

Attachment B – 115136 O3 Pharmacy Benefit Management (PBM) Requirements Traceability Matrix (RTM)

The Requirements Traceability Matrix (RTM) is used to document and track the project's requirements from the proposal to testing to verify that each requirement has been completely fulfilled. The Contractor will be responsible for maintaining the set of Baseline Solution Requirements directly related to the configuration of the Pharmacy and Drug Rebate Services (PDRS) System. Additions, modifications, and deletions to these requirements will be added and modified throughout the project so it is imperative that a current version of the matrix be maintained at all times.

Bidders must provide an initial RTM as part of the proposal. The Bidder must respond to requirements exactly as they are provided in the RTM. The Bidder must describe in sufficient detail, including the processes and procedures, how the solution will meet each requirement and achieve full compliance (i.e., requirement fulfilled 100%).

For each requirement Bidders must complete the following fields:

- Bidding Ability Code – Identifies the extent to which the Bidder’s existing solution satisfies the requirement using the appropriate codes provided in the tables below.
- Bidder’s Response
 - If Ability Code ‘Standard Function’ is selected, describe how the requirement is fully satisfied by the existing solution.
 - If Ability Code ‘Modification Required’ or ‘Enhancement Required’ is selected, describe how the existing solution needs to be modified or enhanced to fully satisfy the requirement. Include an assessment of the severity and impact to the existing solution, the steps and activities needed to modify or enhance the solution, and the estimated duration to complete the modification. Bidder’s using external software that is integrated with the existing solution must identify the software and include in the response.
 - If Ability Code ‘Cannot Meet Requirement’, the Bidder’s Response should not be completed.

Ability Code	Condition	Definition
S	Standard Function	The existing solution fully satisfies the requirement as stated. The existing solution has been previously implemented and certified as applicable.
M	Modification Required	The existing solution does not satisfy the requirement as stated. The existing solution requires a configuration, workflow, or source code modification to fully satisfy the requirement.
E	Enhancement Required	The existing solution does not satisfy the requirement as stated. The existing solution requires an enhancement to implement new configuration, workflow, or source code to satisfy the requirement.
N	Cannot Meet Requirement	The existing solution does not satisfy the requirement as stated and cannot be modified or enhanced to satisfy the requirement.

The RTM is organized by the scope of work and functional area. Following are the definitions for each of the RTM tables:

- RTM ID – identifies the unique scope of work; MDR, PBM, PDL, DUR
- Req. # - the sequential number of each RTM requirement

- ID – the unique id for each functional area within the RTM

1. Claims Processing and Adjudication (CPA) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	1	CPA-1	Solution must perform a mass rebilling of identified claims.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	2	CPA-2	Solution must user-define the field values on a submitted claim for overriding NCPDP reject codes.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	3	CPA-3	Solution must override edit checks based on the existence of aprior authorization, DUR response(s), diagnosis code, or other codes submitted by the pharmacy. Other codes could include, but are not limited to, the Submission Clarification Code and the Prior Authorization Type Code when processing overrides.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	4	CPA-4	Solution must validate pharmacy entered overrides on a claimfor appropriateness by checking against DHHS defined data elements including but not limited to claim history, provider characteristics, member characteristics, benefit packages, PAs, etc.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	5	CPA-5	Solution must maintain minimum/maximum quantities associated with the utilization of a drug, as defined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	6	CPA-6	Solution must provide an unlimited number of edits and business rules for POS claim rejection that can be tied to standard NCPDP codes for claim denial and/or Pro-DUR, as defined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	7	CPA-7	Solution must allow DHHS to add additional text to accompany standard NCPDP reject codes and their associated return messages.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	8	CPA8	Solution must provide more detail error codes than are present in NCPDP D.0 messages (e.g., error codes by NDC, GSN and TC).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	9	CPA-9	Solution must allow DHHS to add or modify messages to be returned to pharmacies, and business rules which allow different messages under different circumstances.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	10	CPA-10	Solution must allow drug authorizations and utilization as defined by the State.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	11	CPA-11	Solution must maintain historical changes of National Drug Code information. The source(s) of the information must be identified.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	12	CPA-12	Solution must apply pricing algorithms to determine which of several pricing methods, to include, but not limited to, NADAC, AWP-11%, AAC+50%, SMAC, FUL, etc., applicable to a specific NDC and determine which method yields the lowest net cost.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	13	CPA-13	Solution must apply selected pricing methods for each claim payment and display in the claim record what method was used to determine final payment amount.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	14	CPA-14	Solution must display on a rejected claim the pricing method that would have been used and the amount of the claim if it would have paid.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	15	CPA-15	Solution must display in the drug information database which pricing method is applicable to the NDC, in the absence of claim-specified submitted costs.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	16	CPA-16	Solution must allow multiple sets of drug coverage limitations when the member falls in more than one pharmacy benefit category and apply a benefit coverage hierarchy to facilitate processing with Medicaid as the payor of last resort (e.g., Medicare member restrictions and Nursing Home resident restrictions when a client is on Medicare and resides in a Nursing home).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	17	CPA-17	Solution must capture and display all data submitted in NCPDP claim format as part of the claim record regardless of whether it is used for processing. The system must also clearly distinguish between provider submitted and system generated data on the claim record.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	18	CPA-18	Solution must edit claims based on data elements in the provider file(s) (e.g., not requiring PA for scripts written by specific prescriber, denying a claim within a certain drug class when written by a specific prescriber, pharmacy dispensing a specific drug).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	19	CPA-19	Solution must maintain a map of drug identifier code to diagnosis code to edit for valid/invalid combinations, as defined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	20	CPA-20	Solution must edit when drug claim exceeds number of brand name drugs versus generic drugs in a calendar month, as defined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	21	CPA-21	Solution must define coverage at varying drug identifier levels (including, but not limited to, NDC, GSN, TC, GPI) to apply business rules for claim edits in relation to said indicator. Must include a Change Control process to respond quickly to marketplace dynamics requiring addition, removal or modification to claims edits.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	22	CPA-22	Solution must track historical changes and date ranges to claim edits that may be used for auditing and retro claims processing.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	23	CPA-23	Solution must capture and store diagnosis codes in the member file and use them in the processing of claims.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	24	CPA-24	Solution must define business rules that allow the system to infer a disease state by associating prior drug history with certain conditions, and override need for PA or other DUR rejects accordingly (e.g., if within a 90- day claims look back period, a member has a prior prescription history for an antidepressant, anticonvulsant, or antipsychotic, no prior authorization will be required).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	25	CPA-25	Solution must override NCPDP reject codes such as PA requirements, based on previous drug history.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	26	CPA-26	Solution must accept drug data elements in addition to those provided by the drug information database source.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	27	CPA-27	Solution must generate a day-by-day claim submission statistical report to DHHS that identifies the number of claims submitted and a breakdown of the results of processing by claims status (i.e., paid, reversed, rejected), with total dollar amounts for paid, reversed, and rejected claims for each 24-hour period. A sample of the report must be submitted with the Technical Proposal.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	28	CPA-28	Solution must generate on-demand pre-formatted reports from the POS that provides real-time information.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	29	CPA-29	Solution must perform change controls to the drug database to allow for timely changes in coverage or utilization edits as determined by the State.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	30	CPA-30	<p>Solution must maintain a drug data set which can accommodate updates from a contracted drug data pricing service, the CMS Drug Rebate file, future State rebate program updates, and updates from State staff as needed. At a minimum, the drug data set must contain:</p> <ul style="list-style-type: none"> • Eleven-digit NDC • Brand name • Generic name • Add date • Begin date • End date • Effective date • CMS termination date and reactivation date • AAC pricing indicator • Obsolete date • Specific therapeutic class codes and descriptions • Route of administration • Identification of strength, units, package size, and dosage form (powder, vial, liquid, cream, capsule) • Previous NDC • Minimum dosage units and days • Maximum dosage units and days • Generic code number (GCN) • Generic sequence number (GSN) • DEA code • Unlimited date-specific pricing segments which include all prices needed to adjudicate drug claims in accordance with State policy • Date specific, State specific restrictions on conditions to be met for a claim to be paid including, but not limited to maximum/minimum days' supply, quantities, refill restrictions, preferred versus non-preferred indicators, member age/gender restrictions, medical review requirements, prior authorization requirements, place of service, and combinations thereof • Pricing indicators to accommodate multiple reimbursement methodologies, including, but not limited to, FUL (Federal Upper Limit), SMAC (State Maximum Allowable Cost), WAC (Wholesale Acquisition Cost), Actual Acquisition Cost (AAC) and AWP (Average Wholesale Price) • Name of manufacturer and labeler codes 	Choose an item.

			<ul style="list-style-type: none"> • Identification of CMS Drug Rebate status, NMAP (Nebraska Medicaid Assistance Program) status and corresponding dates • Generic product indicator • Quantity field (allow for decimal units) • Indicators for controlled drug, over the counter (OTC), co-pays, Medicare, long term care, and family planning. • Pricing unit • DESI/LTE indicator (Drug Efficacy Study Index, Less Than Effective) • Unit dose indicator • Support Drug Utilization Review (DUR) functions (e.g., high dose, low dose, drug to drug interaction) 	
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	31	CPA-31	Solution must allow the contractor and/or State staff to enter non-electronic billing and re-bills (e.g., paper claims).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	32	CPA-32	Solution must accept, adjudicate and track paper pharmacy claims submitted by providers.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	33	CPA-33	Solution must process paper claims accurately within fifteen (15) business days of receipt.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	34	CPA-34	Solution must generate and email to providers a weekly report of denied paper claims detailing the reason for denial to assist in claim resubmission.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	35	CPA-35	Solution must return to providers claims received which cannot be processed due to missing/invalid information within fifteen (15) business days of receipt. A letter of explanation must be sent to assist in claim resubmission.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	36	CPA-36	Solution must generate a detailed monthly report for DHHS of paper claims received and processed. A sample of the report must be submitted with the Technical Proposal.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	37	CPA-37	Solution must accept the most current NCPDP version for real-time and batch formats.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	38	CPA-38	Solution must perform all necessary logic and consistency editing for all submitted claims before acceptance by the POS or transmittal to the MMIS. This includes, but is not limited to, all mandatory fields required on the Nebraska Payer Sheets.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	39	CPA-39	Solution must respond to duplicate claim submissions according to the NCPDP standard, based on: <ul style="list-style-type: none"> • Same patient/number • Same provider • Same date of service • Same product • Same prescription number • Same fill number 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	40	CPA-40	Solution must perform on-line, real-time adjudication of pharmacy claims submitted through POS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	41	CPA-41	Solution must have multiple edit tables in its benefit package design functionality.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	42	CPA-42	Solution must provide flexible benefit administration.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	43	CPA-43	Solution must receive and process pharmacy claims according to DHHS rules, including processing pharmacy Medicare and Medicare Part D co-payclaims, and maintaining a detailed and accurate history of such transactions.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	44	CPA-44	Solution must identify, and process claims according to DHHS timely filing limits.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	45	CPA-45	Solution must have the ability to process and apply ongoing maintenance of the State Maximum Allowable Cost (SMAC) program and Federal Upper Limits (FUL). Solution must be able to apply SMAC at varying drug identifier levels (including but not limited to NDC, GSN, TC).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	46	CPA-46	Solution must be capable of pricing the claim using the Average Sales Price (ASP), Average Manufacturer Price (AMP), or other pricing methodology as mandated by CMS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	47	CPA-47	Solution must ensure that, if a claim is covered by third party insurance or a Medicaid managed care plan and the service is designated for cost avoidance, claims are denied, and cost is avoided on the claim.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	48	CPA-48	Solution must indicate in its response to a provider whether the member has current third-party insurance or Medicaid managed care plan coverage. If the claim is covered by third party insurance or a Medicaid managed care plan and the drug is designated for cost avoidance, the POS System provides insurance information in the POS response and denies the claim.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	49	CPA-49	Solution must accommodate existing and future NCPDP standards, including, but not limited to, electronic and paper submission of multiple ingredient compound prescriptions, and partial fills.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	50	CPA-50	Solution must ensure a compound claim is subjected to unique duplicate checking by line item and final drug product. Excipients or active ingredient(s) should not reject for early refill or therapeutic duplication when compounds result in different final drug products or different dosage forms.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	51	CPA-51	Solution must apply edits for inclusion/exclusion, as defined by DHHS, based on claim compound indicator.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	52	CPA-52	Solution must provide member eligibility verification using NCPDP standards.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	53	CPA-53	Solution must utilize a preferred drug list, as defined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	54	CPA-54	Solution must reject claims based on system edits supporting DHHS-approved error conditions.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	55	CPA-55	Solution must ensure that claims are edited to the maximum extent possible and that all failed edits are returned to the entity submitting the claim with adequate information to allow for the least number of resubmissions of a corrected claim.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	56	CPA-56	Solution must cross-reference "rebateable drug" information obtained from CMS with the DHHS drug maintenance file to ensure that DHHS is not paying for terminated or non-rebateable drugs. This functionality must include the ability for State staff to do emergency changes to rebate status/coverage status of drugs. Such changes must not be overridden by system file updates (e.g., First Data Bank/ Medi-Span updates).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	57	CPA-57	Solution must process pharmacy claims for Dual Eligible (i.e., Medicaid AND Medicare eligibility) where State-mandated full wrap-around or co-pay coverage is being provided by DHHS. Appropriate benefit reference tables will be built in the system and are easily cross-referenced with member TPL and Dual Eligibility identification data to automate these claims.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	58	CPA-58	Solution must maintain member restriction data for restricted services, including date parameters, prescriber(s), hospital, and pharmacy information to support claims processing functions.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	59	CPA-59	Solution must accept spend-down information from MMIS to create and display "pseudo" entries for duplicate claim processing.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	60	CPA-60	Solution must pay the remainder of a claim beyond the spend-down amount if a claim is used to meet spend-down obligation. Spend-down is accumulated at billed amount but is reimbursed at Medicaid allowable (on claim that meets spend-down).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	61	CPA-61	Solution must exempt members and groups of members within a benefit plan from co-pay/cost sharing.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	62	CPA-62	Solution must process pharmacy claims for pregnant women covered under an unborn child's Nebraska Medicaid ID and maintain a list of covered medications.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	63	CPA-63	Solution must accept and automatically conduct drug information database updates for multiple formularies.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	64	CPA-64	Solution must have a flexible table-driven ability to institute variable refill rates designated at hierarchical levels to include, but not be limited to, DEA class code, and route code, GSN, NDC, and TC.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	65	CPA-65	Solution must link various edits/audits for formulary, prior authorization, or benefit restriction to relevant demographic information (e.g., provider, age, gender).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	66	CPA-66	Solution must allow State users to view and make recommendation for changes to the system edit criteria.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	67	CPA-67	Solution must ensure system security for those individuals having access to any rebilling capabilities. A higher level of security is needed, as well as audit trails.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	68	CPA-68	Solution must edit for drugs that are covered by Medicare Part B and Medicare Part D.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	69	CPA-69	Solution must identify Medicare Part B and Medicare Part D eligibility and edit and adjudicate claims according to disposition criteria established by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	70	CPA-70	<p>Solution must, at a minimum, utilize the following in its drug data set:</p> <ul style="list-style-type: none"> • Pricing of compound and generic drugs • Ten date-specific pricing segments/histories • Indicator for multiple dispensing fees • Indicator for drug rebate at both product and labeler level • Indicator for preferred drug and non-preferred on the PDL • DHHS-specific restrictions on conditions to be met for a claim to be paid, such as minimum and maximum days' supply, quantities, refill restrictions, member age, gender restrictions, medical review requirements and prior authorization requirements • Approved package size to be used in calculating maximum allowable unit cost if other than NDC-specific • Current prices, including unit dose packaging • Weekly electronic notification to DHHS of newly approved or updated drug products • Weekly updating of the Drug Code and Pricing File in accordance with DHHS timeliness requirements • Identification of Drug Efficacy Study Index (DESI, or the less than effective drug list) or recalled drugs and any drug codes for generic equivalents in the automated system • Drug therapeutic class coding • The information required to support the drug utilization review functions • Non-covered or limited drugs by drug classes or individual drug code • Pricing fields for each NDC code for at least the following: FUL (Federal Upper Limits), SMAC (State Maximum Allowable Cost), WAC (Wholesale Acquisition Cost), AMP (Average Manufacturer Price), ASP (Average Sales Price), Actual Acquisition Cost (AAC) AWP (Average Wholesale Price), or other ingredient cost definition as determined by DHHS; professional dispensing fee; name of product; description of product; drug class; therapeutic class; unit of issue; family planning code; effective date of the price; and size of package • For each code, information that will set various reimbursement limits and restrictions • On-line inquiry access to the drug code and pricing file by NDC number, partial number, and drug product name • Search and filtering capability on the drug code and pricing file by NDC number, partial number, drug product name, etc., to exclude non-rebateable products. <p>All existing common fields supplied by companies such as First Data Bank or Medi-Span</p>	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	71	CPA-71	Solution must perform an edit to ensure that the member is eligible on the fill date of the prescription.	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	72	CPA-72	Solution must perform an edit to ensure that the claim date does not occur on a future date (e.g., fill date is greater than the current date).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	73	CPA-73	Solution must accept and report claims based on the prescription origin code.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	74	CPA-74	Solution must accommodate leap year processing.	Choose an item.
Bidder's Response:				

2. Pharmacy Prior Authorization (PPA) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	75	PPA-1	Solution must ensure that a prior authorization has been obtained for drugs requiring prior authorization.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
POS	76	PPA-2	Solution must track all PAs and PA processing.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	77	PPA-3	Solution must handle prior authorization requests from prescribing providers and pharmacists.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	78	PPA-4	Solution must allow for the PA process to be an automated process through real-time interaction with pharmacy and medical claims history.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	79	PPA-5	Solution must have a web solution that allows providers to enter a drug designator(NDC, name, etc.) and receive coverage information on the drug, including but not limited to status on: <ul style="list-style-type: none"> • Covered • Not Covered • Prior authorization required • Other Limitations (MAC, quantity, co-pay) • Other payer(s) 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	80	PPA-6	Solution must allow for the prior authorization component to be structured such that PA staff will enter a drug and corresponding error codes/denial reasons for override.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	81	PPA-7	Solution must limit utilization via prior authorization as defined by the state. This must include the ability to apply limits to varying drug identifier levels (including, but not limited to, NDC, GSN, TC), submitted quantity, day supply, daily dose, maximum duration, and provider specialty.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	82	PPA-8	Solution must accept all prior authorizations including rejections and denial codes and allow DHHS to access/view and transmit to DHHS for data analytics in agreed upon format, such as the website.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	83	PPA-9	Solution must provide a list of NCPDP reject codes prior to claims submission, in an agreed upon format.	Choose an item.
Bidder's Response:				

3. Pharmacy Reporting Management and Repository (PRM) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	84	PRM-1	Solution must provide a monthly Utilization Statistics Report with the option of viewing reports on-line or in hard copy that includes: <ul style="list-style-type: none"> • Brand/Generic utilization by claim • Amount paid 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	85	PRM-2	Solution must provide a daily claim processing report with the option of viewing reports on-line or in hard copy that includes: <ul style="list-style-type: none"> • Volume • Processing Time • Other Statistics such as abnormalities 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	86	PRM-3	The Contractor will provide a quarterly expenditures report for the Federal and Supplemental Rebates with the option of viewing reports on-line or in hard copy. A sample of the report must be submitted with the Technical Proposal.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	87	PRM-4	Solution must provide a monthly Prior Authorization Report with the option of viewing reports on-line or in hard copy that includes: <ul style="list-style-type: none"> • Number of requests • Number of approvals • Number of denials • Number of cancellations • Number of interventions with Turn Around Time (TAT) A sample of the report must be submitted with the Technical Proposal.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	88	PRM-5	Solution must provide a Specialty Drug report, as needed with the option of viewing reports on-line or in hard copy, that includes: <ul style="list-style-type: none"> • Claims paid for specialty drugs for data ranges requested by DHHS • Input to be variable, based on current list of products considered "Specialty" drugs • Ability to add or delete products and drug categories 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	89	PRM-6	Solution must provide a monthly "Emergency Supply" Aggregate Report with the option of viewing reports on-line or in hard copy that includes: <ul style="list-style-type: none"> • Monthly listing of all claims paid, submitted by pharmacy as "3-Day Emergency Supply" 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	90	PRM-7	Solution must provide a weekly Top 20 Reject Code Report with the option of viewing reports on-line or in hard copy that includes: <ul style="list-style-type: none"> • All claims denied for "NDC Not Covered" • Reason for denial • 70 Reject Denial, even if it is not in the Top 20 A sample of the report must be submitted with the Technical Proposal.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	91	PRM-8	Solution must provide a web-based report management process and web-based report repository that support the creation of ad-hoc reports.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code

PBM	92	PRM-9	Solution must provide a report repository capable of receiving, storing and organizing reports that includes: <ul style="list-style-type: none"> • Ability to select and view/print/copy/download reports. • Ability to retain reposts, as specified by DHHS 	Choose an item.
Bidder's Response:				

4. Prospective Drug Utilization Review (PDR) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	93	PDR-1	Solution must institute Pro-DUR screening for any benefit programs administered through the POS system.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	94	PDR-2	Solution must provide automated, integrated on-line, real-time Pro-DUR capabilities.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	95	PDR-3	Solution must compare a pharmacy claim against member claim history and explicit predetermined standards, including monitoring and alerting the pharmacist for: <ul style="list-style-type: none"> • Therapeutic appropriateness • Over-utilization • Under-utilization • Appropriate use of generic products • Therapeutic duplication • Drug/allergy contraindications • Drug/disease contraindications 	Choose an item.

			<ul style="list-style-type: none"> • Drug/pregnancy contraindications • Drug/age contraindications • Drug/gender contraindications • Drug/drug interactions • Ingredient duplication • Incorrect drug dosage or duration of drug treatment • Clinical abuse or misuse • Prescribers check against PDMP 	
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	96	PDR-4	Solution must deny pharmacy claims if the prescribed dosage exceeds a State-specified multiplier of "x" times the recommended daily dose (e.g., 1.25 times the recommended daily dose).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	97	PDR-5	Solution must maintain "hard denial" capability for pharmacy claims (e.g., early refills for controlled substances) that can be flexible to conform to State needs.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	98	PDR-6	Solution must maintain "soft denial" capability for pharmacy claims (e.g., early refills for non-controlled drugs) that can be flexible to conform to State needs.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	99	PDR-7	Solution must apply early override capabilities designated at hierarchical level to include, but not be limited to, DEA class, route code, GSN, NDC, and TC.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	100	PDR-8	Solution must process, store and display all DUR intervention responses from providers.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	101	PDR-9	Solution must process, store and display all DUR intervention responses from provider sources and ensure that any modified criteria are not overwritten by subsequent updates from the drug information database source.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	102	PDR-10	Solution must maintain flexible, DHHS defined parameters to accommodate the situations in which particular on-line Pro-DUR messages will be generated.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	103	PDR-11	Solution must provide the necessary Pro-DUR information to the DUR Contractor to support the completion of the CMS Annual Drug Utilization Review (DUR) report, as described in Section 1927 (g)(3)(D) of the Social Security Act.	Choose an item.
Bidder's Response:				

5. Retrospective Drug Utilization Review (RDR) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	104	RDR-1	Solution must accommodate Retro-DUR screening for any benefit program administered through the POS system.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	105	RDR-2	Solution must support analysis of prescription patterns by physician, drug category, individual drug, diagnosis, procedure code, geographic parameter and member demographic.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	106	RDR-3	Solution must support analysis of member utilization patterns by drug category, individual drug, diagnosis, procedure code, geographic parameter and member demographic.	Choose an item.
Bidder's Response:				

6. Electronic File and Documentation (EFD) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	107	EFD-1	Solution must maintain an unlimited number of historical member eligibility, provider, prior authorizations, and TPL records.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	108	EFD-2	Solution must retain and access historical reference file data according to state retention requirements.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	109	EFD-3	Solution must retain up to three (3) years of claim history, historical member eligibility, provider, prior authorizations, and TPL records on-line.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	110	EFD-4	Solution must retain up to ten (10) years of archived data.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	111	EFD-5	Solution must query, view, print, and export archived data to a file.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	112	EFD-6	Solution must specify/modify auto archive rules and criteria.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	113	EFD-7	Solution must archive data and purge archived data in accordance with DHHS archival and purge schedules.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	114	EFD-8	Solution must store and display descriptions (NCPDP or national standard) for all codes in the system.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	115	EFD-9	Solution must be configurable to support multiple programs or services which have different policies, procedures and business rules, all of which are subject to change during the contract.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	116	EFD-10	Solution's proposed correspondence and electronic communication functionality must meet HIPPA privacy requirements.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	117	EFD-11	Solution must track all correspondence (e.g., requests, letters, any written form) related to a member, and allow DHHS on-line access to the information. The tracking system will link tracking events to related electronic and paper documents.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	118	EFD-12	Solution must target specific populations for provider notices and will support mass communications to providers.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	119	EFD-13	Solution must identify all providers on mass communications.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	120	EFD-14	Solution must store any information disclosed or requested about a member.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	121	EFD-15	Solution must allow DHHS to store any information disclosed or requested about a beneficiary.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	122	EFD-16	Solution must support standard letters or other text that can be modified by DHHS or the contractor and sent to providers.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	123	EFD-17	Solution must generate Explanations of Medicaid Benefits(EOMBs) to members on demand.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	124	EFD-18	Solution must support letter generation capabilities, which are first presented on-line to DHHS for modification/release.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	125	EFD-19	Solution must produce labels or letters (automatically or manually) based upon DHHS defined criteria.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	126	EFD-20	Solution must generate mail labels and addresses, and apply address validation and updates as applicable.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	127	EFD-21	Solution must contain a document management component, which must image,store and retrieve upon demand all correspondence and documents.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	128	EFD-22	Solution must have the ability for DHHS to view imaged documents (e.g., paper claims, prior authorization requests, and MC-6 forms).	Choose an item.
Bidder's Response:				

7. Clinical Consultation and Staffing (CCS) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	129	CCS-1	Solution must provide a dedicated licensed clinical pharmacist for the assistance and support of the Nebraska Pharmacy Program.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	130	CCS-2	Contractor must work directly with DHHS staff and the contracted DUR vendor to support the Nebraska Drug Program, and perform duties including, but not limited to, attendance at DUR meetings, generation of reports to support DUR Board initiatives, and presentation to DUR Board of clinical services and duties as requested by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	131	CCS-3	Solution must provide service staffed by clinical pharmacists for the performance of prospective and retrospective DUR. This includes providing clinical consultation to providers over the phone, and authorization of drugs as deemed appropriate. The Contractor will respond to any request for prior authorization within 24 hours of receipt of the request.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	132	CCS-4	Solution must provide service staffed by pharmacy technicians for the support of prospective DUR (e.g., informing of preferred drugs and applying state criteria for authorization (building PA), or denial of non-preferred drug, via phone, fax, or web-based). The Contractor will respond to any request for prior authorization within 24 hours of receipt of the request.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	133	CCS-5	Solution must maintain documentation and all correspondence (incoming and outgoing) in regard to authorization requests and decisions, be available to the State as needed for response to State Fair Hearing requests and provide telephonic access (or written testimony) by the staff responsible for making authorization decision resulting in the State Fair Hearing.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	134	CCS-6	Solution must supply regular monthly reporting on all activities performed as part of clinical services, to include Utilization of Preferred Drug Classes, list of claims authorized, performance measure compliance figures, comparison report of requests by all methods, electronic online, market forecast of drugs coming on the market, generic conversion rates, consultation performance and results. Reports to be provided not later than the 15th day of the following month.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	135	CCS-7	Solution must provide a toll-free telephone line(s) for providers to contact Contractor clinical pharmacists to perform Clinical Consultation Services. The toll-free telephone line must be staffed Monday through Friday 8:00 AM to 7:00 PM and Saturday 8:00 AM to 1:00 PM Central Time, with 24 hours per day, seven (7) days perweek, 365 days per year emergency on-call availability.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	136	CCS-8	Solution must provide a toll-free fax line for providers to submit authorization requests.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	137	CCS-9	Solution must generate and send correspondence, using all methods, including electronic online to prescriber, and pharmacy to communicate any decision made on requests for authorization. Correspondence is required even if it duplicates information communicated orally. All correspondence to be mailed or faxed within five (5) business days of decision.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	138	CCS-10	Solution must track and report to the State each PA decision made.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	139	CCS-11	Solution must provide ad hoc querying and reporting capabilities.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	140	CCS-12	Contractor's dedicated Clinical Pharmacist must provide analysis of new drugs entering the market, including, but not limited to, anticipated market share and recommended coverage criteria.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	141	CCS-13	Contractor's dedicated Clinical Pharmacist must provide a weekly analysis report of drug information database changes with coverage recommendations to DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	142	CCS-14	Contractor must provide implementation and operational staff to support the following functions: <ul style="list-style-type: none"> • Project Management/Support (e.g. requirements, design, development, testing, implementation, etc.) • Development or Configuration Management / Coordination • Testing Management/Coordination • Training Management/Coordination • Certification Management/Coordination 	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	143	CCS-15	Contractor must provide operational staff to support the following functions: <ul style="list-style-type: none"> • Claims Processing and Adjudication • Prior Authorization • Ad hoc Reporting and Analysis up to 500 hours per 12-month period determined by and at the request of DHHS. This is exclusive of the annual CMS reporting and DUR Board support • Prospective and Retrospective Drug Utilization Review • Clinical Consultation Services • Customer Support • System Maintenance 	Choose an item.
Bidder's Response:				

8. Customer Support, Documentation, and Training (CDT) Requirements

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	144	CDT-1	Call Center must resolve all problems, inquiries, and questions within one business day.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	145	CDT-2	Call Center must be available to address providers' questions and concerns 24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	146	CDT-3	Call Center must integrate with an automated phone messaging system.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	147	CDT-4	Call Center must have toll-free telephone numbers for use by providers and DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	148	CDT-5	Call Management system must maintain a history of each call.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	149	CDT-6	Call Management system must record calls.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	150	CDT-7	Call Management system must provide the State with a monthly Call Center Statistics Report as defined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	151	CDT-8	Call Management system must generate Customer Satisfaction Surveys to randomly selected populations.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	152	CDT-9	Call Management system must manage all Pharmacy-related contacts in one integrated call management system.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	153	CDT-10	<p>Call Management system must display, track, and query calls with basic identifying information. The information must include at a minimum, but not be limited to:</p> <ul style="list-style-type: none"> • Time and date of call/contact • Provider or member name and corresponding ID number • Caller name (if not the provider or member) • Nature and details of the call/contact • Inquiry type (e.g., claim status, training request) • Source of inquiry (e.g., phone, written, face-to-face, Internet, e-mail) • Length of call (when a phone contact) • Customer service correspondent name and user ID • Response given by Call Center agent and the format in which the response was given (e.g., written, telephone, e-mail) • Status of inquiry and associated date(s) (e.g., closed, follow-up needed, etc.) 	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	154	CDT-11	Call Management system must provide the State with on-line view access to call management system data and real-time activity data.	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	155	CDT-12	Call Management system must create State-defined extract files that contain summary information on all calls received during a specified timeframe.	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	156	CDT-13	Call Management system must provide an automatic phone call attendant function that uses hierarchical menu-driven capability to direct calls to appropriate Call Center staff.	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	157	CDT-14	Call Management system must contain voicemail capability to answer calls when Call Center staff are unavailable.	Choose an item.

Bidder's Response:

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	158	CDT-15	Call Management system must provide callers with a wait time estimate.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	159	CDT-16	Call Management system must purge call information, as directed by the State.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	160	CDT-17	Call Management system must generate reports on incoming and outgoing calls, as defined by the State.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	161	CDT-18	Call Management system must configure navigation paths and prompts based on the caller's anticipated information needs.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	162	CDT-19	Call Management system must auto-populate Call Center screens with caller information (Provider or member).	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	163	CDT-20	Call Management system must respond to all weekend and holiday prior authorization requests by instructing providers about the State policy applicable to such requests.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	164	CDT-21	Contractor must establish and maintain a Customer Support Plan that addresses all aspects of customer care services, including a help desk function. The draft version of the Customer Support Plan shall: <ul style="list-style-type: none"> • Be submitted to DHHS for review and approval within thirty (30) calendar days of the contract effective date; • Establish the purpose and scope of the Customer Support Plan; • Describe the customer support services, including but not limited to help desk services; • Establish roles and responsibilities for providing customer support functions; and • Establish operational hours for the provision of customer support services. 	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	165	CDT-22	Contractor must provide a help desk function. The help desk must provide: <ul style="list-style-type: none"> • Technical support by phone and online, every calendar day, (seven (7) days per week during the hours 8 a.m. to 6 p.m. CT) for all stakeholders for the first ninety (90) days of the Operations and Maintenance Task in accordance with the DHHS-approved Solution Customer Support Plan. 	Choose an item.

			<ul style="list-style-type: none"> • Technical support by phone and online in accordance with DHHS's regular business hours (8 a.m. to 6 p.m. CT) for the duration of the contract beginning on the 91st day of Operations and Maintenance task. Support shall be provided in accordance with the DHHS-approved Solution Customer Support Plan. • On-call technical support for hours outside production support core business hours. • Return contact within fifteen (15) minutes of state contact to Contractor on-call support number. • Active and continued resolution activity until problem is resolved for incidents 	
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	166	CDT-23	Contractor must establish and distribute an electronic DHHS-approved Solution User Manual. At a minimum, the user manual must be updated and distributed annually to all solution users. The Solution User Manual must be updated within thirty (30) days of implementation of changes if there are major system upgrades that occur more frequently than regularly scheduled annual updates.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	167	CDT-24	Contractor must provide a consistent method for receiving and answering questions from system users.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	168	CDT-25	Contractor must document inquiries and provide routine reports to DHHS regarding reasons for inquiries.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	169	CDT-26	Contractor must handle grievances in an organized, consistent manner.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	170	CDT-27	Contractor must document grievances and provide routine reports regarding the reasons for the grievances and the resolution of the grievances.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	171	CDT-28	Solution must provide a callback option. For callers who select a callback option. The Contractor must have their call returned within four (4) business hours.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	172	CDT-29	Contractor must provide Customer Support monthly reporting statistics and criteria, and associated reports are to be delivered on a monthly basis. Some of the criteria to be included, but is not limited to are: <ul style="list-style-type: none"> • Call Center Calls Received by Month • Calls Abandoned • Calls Answered • Average Handle Time • Calls Held • Average Hold Time 	Choose an item.

			<ul style="list-style-type: none"> • Calls Abandoned % • Call back statistics • Average Speed of Answer • Calls transferred to Voicemail • Callers who left Voicemail • Time to return Voicemail • Dropped Calls. <p>A sample of the report must be submitted with the Technical Proposal.</p>	
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Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	173	CDT-30	Solution must provide a Technical Support Call Center to correct such issues as trouble shooting, device resets, network problems, and all maintenance activities necessary to ensure the continued efficiency of the POS.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	174	CDT-31	Contractor's Technical Support Call Center must be available to DHHS staff persons during normal business hours of 8:00 A.M. to 5:00 P.M., Central Time.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	175	CDT-32	Contractor's Technical Support (e.g., on-call) must be available twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	176	CDT-33	Contractor must respond to all technical system problems and questions within two (2) hours. The Contractor shall also submit an operational problem/trouble report to DHHS when System operational problems occur, describing the nature of the problem, the expected impact on ongoing functions, a corrective action plan, and the expected time of problem resolution. These reports shall be submitted as soon as possible, but no later than at the close of business of the day the problem is identified.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	177	CDT-34	Contractor must provide to DHHS access to Key Personnel during normal business hours of 8:00 A.M. to 5:00 P.M., Central Time.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	178	CDT-35	Contractor must conduct weekly status meetings with DHHS staff, reporting on current operations status, and progress on system maintenance and modification activities separately, and reviewing any Deliverables submitted, as determined by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	179	CDT-36	Contractor must provide DHHS, contractor staff, and impacted stakeholders (e.g. manufacturers, pharmacies, etc.) training on the contractor's proposed solution that includes the contractor's applications and operational process.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	180	CDT-37	<p>Contractor must provide a draft Training Plan with the proposal. A final detailed Training Plan must be developed, reviewed and approved by DHHS within 45 calendar days of the contract start date. The approved Training Plan must address the following topics for training activities:</p> <ul style="list-style-type: none"> • Approach and scope (including all audience groups); • Training activity, schedule, duration, types (i.e., in person, online, pre-recorded, real time, interactive, etc.), locations, for various stakeholder groups (e.g. state staff, labelers, providers, etc.) by task; • Assurances for providing timely, appropriate training activities for all stakeholders; • Roles and responsibilities for all stakeholder types; • Training to support the initial implementation of solution; • Post implementation training activities and frequency throughout the life of the contract; • Languages that training will be provided in and basis for verifying accuracy of all translations; and • Identification of standardized and ad hoc training materials. 	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	181	CDT-38	Contractor must collaborate with DHHS to finalize a training schedule that will be approved by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	182	CDT-39	Contractor must provide for development and implementation of technical and user training programs.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	183	CDT-40	<p>Contractor must provide Training Plan updates on the following basis:</p> <ul style="list-style-type: none"> • Prior to the scheduled pre-solution Implementation training; 	Choose an item.

			<ul style="list-style-type: none"> • Each time a solution change or upgrade is implemented. The updated and DHHS approved plan must be distributed to solution users prior to the implementation of the system change or upgrade; and • A complete review and update must be performed on an annual basis within thirty (30) days of the start of each contract year. The annually updated, DHHS-approved plan must be distributed or made available to all solution users. 	
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	184	CDT-41	Contractor must perform updates to standardized training and communication materials. Updated materials must be reviewed and approved by DHHS on the following basis: <ul style="list-style-type: none"> • At a minimum, on an annual basis in accordance with the training schedule; and • A minimum of ten (10) business days prior to a scheduled training event. • All updates must include a version identifier and date updated notation. 	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	185	CDT-42	Contractor must provide training to all users of the solution prior to the implementation and on an ongoing basis during operations in accordance with the DHHS-approved Training Plan and Materials.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	186	CDT-43	Contractor must provide train-the-trainer sessions for DHHS resources or designated DHHS resources and other staff responsible for training.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	187	CDT-44	Contractor must develop and deliver training in a format and modality as agreed upon with DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	188	CDT-45	Contractor must utilize a variety of delivery methods for training, including online self-paced training presentations, in-person classroom setting, written materials, webinars, and demonstrations.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	189	CDT-46	Contractor's training materials must be offered in accessible formats consistent with requirements of the Americans with Disabilities Act.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	190	CDT-47	Contractor must provide a training environment that is available to DHHS and must maintain and update the training environment with training data to use during user training.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	191	CDT-48	Contractor must make training records available to be included in the data available for reporting.	Choose an item.
Bidder's Response:				

RTM ID	Req.#	ID	Requirement	Bidding Ability Code
PBM	192	CDT-49	<p>Solution must have system and user documentation to allow for efficient maintenance and operational use of the Contractor's solution. The draft version of system and user documentation must:</p> <ul style="list-style-type: none"> • Be submitted within ninety (90) days of the Go Live date; • Be reviewed and approved by DHHS within timeframes agreed in approved work plan; • Address the remaining SUD requirements within this section. 	Choose an item.

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	193	CDT-50	<p>Solution documentation must include a detailed, comprehensive data element dictionary (DED), including, at a minimum:</p> <ul style="list-style-type: none"> • Data element names, numbers, descriptions, and definitions (including length and type). • Valid values with definitions; sources for all identified data elements. • Field calculations. • Table listings for all table(s) elements. • Lists from the DED in multiple sort formats (e.g., data element name, data element number). • Align with industry standards for definition and use as applicable. 	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	194	CDT-51	Solution documentation must include descriptions showing the flow of business processes, business rules, and interface(s) with DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	195	CDT-52	Solution must provide on-line help for all of its features, functions, and data element fields, as well as descriptions and resolutions for error messages, using help features including indexing, searching, tool tips, and context- sensitive help topics.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	196	CDT-53	All solution documentation must be accessible to users on-line, with a printable version available. Browse and search capabilities must be provided to permit users to easily locate specific information in the documentation (e.g., provider manuals, training, user manuals, etc.).	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	197	CDT-54	The solution user manual documentation must include full mock-ups of all screens/windows and provide narrative descriptions of the navigation features for each screen/window.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	198	CDT-55	All solution documentation must be organized in a format that facilitates updating and maintenance, including version control.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	199	CDT-56	Solution on-line tutorials must provide on-line access to the provider manual and training materials.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	200	CDT-57	Solution documentation must include a user guide for the reporting management and repository feature.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	201	CDT-58	Solution must provide and keep current all system and user documentation at the time changes and upgrades are applied to the system.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	202	CDT-59	Solution must use system design documents that utilize a widely supported modeling language (e.g., UML, BPMN).	Choose an item.
Bidder's Response:				

9. Turnover and Contract Closeout (TCC) Requirements

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	203	TCC-1	At least one hundred eighty (180) days before the end of the Contract, the Contractor must develop and implement a DHHS approved Turnover Plan. The Turnover Plan must be comprehensive detailing the proposed schedule, activities, and resource requirements associated with turnover tasks.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	204	TCC-2	Contractor must work with the successor Contractor for data conversion activities from the current system to the proposed system.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	205	TCC-3	Contractor must turnover all Nebraska data, including archived claims, to DHHS and the successor Contractor.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	206	TCC-4	Contractor must turnover all documents and Repositories, in a format prescribed by DHHS.	Choose an item.
Bidder's Response:				

10. Certification Support (CRT) Requirements

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PDL	207	CRT-1	Contractor shall ensure the system complies with all CMS and State Certification Requirements and provide evidence of compliance as requested by DHHS. Certification will take place under the certification process identified by CMS at the time of the associated ORR and CR reviews and requires ongoing reporting of performance indicators and proof of adherence to security standards. DHHS is currently following the CMS streamlined modular certification (SMC) process.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PDL	208	CRT-2	Contractor staff must be available to provide evidence of system functionality, reporting of key performance indicators, and adherence to security standards for each certification review, as required by CMS. Appropriate Contractor staff must also be available to provide ongoing reporting of key performance indicators and adherence to security standards throughout the system maintenance and operations phase.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PDL	209	CRT-3	Contractor staff must develop the system acceptance criteria prior to the development of the system functionality and ensure the development team understands the level of documentation needed to satisfy DHHS requirements.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PDL	210	CRT-4	Contractor staff must assist DHHS with system acceptance testing to determine whether the system satisfies DHHS requirements.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	211	CRT-5	Solution must be CMS certifiable through correct design, implementation, documentation, and support.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	212	CRT-6	Contractor must participate as required by DHHS during CMS reviews and other certification meetings.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	213	CRT-7	Contractor must populate a DHHS certification document repository, as each required item/artifact is completed and approved.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	214	CRT-8	Contractor must utilize CMS Medicaid Enterprise Testing Guidance Framework to perform system testing activities.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	215	CRT-9	Contractor must correct all required remediation activities related to certification findings on a schedule to be approved by CMS and DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	216	CRT-10	Solution must adhere to the CMS MITA framework version 3.0 and later or work with DHHS on a framework that support the modular, interoperable concept, as related to systems, data, use of common data standards, and efficient and reliable data interchange with the existing Nebraska and new Medicaid Systems, which is moving toward a modular system based on Service Oriented Architecture design principles and the MITA framework. For more information on MITA, visit https://www.medicaid.gov/medicaid/data-and-systems/mita/index.html	Choose an item.
Bidder's Response:				

11. Technical (TNL) Requirements

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	217	TNL-1	The solution must use a rules engine-like technology where possible to ensure that the business rules are separate from the programming code and the rules can be configured and maintained by businesspeople. The solution system should be configurable as opposed to being hardcoded. The system needs to be data-driven so that business parameters and code lookup tables can be easily updated without changing the application program logic.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	218	TNL-2	The solution must allow publishing data exports in industry-standard formats (XML, JSON, CSV, Excel) to support data upload into the State Data Warehouse tools and systems including platforms like Snowflake and Tableau where appropriate. The solution must export system queries into other common formats to be used externally (e.g., Excel, CSV).	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	219	TNL-3	Solution must comply with accessibility requirements described in 45 CFR 85 and with State of Nebraska accessibility requirements located at http://www.nitc.state.ne.us/standards/index.html .	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	220	TNL-4	<p>The Solution must provide a comprehensive auditing framework that provides the following features</p> <ul style="list-style-type: none"> • Maintain a record of all changes made to any item within the system (e.g., data element, business rule, process control, software program), the ID of the person or process that made the change, before and after images of the affected data records, and the date and time the change was made. • Archive and retain audit data based on state retainage requirements • Allow DHHS users to view, filter, and sort the system audit trail, and export audit data in a standardized format (e.g., XML, CSV, ASCII, and RTF). • Provide a configurable option to allow the audit of usage by screen, by data on the screen, and by the user, based on specified timeframes. • provide an audit trail or log which identifies all access to PHI • Retain Audit trail or log data used to identify access to protected health information for a minimum of ten (10) years <p>The auditing framework when applied must address the following scenarios</p> <ul style="list-style-type: none"> • Track and provide the capability to report system processing applied to an individual claim, including data changes to all reference tables that affected the claim. • Track and Report business rules applied to an individual claim, including tracking all edits/audits encountered, resolved, or overridden, and all claims rebilled. • Track the login ID, date and time for all overridden edits must be captured. <p>Display and inquire on client data updates applied to the client eligibility data, drug information database updates etc.</p>	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	221	TNL-5	<p>The Contractor must describe their maintenance approach for their software product/solution that ensures the following:</p> <ul style="list-style-type: none"> • All hardware, software, and communication components installed for use by state staff are compatible with the State's currently supported versions of the Microsoft Operating System, Microsoft Office Suite, and the Chrome Browser, and current technologies for data interchange. • The Solution is browser agnostic and must be maintained, updated, and supported with a cadenced and planned schedule. DHHS currently uses Chrome as the browser standard. For provider and client-facing systems, the State 	Choose an item.

			<p>of Nebraska requires that the systems support industry-standard browsers such as Chrome, Firefox, Safari, and Microsoft Edge. The Solution should support the current versions of these browsers with minimum backward compatibility for two older browser versions. The Solution roadmap should include plans to maintain compatibility with future browser versions. If a mobile application is offered, it should support both Apple and Android operation systems with at least the current OS plus the prior two versions.</p> <ul style="list-style-type: none"> • maintain all hardware and software products required to support the Solution at the most current to -2 version, including patches, fixes, upgrades, and releases for all software, firmware, and operating systems. Any security patches must be maintained at the most current level after thorough testing. • Keep current all software version upgrades within 6 months of release or with approval from State for a modified schedule. • Maintain a product roadmap (updated at a minimum on an annual basis) that provides details regarding planned updates, the timing of product versions/releases, end of support (EOS), and end of life (EOL) for current and past versions. The roadmap should contain information regarding third-party products that the Solution utilizes. 	
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Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	222	TNL-6	Solution must provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g., maintenance activities).	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	223	TNL-7	<p>The solution must operate and must meet the following SLA's</p> <ul style="list-style-type: none"> • Solution's annual overall availability percentage for the production system is to be 99.5% or higher. This availability target shall consider the impact of both planned and unplanned events. <ul style="list-style-type: none"> ○ Planned Outages – Planned outages or scheduled maintenance should result in less than 1.0% reduction in overall availability. This equates to approximately 1.7 hours of planned downtime per week. ○ Unplanned Outages – Unplanned outages or unscheduled maintenance should result in less than 0.1% reduction in overall availability. This equates to approximately 10 minutes of downtime per week. • The solution must notify in advance, within one (1) business day, DHHS and other contractors when the system will be unavailable due to maintenance. • Solution must be available to providers and the State twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days per year. • Solution must return to operations (RTO) within twenty-four (24) hours following an incident (e.g. disaster, power loss, etc.). • Solution must provide for a five (5) minute recovery point objective (RPO) for manual updates, and as necessary to support the RTO requirement. 	Choose an item.

			<ul style="list-style-type: none"> • The off-site system must be operational within twenty-four (24) hours following a service disruption. • Solution must meet all performance criteria twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days per year. <p>The system must conduct the majority processing in a real-time, interactive-based model and meet the following SLA's</p> <ul style="list-style-type: none"> • Record Search Time – The response time must be within four (4) seconds 95% of the time and under ten (10) seconds for 100% of the time for record searches. • Record Retrieval Time – The response time must be within four (4) seconds 95% of the time and under ten (10) seconds 100% of the time for record retrievals. • Screen Response Time – The response time must be within two (2) seconds 95% of the time and under ten (10) seconds for 100% of the time for screen response. • Print Initiation Time – The response time must be within two (2) seconds 95% of the time and under ten (10) seconds 100% of the time for print initiations. • Point of Sale Response Time – The elapsed time from receipt of the transaction by the Contractor from the switch vendor until the POS completes delivery of the transaction back to the switch vendor must not exceed two (2) seconds for 95% of the transactions, and four (4) seconds for 100% of the transactions. 	
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	224	TNL-8	<p>Solution must have a Business Continuity and Disaster Recovery (BC/DR) Plan to ensure recovery of all system components in the event of a disaster. The draft version of the BC/DR Plan must:</p> <ul style="list-style-type: none"> • Be submitted with the proposal; • Be reviewed and approved by DHHS within timeframes agreed in approved work plan. • Be compliant with Federal Guidelines identifying every resource that requires backup and to what extent backup is required. • The BC/DR Plan must, at a minimum, address the following elements: <ul style="list-style-type: none"> ○ Establish the purpose and scope of the BC/DR Plan; ○ Acknowledge and ensure compliance with applicable HIPAA and HITECH standards; ○ Describe the approach and strategy to disaster recovery and business continuity; ○ Describe how the plan will meet the POS specific RTO and RPOs ○ Establish roles and responsibilities for managing disaster recovery and business continuity; ○ Identify risk areas; ○ Describe protocols for managing disaster recovery and business continuity (during and after); ○ Describe the approach to ongoing testing and validation of the BC/DR Plan; ○ Describe the frequency of updates. At a minimum, the plan must be updated annually, or as needed more frequently. 	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	225	TNL-9	The contractor must perform an annual disaster recovery test demonstrating the efficacy of the BC/DR plan and provide an after-action report (AAR) of the test results to DHHS. The report must detail, the scope of the test, what was a success, what failed, what can be improved, and a plan to address those items. Full data restore capability must be demonstrated with no loss of data. The contractor must comply with and assist DHHS in updating and testing existing Security and Disaster Recovery/Business Resumption Plans.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	226	TNL-10	Solution must provide real time monitoring and alerting for all system components for performance, errors, warnings, and capacity. Also, the Contractor must submit a system performance report with actual system availability and response times to DHHS monthly. Report should calculate based on 24x7 hours less approved maintenance windows. Reports should calculate to the minute. Downtime should be calculated from a full solution level with component calculations optional.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	227	TNL-11	Contractor must understand the business workflows, rules and data flows to design, configure and develop efficient integration mechanism with the other systems in the DHHS Enterprise.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	228	TNL-12	The solution integration framework must be standards-based and must meet the following <ul style="list-style-type: none"> All data exchanges including inbound and outbound interfaces shall align with the MITA framework and comply with industry standards where applicable (e.g., National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST), HIPAA-compliance standards (including HIPAA X12 and NCPDP EDI transactions), Health level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR)). (164) The solution must support the use of XML/JSON standards to ensure interoperability. (159) The solution must comply with the state's existing data interface standard(s) for automated electronic intrastate interchanges and interoperability. 	Choose an item.

			<ul style="list-style-type: none"> The solution must support multiple web services standards, including web services, specifications, and adapters (WSDL, WS-*, SOAP, REST, UDDI, ODATA), support standard databases such as MS SQL, SQL Server, Oracle and support integration transfer protocols such as FTPS, SFTP, HTTPS, MSMQ). 	
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Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	229	TNL-13	Solution must monitor all integrations and interfaces. The solution must identify errors in the integrations (batch, web services, APIs) and immediately notify the required system(s) of the specific errors, where possible.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	230	TNL-14	<p>The solution must provide a comprehensive framework for exchanging data with other modules and systems and should meet the following</p> <ul style="list-style-type: none"> The Solution must provide multiple mechanisms of integrating with the existing and planned Nebraska DHHS systems The architecture must enable the system to exchange data efficiently, effectively, and appropriately with other participants in the DHHS enterprise The solution must have the capability to implement RESTFUL API and/or SOAP-based web services for real-time integration with both State and external systems. The State prefers API first based integration approach for future planned systems. When using APIs, the solution must support using the State API Gateway when interfacing within the agency and with intrastate agencies The solution must support the update of data integration points with the Nebraska DHHS Systems as DHHS systems are upgraded or replaced The solution must use technology-neutral interfaces that localize and minimize the impact of new technology insertion or replacement. 	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	231	TNL-15	The Contractor must design, develop, and maintain interfaces that support integration with other systems. Each Application Program Interface (API) or batch interface and components that will interface with the other modules and the Systems Integration Services will be documented using the State-provided ICD template. The Interface Control Document (ICD) which will include data layout documentation, data mapping crosswalk, inbound/outbound capability, and frequency of all interfaces. As new interfaces are required, ICDs for those will be created and shared with, and reviewed and approved by DHHS.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	232	TNL-16	Solution must support the use of existing data interface layouts to minimize disruption to existing systems and operations. Solution must support transferring data files using secure protocols such as SFTP. The Solution however must also support data transfer using REST APIs (Application Programming Interfaces) and implement industry standards for interfaces where existing data exchanges to do not exist.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	233	TNL-17	The Solution must develop and deliver data models (conceptual, logical, and physical) that include mapping of information exchange with external organizations. The data model must meet the following requirements <ul style="list-style-type: none"> • Conceptual Data Model must depict the business area high-level data and general relationships for intrastate exchange. • Logical Data Model (LDM) must support the identification of data classes, attributes, relationships, standards, and code sets for intrastate exchange • The physical data model must document data objects (for example, tables, columns, primary and foreign keys) and their relationships • Documentation must include layouts for all files and database tables including relationships, tables with fields, and keys 	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	234	TNL-18	The Department prefers cloud-based hosting for the solution. The delivery of the solution/services should be seamless with the hosting solution providing the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective and scalable.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	235	TNL-19	<p>Contractor must implement, host, and manage access to the following system environments according to federal and state standards (e.g. interoperability, privacy, security, etc.):</p> <ul style="list-style-type: none"> • Development • Test • Training • Production <p>Solution must utilize these environments to allow components to be added or replaced quickly and non-disruptively.</p>	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	236	TNL-20	The Contractor must continuously monitor the health of the infrastructure according to the performance expectations outlined in the contract to ensure minimal impact on business operations. The Contractor must report, set alerts and reminders proactively to any degradation of the performance of the infrastructure	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	237	TNL-21	Contractor must provide all hardware, software and communications lines necessary to connect the POS to the State of Nebraska network and the Pharmacy Provider Network.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	238	TNL-22	<p>Solution must have the ability to interface and exchange the following data from different State designated external systems (eligibility system, MMIS, Integration Platform etc.)</p> <ul style="list-style-type: none"> • Member/Client Eligibility data • TPL, co-pay information • Provider eligibility • drug information database updates • Other data needed for POS claims adjudication. <p>The Solution must verify and report to DHHS that the interface files/data sent from DHHS systems has been successfully received and accepted into the proposed system with no errors. Incomplete file exchanges must be reported with defined error messages. Solution must send to DHHS an error report information for the processing of data received from DHHS, using a defined error reporting framework with pre-defined error codes</p>	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	239	TNL-23	Solution must provide secure, HIPAA-compliant software and documentation for use by providers to submit electronic claims.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	240	TNL-24	<p>Solution must provide adjudicated claims and payment data to DHHS according to requirements agreed upon in the design including but not limited to NCPDP post-adjudicated format and State defined file format.</p> <p>The Solution must support State-supplied Nebraska Claim Numbers framework as outlined below:</p> <ul style="list-style-type: none"> • A different Nebraska Claim Number must be included on each claim record sent from the Contractor to the State. • The system must display the Nebraska Claim Number on each claim. • The Nebraska Claim Number from the reversed claim must be identified on the rebilled claim sent from the Contractor to the State. • Each line item on a compound drug will be assigned a different Nebraska Claim Number. <p>Also the Solution must send paid and rejected claim records to the State's MMIS, with the exception of a claim paid and reversed on the same day. If a claim was paid and rebilled on the same day, only the rebilled claim record would be sent.</p>	Choose an item.

Bidder's Response:

12. Privacy and Security (PVS) Requirements

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	241	PVS-1	Solution must comply with all applicable laws and regulations regarding privacy, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA), DHHS IT Security Policy, NITC Standards and Guidelines, and the provisions contained in the Business Associate Agreement Provisions – Attachment I.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	242	PVS-2	<p>Solution must meet and Contractor must document compliance with NIST SP 800-53 and/or NIST SP 800-171, SP 800-53A security and privacy standards, and 508 compliance/VPAT testing through the completion of a System Security Plan (SSP) per Attachment K prior to Go-Live. Contractor must provide a Plan of Action and Milestones (POA&M) for any items not fully compliant.</p> <ul style="list-style-type: none"> • Compliance is subject to a qualified independent security controls assessment prior to solution implementation. • Security and privacy control requirements may be met by confirmed attestation of compliance (e.g., FedRAMP, SOC). • The Contractor will be responsible for engaging a qualified independent security controls assessment contractor. DHHS shall approve the selection of the security assessment contractor. • Bidder must submit a sample of the SSP with the Technical Proposal. 	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	243	PVS-3	<p>Solution must document the data sharing and security agreement for any interfaces with external information systems (e.g., solution to outside of the state's authorization boundary). The State recommends the use of CMS Interconnection Security Agreement (ISA)Template https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/InformationSecurity/Info-Security-Library-Items/Interconnection-Security-Agreement-ISA-Template</p>	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	244	PVS-4	Solution must be hosted in an environment that has a Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, has a documented NIST 800-53, or is Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 compliant.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	245	PVS-5	Authorized user(s) must have access to user activity history and other management functions, including but is not limited to log-on approvals/ disapprovals and log search and playback.	Choose an item.
Bidder's Response:				

13. Project Management and Implementation (PMI) Requirements

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	246	PMI-1	Contractor must utilize, maintain, and facilitate an industry recognized project management process, tool, and documentation, such as the Project Management Institute's (PMI's) Project Management Body of Knowledge (PMBOK) or Scaled Agile Framework in order to complete the scope of work. Contractor must follow agreed upon project management lifecycle process, and work with DHHS project management resources to align activities and resources during the implementation and operations phases of the contract.	Choose an item.
Bidder's Response:				

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	247	PMI-2	Contractor must develop and maintain a Project Management Plan (PMP). The PMP minimally must include the following: <ul style="list-style-type: none"> • Communications Plan • Change Management Plan • Staffing Management Plan • Quality Management Plan • Risk Management Plan 	Choose an item.

			<ul style="list-style-type: none"> • Issue Management Plan • Work Breakdown Structure <p>The PMP plan must be reviewed and approved by DHHS staff, and any identified adjustments will be made prior to signoff. A sample of the PMP plan must be submitted with the Technical Proposal.</p>	
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Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	248	PMI-3	Contractor must utilize, maintain, and facilitate Risk Management Process, supporting documentation, and tools (such as a RAID log) to manage project issues and risks.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	249	PMI-4	Contractor must participate in all levels of project governance as necessary, to include, but is not limited to the steering and operating committees, and change control board.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	250	PMI-5	Contractor must participate in and capture notes from all necessary project meetings. The contractor must be responsible for creation and dissemination of all project meeting agendas, minutes, and necessary documentation.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	251	PMI-6	Contractor must facilitate a project initiation kickoff meeting with key stakeholders and create a kickoff meeting presentation targeted to specific scope and audiences. The presentation must be submitted to and approved by DHHS.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	252	PMI-7	Contractor must provide all deliverables and/or documentation as identified in the project work plan.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	253	PMI-8	<p>Contractor must utilize, maintain, and facilitate a deliverable development and maintenance process. The contractor must take the following into account in the process:</p> <ul style="list-style-type: none"> • Deliverables must be delivered in a consistent format that includes change history, version control, and approval page. • The size and complexity of the deliverables must be taken into account when determining the length of time available for review cycles. Collaboration with DHHS staff for review turnaround expectations is required. • Any change control processes must be taken into consideration. • Contractor facilitated walkthroughs of draft deliverables must be used when requested... • DHHS staff capacity to support simultaneous review of numerous deliverables. 	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	254	PMI-9	<p>Contractor must submit and update a project status report to support the steering and operating committee meetings. The report must contain the following at a minimum:</p> <ul style="list-style-type: none"> • Current project work plan and schedule with percentage complete for milestones and tasks. • Overall completion status. • All past due tasks or milestones and the plan(s) for completing them. • Planned tasks and activities for the next 30 days. • Identification of any staffing issues or changes. • Current status on all identified issues and mitigation proposed. • Current status on all identified risks and mitigation steps. • Current status on testing and metrics. • Current status on performance standards. 	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	255	PMI-10	Contractor must develop and maintain a detailed project work plan (PWP) that includes milestones, tasks, planned start and finish dates, actual start and finish dates, work hours, and assigned resources. The PWP must be developed and maintained in Microsoft Project, and also be represented visually (e.g. Gantt Chart). The contractor must provide DHHS the PWP in Adobe PDF and Microsoft Excel formats. A sample of the PWP must be submitted with the Technical Proposal.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	256	PMI-11	Contractor must utilize the DHHS project repository for maintaining project documentation and deliverables. DHHS currently uses Microsoft SharePoint and will provide access to the contractor's staff. The contractor must provide Microsoft SharePoint training for the contractor's staff as necessary.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	257	PMI-12	Contractor must develop and maintain an Implementation Plan (IP) that includes the pre-Go Live, Go Live, and post-Go Live activities and implementation progress reporting. Post-Go Live activities must include an online end user survey to solicit feedback on the implementation results. Contractor must resolve customer friction points as identified through customer inquiries. The contractor must submit the draft IP to DHHS for review and approval.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	258	PMI-13	Contractor must develop and maintain a Communication Plan (CP). The contractor must submit the draft CP to DHHS for review and approval.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	259	PMI-14	Contractor must utilize, maintain, and facilitate an industry recognized systems development lifecycle process and documentation in order to implement Solution. Documentation must include environment configuration, code migration and deployment processes.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	260	PMI-15	Contractor must utilize, maintain, and facilitate an industry recognized requirements management process, tool, and supporting documentation to elicit, document, and maintain the contractor's solution requirements.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	261	PMI-16	Contractor must provide all mutually agreed upon implementation work products and deliverables identified in the PWP to DHHS staff for review and approval and follow the agreed upon deliverable review process. Work products and deliverables include requirements, design, development, testing, pre-implementation (e.g. training, data conversion, etc.), go live, and post-implementation.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	262	PMI-17	Contractor must develop and maintain a Test Management Plan that minimally includes roles and responsibilities, planning and execution activities, testing methodology and approach, progress reporting, defect management, and testing tool(s). The Test Management Plan must include the testing phases (e.g. unit, system, integration, performance, user acceptance, end to end testing) and activities required for each environment and interface. The Test Management Plan must align with the CMS Testing Framework.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	263	PMI-18	Contractor must develop and maintain an Integration Plan that details the milestones, tasks, schedule, and dependencies for establishing interfaces with the Contractor's solution.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	264	PMI-19	Contractor must develop and maintain Automated Testing Scripts that can be executed when modifications and configuration changes are made to the Solution. Contractor must conduct regression testing on modification and configuration changes. Contractor must execute prior to Go Live to demonstrate successful execution of scripts, and during operations. Contractor will review and update Automated Testing Scripts, as necessary.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	265	PMI-20	Contractor must utilize, maintain, and facilitate a Change Control Process and supporting documentation (e.g. change request form, change log) to manage changes throughout implementation. Jira is an acceptable tool.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	266	PMI-21	Contractor must develop and execute a Data Migration Plan for migrating the DHHS existing application data to the Solution. The plan must minimally include roles and responsibilities, planning and execution activities, data migration and validation approach, and reporting,	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	267	PMI-22	Contractor must utilize, maintain, and facilitate a Performance Standard Management Process and documentation to monitor, manage, and report on the contractor's adherence to the contract performance standards.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	268	PMI-23	Solution must support data integrity through system controls for software program changes and promotion to production.	Choose an item.

Bidder's Response:

RTM ID	Req. #	ID	Requirement	Bidding Ability Code
PBM	269	PMI-24	Contractor must conduct an Implementation Assessment that includes an analysis of the state's existing solution and operational processes, and must provide a detailed plan for transitioning data and operations, including process changes, to the contractor's solution. The Transition Plan must track DHHS state of readiness to transition to the Contractor's solution and operational processes.	Choose an item.

Bidder's Response: