficient business processes by producing and communicating the intended operational results with a high degree of reliability and accuracy.	S	Our solution provides the operational results reliably and accurately in the manner described by our responses to the requested requirements, both general and detail.	747
23	Technical	General	Solution	Exchange Infrastructure	The solution shall produce automated transaction data, reports, and performance information that would contribute to program evaluation, continuous improvement in business operations, transparency, and accountability and in accordance with federal requirements.	S	Our solutions captures transactional data that can be analyzed to assist with program evaluation, continue improvement efforts, and accountability in accordance with federal requirements. Our reporting component provides standard and ad hoc reporting to support performance monitoring, program evaluations, transparency, accountibility, and federal and state reporting requirements.	747
24	Technical	General	Solution	Exchange Infrastructure	The solution shall provide the ability to receive, store, display, and print documents sent to the Exchange.	S	Our solution includes comprehensive document management capabilities and our procedures correctly capture hard-copy and faxed documents into our document management module. Authorized users, including consumers, brokers/navigators, State and Exchange staff, and our operations staff can securely view and print documents via the Web portal.	747
25	Technical	General	Contractor	Exchange Infrastructure	The contractor shall provide a Software as a Service (SaaS) solution.	S	Our solution is designed to be provided as a Software as a Service solution. The systems are hosted on an existing infrastructure, minimizing the implementation timeframe and maximizing cost efficiencies from shared services.	747
26	Technical	General	Contractor	Exchange Infrastructure	The contractor shall update all the solution's configurable items to ensure the solution is fully functional/operational by the system go-live date. Configurable items may be items such as business rules, system defaults, or other modifiable components.	W	When working with the Exchange, our implementation teams will correctly establish and implement all system settings for the go-live date. Our solution is designed to provide configurable business rules, system defaults, or other modifiable components to minimize the implementation timeframe, while providing Nevada-specific exchange functionality.	747
27	Technical	General	Contractor	Exchange Infrastructure	The contractor shall ensure that the solution and Service Center complies with all applicable State Information Security Policy and Standard Procedures (PSPs)	M	In consultation with the Exchange, the Xerox Team's solution and Service Center will review and comply with information security PSPs. Any modifications would be part of our standard integration effort and would not incur additional costs outside our proposed implementation pricing.	747
28	Technical	General	Contractor	Exchange Infrastructure	The contractor shall ensure that the solution and Service Center complies meet State security standards for transmission of personal information as outlined in NRS 597.970, 205.4742 and 603A.040.	S	In consultation with the Exchange's representatives, agreement will be reached to select the Exchange's security standard for personal information transmissions. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ Change to S. Clarified during negotiations.	747
29	Technical	General	Contractor	Exchange Infrastructure	The contractor shall provide a method to test the solution compliance against Section 508(c) of the Rehabilitation Act for all types of user interface screens (static, dynamic, Web, client-server, mobile, etc.).	S	We provide a system and processes that adhere to applicable requirements of Section 508(c) of the Rehabilitation Act. When implementing our Web interface we followed the relevant guidelines contained in the W3C Web Content Accessibility Guidelines 2.0 (WCAG 2.0). As a standard implementation of all software, all quality and user acceptance testing will validate compliance with Section 508.	747

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
30	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution shall provide the ability to support commonly used Internet browsers and as they change through time by user popularity.	S	The services provided by our solution are maintained to be portable across current versions of multiple Web-browser platforms. At this time, supported browser include Internet Explorer, Mozilla Firefox, Google Chrome, and Safari.	68
31	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution shall utilize a service management framework such as ITIL v3 or equivalent framework to manage IT services and infrastructure.	S	The Xerox Team's quality focus impels the use of an established IT framework to help promote standardization and consistency throughout our internal IT operations and service delivery organization. We use the ITIL v3 framework to accomplish this goal. Refer to Section VI.2.3 for complete information.	68
32	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution must include hosting services for the development, testing/verification, training, certification and production environments that will be used to develop, maintain, and operate the solution.	S	As required, our development methodology employs multiple environments used during the Software Development Life Cycle and are delivered as part of the comprehensive, hosted solution.	68
33	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution must provide the ability to assure consistency between processes when authorized systems attempt to access services through different entry points.	S	Our SOA design patterns ensure consistent results are achieved when different systems solicit a response from the same services.	68
34	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution shall be hosted in an environment that ensures that servers are housed in a climate-controlled environment that meets industry standards including climate control, fire and security hazard detection, electrical needs, and physical security.	S	Our solution components are hosted in a hardened, secure, Tier 4 facility or ISO20000 compliant facility, with SSAE16 certification. The facilities housing our systems provide a climate controlled environment with physical security, redundant power, and fire and security hazard detection, and other industry standards for the safety and security of our people, processes, and systems.	68
35	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall provide the ability for the state to examine system and error logs daily to minimize and predict system problems and initiate appropriate action.	S	Our solution allows authorized State staff to examine system and error logs, as scheduled. We employ service support processes in support of the IT infrastructure as well as the service delivery processes required to help ensure that service is delivered as promised, thereby minimizing and predicting system problems and initiating appropriate action when needed.	68
36	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall completely test and apply patches for all third-party software products before release.	S	In a manner similar to our custom development life cycle, we test third party tools in our system test environment before their rollout to the production environment to identify and minimize any potential issues.	68
37	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall establish separate system testing (unit and integration), user acceptance testing, training and production environments.	S	Our solution includes separate development, QA testing, user acceptance testing, system test, and production environments, which support our mature SDLC as well as the environment requirements for initial and ongoing BOS development and implementation.	68
38	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall monitor servers for the following performance utilization measures: response, memory, disk space, bandwidth, uptime.	S	In compliance with our ITIL practices, detailed server performance statistics are monitored to enable real-time detection of system health, bottleneck, and problems. Our solution is designed for reliability, with safeguards in place to ensure normal usage of the features and functions in the system will not cause system-level side effects such as slow performance or system inoperability. The architecture of the application incorporates many design and operational safeguards to help ensure a stable and functional system.	68
39	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall monitor network connections, devices and activity.	S	In compliance with our ITIL practices, system monitoring includes network connections, devices and activity. The Xerox Team uses numerous physical and technical measures to safeguard the data and systems entrusted to us. The systems are deployed in secure Xerox Team data centers protected by network monitoring software, intrusion detection sensors with multiple Internet firewalls, and anti-virus software to protect our telecommunications network.	68
40	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall ensure that non-critical system management, virtualization, and administrative operational and system administration controls are on a separate network from the production network that would contain protected health information (PHI) to prevent unnecessary administrative access to PHI.	S	To avoid potential access to PHI, we will segregate, on separate network devices and services, the operational, non-critical systems from those systems containing PHI and other protected data.	68
41	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution shall utilize Transmission Control Protocols (TCP) / Internet Protocols (IP).	S	TCP/IP protocols are used, as required by system needs and their capabilities.	68
42	Technical	Hosting Services	Solution	Exchange Infrastructure	The solution shall utilize the current TCP/IP network, SilverNet, and comply with all State and federal laws, mandates, and methodologies.	M	Our solution inherently supports TCP/IP and may require modifications to integrate with Nevada's SilverNet and other systems. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ All current methodologies, as of the contract date, are included in the agreed upon price of this contract.	68
43	Technical	Hosting Services	Solution	Exchange Infrastructure	The contractor shall implement network protection capabilities to detect and eliminate malicious software and/or unauthorized external connection attempts on network monitoring devices, servers, peripheral devices, and desktop workstations.	S	Our solution meets these requirements as part of our standard implementation. The Xerox Team uses numerous physical and technical measures to safeguard the data and systems entrusted to us. The systems are deployed in secure Xerox Team data centers protected by network monitoring software, intrusion detection sensors with multiple Internet firewalls, and anti-virus software to protect our network, servers, peripheral devices, and desktop work stations.	68

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
44	Technical	Hosting Services	Contractor	Exchange Infrastructure	The contractor shall provide all hosting services at data center(s), including back-up and recovery, at sites located within the continental United States. There are no exceptions to these requirements.	S	All of our data center operations are located in the continental United States as part of our standard implementation.	68
45	Technical	Hosting Services	Contractor	Exchange Infrastructure	The contractor shall ensure that all data center operations and technical staff shall be located within the continental United States. There are no exceptions to these requirements.	S	All of our data center operations and technical staff responsible for the Nevada BOS are located in the continental United States.	68
46	Technical	Hosting Services	Contractor	Exchange Infrastructure	The contractor is required to host, maintain, and operate the solution in production for a minimum of three (3) years.	S	We will contract for a minimum of three years.	68
47	Technical	Hosting Services	Contractor	Exchange Infrastructure	The contractor will be responsible for providing, installing, and maintaining all hardware, software, network components, and other infrastructure elements for the solution.	S	As part of our Software as a Service offering, we provide, install, and maintain all hardware, software, network components, and other infrastructure elements of the contracted solution.	68
48	Technical	Hosting Services	Contractor	Exchange Infrastructure	The solution shall store Individual, SHOP, Agent / Broker / Navigator, and Insurance Carrier Information for viewing, reporting, and analysis.	S	Our solution captures all relevant transactions and their associated business entities which can be viewed, reported and analyzed. Our reporting component provides standard and ad hoc reporting capabilities to meet state and federal reporting requirements.	68
49	Technical	Hosting Services	Contractor	Exchange Infrastructure	The contractor shall maintain reliable business operations without interruption or delay – 24 x 7.	S	Our solution provides reliable, uninterrupted business operations 24 hours per day, seven days per week except for scheduled downtimes approved by the Exchange.	68
50	Technical	Hosting Services	Contractor	Exchange Infrastructure	The contractor shall provide a system with a 5 – 10 seconds response time and is able to handle 6,000 transactions / hour with the exception of scheduled maintenance downtime.	S	Our solution responds with a maximum delay of 10 seconds and is capable of 6,000 transactions per hour except for scheduled downtimes.	68
51	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall provide the ability to identify "brute force" attacks and automatic disabling of accounts.	S	Our ITIL compliance includes practices to track, identify, and respond to "brute force" attacks. Our account login practices detect attempts to programmatically guess usernames and passwords, and deactivates such accounts for periods that automatically reset. Additionally, we contract with White Hat Security to provide penetration testing services. The testing simulates an attack that is intended to expose the strengths and weaknesses of an application's security controls by highlighting risks posed by actual exploitable vulnerabilities.	365, 1359
52	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall provide Certificate Authority for secure server side transactions.	S	Our Software as a Service offering includes validation of digital certificates used in secure transactions between different entities.	365, 1359
53	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall provide a complete user provisioning and de-provisioning solution to support achievement of the privacy and security requirements.	S	Our Software as a Service offering includes user provisioning features to simplify user identity life cycle maintenance.	365, 1359
54	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall support re-certification and re-identification renewal procedures with configurable parameters (time, cipher strength, logon attempts, etc.).	S	Our user account features related to deactivation time-out period, password strength, and failed logon attempts to trigger account deactivation are configurable.	365, 1359
55	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall support account retirement and deactivation requirements as determined by identity management policies and procedures.	S	To simplify administration activities, our identity management solutions can be configured to retire and deactivate user accounts by user roles.	365, 1359
56	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall support issuing and maintaining unique identifiers for organizations and tracking the organizational context and/or utilize external provider directories as referenced by the organization.	S	Our solution assigns its own unique IDs for all entities, including organizations, and is capable of associating different IDs to the same organizations that may have been issued by external systems.	365, 1359
57	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall support issue and manage public key certificates for secure transactions.	S	Our use of encryption using private/public key methods includes the necessary administrative activities for public key certificates.	365, 1359
58	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall support the ability to verify and validate system identity via public key certificates for secure transactions.	S	Our use of encryption using private/public key methods includes the necessary capabilities to verify and validate system identities via public keys.	365, 1359
59	Technical	Identity Management and Authentication	Solution	Exchange Infrastructure	The solution shall support the ability to delegate or utilize 3rd party authentication services for specific transactions via an external trust and authentication framework.	M	No additional charge assuming the use of a "commercially available" 3rd party service or system.	365, 1359
60	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide live Tier-1 and Tier-1 technical support 7x24.	S	Our Software as a Service offering includes live Tier-1 and Tier-2 technical support 24/7.	48, 1565
61	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide staff that able to prioritize issues based on criticality of need with defined SLA's for defined levels of service and a execute a clear escalation path.	S	Our staff applies rigorous ITIL practices and defined processes to handle and prioritize issues accoring to the defined SLAs and escalates issues accordingly.	48, 1565
62	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide a help ticket system that offers open and closed ticket reporting services.	S	In adherence with ITIL practices, our COTS help desk system monitors open and closed tickets with associated reporting services for analysis.	48, 1565

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
63	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide a help ticket system that tracks call volume by issue to help pinpoint trouble areas.	S	In adherence with ITIL practices, our COTS help desk system tracks call volume by issue to provide problem analysis capabilities.	48, 1565
64	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide a help ticket system to track help desk statistics by engineer for ticket open time vs. time closed, knowledge, and resolution.	S	In adherence with ITIL practices, our COTS help desk system tracks statistics by engineer to conduct engineer performance tracking.	48, 1565
65	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide a help ticket system that offers management dashboard access and reporting to track availability and key performance indicators.	S	In adherence with ITIL practices, our COTS help desk system provides management dashboard access and reporting to track availability and key performance monitoring at a glance based on reported and tracked issues and performance.	48, 1565
66	Technical	Information Technology Help Desk	Contractor	Exchange Infrastructure	The contractor shall provide a help ticket system that allows for automatic scheduled progress reports.	S	Our COTS help desk system generates scheduled, recurring reports.	48, 1565
67	Technical	Interfaces	Solution	Exchange Infrastructure	The solution shall provide real-time interfaces to transfer data between The solution and existing state databases (such as the Business Rules Engine, NOMADS, Nevada Check Up, and financial systems.	S	Our HIX Solution Suite contains the core functionality and services to support the integration of existing state databases as envisioned by the Exchange. For interfaces with a message- and/or service-based infrastructure, the Xerox Team uses an enterprise service bus (ESB) framework. This architecture pushes the messaging and data transformation tasks to the perimeter of the architecture, assuring code changes to the core application are not required to accommodate data integration with third-party systems. Pending the final configuration of the HCR Eligibility Engine and other systems, additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Change to S. Clarified during negotiations. As long as this is "real time" there is no increase in cost.	761
68	Technical	Interfaces	Solution	Exchange Infrastructure	The solution shall provide new and or update existing two-way, real-time interfaces to transfer data between the BOS and 3rd party vendors (i.e. Division of Insurance (DOI), insurance carriers, federal databases, etc.).	S	For external systems, our primary method of integration is with standard WSDL Web services. These services are implemented using standard SOAP-based messaging and XML data. For exchanges with a file-based interface infrastructure, the application suite integrates with back-office systems via file-based data exchange. Data exchange is secured by way of VPN connections or transferred via SFTP or FTPS connection requiring SSL v3; TLS, PGP over FTP can also be supported. Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work. Subject to agreed upon interface list and real time as states in 7.1.7. Change to S. Included in cost.	761
69	Technical	Interfaces	Solution	Exchange Infrastructure	The solution shall provide interfaces to existing State systems that leverage existing interface designs to incorporate extensible markup language (XML) to support the requirements of The solution and associated applications.	S	Following consultation with the Exchange's technical representatives regarding the technical specifications, the solution will use XML-based interfaces, as appropriate, to provide interfaces to existing State systems.	761
70	Technical	Interfaces	Solution	Exchange Infrastructure	The solution shall provide functionality that knows how, and when, to communicate with interfacing systems.	S	The HIX Solution Suite will correctly implement real-time and batch communications, as may be required, with interfacing systems, including the HCR Eligibility Engine, AMPS/NOMADS, and Carriers.	761
71	Technical	Maintenance and Operations	Contractor	Exchange Infrastructure	The contractor shall provide routine scheduled weekly maintenance period including, but is not limited to, server upgrades/patching, software upgrades/patching and hardware maintenance.	S	Routine system and application maintenance is conducted on a schedule and during time agreeable with designated representatives of the Exchange.	1311, 1509
72	Technical	Maintenance and Operations	Contractor	Exchange Infrastructure	The contractor shall conduct non-routine maintenance during a mutually agreeable time with two (2) weeks advance notice to the state.	S	Non-routine system and application maintenance will be coordinated with designated state representatives. We provide a minimum two (2) weeks advance notice.	1311, 1509
73	Technical	Maintenance and Operations	Contractor	Exchange Infrastructure	The contractor shall ensure that operator logs are checked on regular basis against the Operating procedures.	S	Our Software as a Service offering meets these requirements as part of our standard implementation. Our implementation includes compliance auditing activities that measure actual performance against operating procedures.	1311, 1509
74	Technical	Regulations & Statutory Compliances	Solution	Exchange Infrastructure	The solution shall ensure The solution meets hosting and handling standards Payment Card Industry (PCI) data.	S	The HIX Solution Suite adheres to PCI-DSS guidance for software developers and manufacturers of applications and devices used in those transactions.	365, 1359
75	Technical	Regulations & Statutory Compliances	Solution	Exchange Infrastructure	The solution shall ensure The solution meets hosting and handling standards for Federal Tax Information (FTI) data federal tax information safeguarding requirements defined by the IRS in the Title 26 of the United States Code (U.S.C) section 6103.	S	The HIX Solution Suite complies with Title 26, Section 6103 as described via IRS Publication 1075 implementing controls over use and disclosure of Federal Tax Information.	365, 1359
76	Technical	Security	Solution	Exchange Infrastructure	The solution shall comply with industry standards and regulations to include, but not limited to the following: Privacy and transaction standards, Federal civil rights laws, Standards adopted by the Secretary under Section 1104 of the Affordable Care Act (ACA), Standards and protocols adopted by the Secretary under Section 1561 of the ACA including NIST SP 800-52, 800-53i, 800-77, or 800-113 or others as specified in the federal Information Processing Standards (FIPS) Publication 140–2, AND IEEE standards and PMI guidelines.	S	As discussed throughout our response to Proposal Tab VI, Section 4, Technical Requirements, our solution meets these requirements as part of our standard implementation.	365, 1359

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
77	Technical	Security	Solution	Exchange Infrastructure	The solution shall to support penetration testing from external vendors.	S	Our ITIL practices include conducting penetration tests from external vendors on recurring basis. We engage third party, security contractors to validate existing security specifications as well as to detect new, evolving vulnerabilities recently discovered by the security contractor or the computer security industry. Testing simulates an attack that is intended to expose the strengths and weaknesses of an application's security controls by highlighting risks posed by actual exploitable vulnerabilities.	365, 1359
78	Technical	Security	Solution	Exchange Infrastructure	The solution shall maintain strict access controls to safeguard all areas where state could be accessed.	S	Our access controls are configured to apply rigorous controls over access to external state systems and/or state data.	365, 1359
79	Technical	Security	Solution	Exchange Infrastructure	The solution shall implement corrective plans from external risk assessment and vulnerability testing and/or external (3rd Party) HIPAA audit/review that discusses threats, vulnerabilities and impacts.	S	Our ITIL practices include conducting and applying corrective actions and recommendations from external assessments. We use testing to expose the strengths and any new or potential weaknesses and risks of our security controls and offers the opportunity to implement corrective plans and enhance the security of our solutions.	365, 1359
80	Technical	Security	Solution	Exchange Infrastructure	The solution shall implement a provisioning scheme for user identification, authentication and authorization, including activation and de-activation.	S	Our Software as a Service offering includes all necessary user provisioning features to simplify user identity life cycle maintenance. The HIX Solution Suite provides the capabilities for users to self-register on the Web portal. This provides a method for users to autonomously create their own user accounts and access the applications without intervention from the Xerox Team or stakeholder representatives. Each user must provide authentication information and select a strong password so the system can verify the user each time they attempt access to the system. Password rules for the Web portal can be modified or extended through custom rules.	365, 1359
81	Technical	Security	Solution	Exchange Infrastructure	The solution shall manage user profiles including defining access to data types and security credentials.	S	Permission rights assigned to user roles define access to features and data which, when combined, are also used to control maintenance of security credentials. Data segregation rules can be applied to individual profiles to control what data can be viewed and what, if any, actions can be taken against that data. (e.g., individual/member profiles can be configured so that information related to their application, eligibility determination and enrollment status coverage is available in a read-only mode. A small employer HR administrator can be provided access to certain data, but restricted to only the location(s) for which the HR administrator has direct responsibility.)	365, 1359
82	Technical	Security	Solution	Exchange Infrastructure	The solution shall allow users to reset passwords and unlock locked accounts from a web portal interface.	S	The solution allow users to self-administer their accounts or profiles. To minimize the need for service center support, authorizing user access and resolving login problems using "forgot user name, password" and other features are used.	365, 1359
83	Technical	Security	Solution	Exchange Infrastructure	The solution shall pass credentials for authentication and authorization from The solution to authenticate system access to web service transactions.	S	Securing Web services calls will involve secure communication channels and authenticated credentials, among other techniques.	365, 1359
84	Technical	Security	Solution	Exchange Infrastructure	The solution shall restrict access to user, provider, or organizational data to authorized users.	S	Security features and data are enabled using permission rights assigned to user roles. Each user has access to only the necessary system functions, Web pages, data records, data elements, and data element values appropriate to his or her authorized role.	365, 1359
85	Technical	Security	Solution	Exchange Infrastructure	The solution shall ensure non-repudiation* as part of digital signature verification to prevents data from being altered, deleted or damaged during exchange. *Non-repudiation refers to a state of affairs where the purported maker of a statement will not be able to successfully challenge the validity of the statement or contract.	S	Our solution ensures non-repudiation for key user elections and actions by requesting the user to reenter their password as a way to validate their active, purposeful intent. This acts as a "digital signature" that provides "non-repudiation".	365, 1359
86	Technical	Security	Solution	Exchange Infrastructure	The solution shall have the ability to set automatic alerts to system administrators when a breach pattern or unauthorized use activity is detected.	S	Our solution monitors for intrusions from unauthorized sources and will log and notify appropriate personnel.	365, 1359
87	Technical	Security	Solution	Exchange Infrastructure	The solution shall support "user exits" or a "pluggable authentication module" (PAM) to enable user transition between the solution and local systems that are authorized as third party connections to the solution.	S	Following consultation with the Exchange staff to achieve a more complete understanding of the requested features, we will propose potential solutions. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ Change to S. Clarified during negotiations.	365, 1359
88	Technical	Security	Solution	Exchange Infrastructure	Deleted during negotiations.			
89	Technical	Security	Solution	Exchange Infrastructure	The solution shall provide the ability for web service providers and service consumers to interact via the solution.	S	For external systems, our primary method of integration is with standard WSDL Web services. Our implementation of Web service technologies allows our solution to interface with a myriad of marketplace partners required to deliver the complete SSHIX solution.	365, 1359

ID	Type	Category	Sub-Category	Application or Module	Requirement	Condition (S, W, M, F, C)	How Request is Met	Work Plan Task #
90	Technical	Security	Solution	Exchange Infrastructure	The solution shall provide the ability to implement security for transport and messaging via web services.	S	Our implementation of Web services technologies will employ necessary data security features that are compliant with applicable federal and state guidelines.	365, 1359
91	Technical	Security	Solution	Exchange Infrastructure	The solution shall track all access so that an accounting of disclosures report can be provided to the individual if requested.	S	Our solution meets these requirements as part of our standard implementation. The HIX Solution Suite maintains historical information for all field-level changes in the system, creating a robust audit trail.	365, 1359
92	Technical	Security	Solution	Exchange Infrastructure	The solution shall provide ability to cleanly disable accounts with short notice.	S	Our identity management solutions enable us to activate and deactivate user accounts with appropriate login information. Accounts can be quickly and cleanly disabled, in accordance with our procedures for account termination.	365, 1359
93	Technical	Security	Solution	Exchange Infrastructure	The solution shall provide security administration functionality to apply role based user permissions based on role-based access control (RBAC) scheme based on the federal (ANSI) standard for RBAC.	S	Our identity management solutions rely heavily on user roles as a means to administer user permissions for a high-volume user community. ~~Additional cost for this requirement would need to first be scoped and our proposed hourly rate would apply to the mutually agreeable scope of work.~~ Change to S. Clarified during negotiations.	365, 1359
94	Technical	Security	Solution	Exchange Infrastructure	The solution shall ensure that all health information in transit and at rest is unusable, unreadable, or indecipherable to unauthorized individuals through use of a technology or methodology specified by the Secretary of the Federal Department of Health and Human Services in the guidance issued under section 13402(h)(2) of the American Recovery and Reinvestment Act of 2009 (P.L. 111-5) , or any update to that guidance.	S	Our solution encrypts data tables and transaction logs at rest and transmits information using data encryption techniques to comply with all applicable guidelines.	365, 1359
95	Technical	Security	Solution	Exchange Infrastructure	The solution shall provide the same security provisions for the development, system test, acceptance test and training environment as those used in the production environment.	S	Our solution uses the same security techniques on all SDLC environments found on the production environment; we do not use actual, personal information on non-production environments.	365, 1359
96	Technical	Security	Contractor	Exchange Infrastructure	The contractor shall ensure that The solution system documentation is protected from unauthorized access.	S	Access to solution documentation will be restricted to authorized users only in the same manner that all data access is restricted by permission rights.	365, 1359
97	Technical	Security	Contractor	Exchange Infrastructure	The contractor shall define all initial user security roles and access permissions as defined by the State to ensure users are able to access the system at system go-live.	S	Rigorous tests before system go-live help ensure that all required user roles, both internal and external, have been defined with the necessary security roles and access rights.	365, 1359
98	Technical	Training	Contractor	Exchange Infrastructure	The contractor shall provide initial and ongoing maintenance and operations training for State and Exchange staff.	S	We develop a detailed training plan for the Exchange's review to make certain we have thoroughly documented our approach for initial and ongoing training for the appropriate technical, Exchange, and business staff, including EITS help desk, within the boundaries of the Exchange's responsibilities. System documentation, online help, and training modules are already available for many components of our HIX Solution Suite, and we continue to improve them so that these tools are effective in assisting Exchange user groups.	1588
99	Technical	Training	Contractor	Exchange Infrastructure	The contractor shall assist the Exchange during the federal certification process for Exchanges, which will occur in November/December 2012 for certification by January 2013.	S	While the Exchange has ultimate responsibility for federal certification, the ACS Team provides full support for certification activities throughout the life of the project. We work with the Exchange to ensure that certification criteria are addressed in the Exchange requirements, documentation, system functionality, and operational planning. We help the Exchange project team prepare for CMS meetings, providing all of the necessary documentation and information needed to conduct the meeting.	1588

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed and intend to be legally bound thereby.

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Will Saunders, President, Xerox State Healthcare, LLC   Date

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Jon M. Hager, Executive Director, Silver State Health Insurance Exchange   Date