

## Technical Response (Part II): Attachment 2 – Functional Specifications

### Attachment 2 - Functional Specifications

RFP#: 122125 O3

Program Integrity Case Management (PICM) and Fraud Abuse Detection System (FADS) Analytics solution  
State of Nebraska, Department of Health and Human Services

#### IMPORTANT:

Please note that any additional cost must be captured in the Cost Proposal and NOT within the response of the specification.  
Failure to adhere to these instructions shall result in the bidder being deemed as "Non-Responsive".

#### General Guidelines for Vendors

1. **Thoroughly Review Requirements:** Carefully read each requirement, including subpoints. Ensure responses clearly address each aspect of the requirement.
2. **Provide Supporting Details:** Each response should include clear descriptions, processes, tools, or diagrams demonstrating how the solution meets the requirement.
3. **Organize Responses:**
  - Use headings and subheadings to structure responses.
  - Include bullet points for clarity.
4. **Use Standards and Best Practices:**
  - Refer to relevant standards (e.g., Section 508, NIST, FIPS, HIPAA).
  - Provide details of certifications, tools, and industry-compliant processes.
5. **Clarity and Precision:**
  - Avoid vague language or ambiguous claims.
  - Use concise, professional terminology.
  - Ensure responses are tailored to DHHS requirements and align with federal and state guidelines.
6. **Supporting Artifacts:**
  - Include visuals such as diagrams, charts, and flowcharts where applicable.
  - Reference external documents or standards as appropriate.
7. **Testing and Validation:** Detail testing approaches, validation processes, and evidence that the solution meets outlined expectations.

#### Specific instructions to complete Functional Specifications

Bidders are to refrain from providing a solution where that would result in additional fees and/or expressing that a feature or functionality is available at an additional cost. Any deviations to the requirements for the system must be noted in Attachment 6 - Deviations to Section VI and attached as a separate document. Bidders shall use the "Part II - Deviations to Section (VI)(A)(4)(a)" of the Attachment 6 – Deviations to Section VI to record deviations taken to any requirement within this document (Attachment 2 – Functional Specifications).

This document contains four tables for each functional requirement type. The requirement types and their descriptions are as follows:

No.	Requirement Type	Range
1	Program Integrity - Case Identification and Creation	1 – 18
2	Program Integrity – General	19 – 56
3	Program Integrity - Manage Case Information	57-86

For each requirement listed under the tables in this document, the bidder shall enter the Implementation approach and the Bidder's Response by following the instructions provided directly below.

#### Met The Requirements

Within each requirement there is a dropdown option to select three option to answer whether the bidder will meet the requirement or not. The available options to choose and their descriptions are as follows.

Available Options	Description
YES	The Bidder confirms that their solution meets the specified requirement
NO	The Bidder confirms that their solution does not meet their requirement
MET WITH DEVIATION	The Bidder Confirms that their solution meets the specified requirement <u>with deviation</u> taken to the specified requirement. (If this option is selected, then the bidder shall utilize the Deviation form [Attachment 6 – Deviations to Section VI] to describe the deviation taken)

#### Implementation Approach:

The Implementation Approach requested in this document can be described as the methodology that will be utilized by the bidder to meet the specific requirement. Within each requirement there is a dropdown option provided to select your Implementation Approach from which an option must be selected. The available options to choose and their descriptions are as follows:

Available Options	Description
Out of Box (OOB)	Indicates that the functionality is available in the solution without any modifications.
Customization	Refers to changes made to the base product to meet specific requirements. This may involve coding or other significant alterations
Configuration	Refers to adjustments or settings changes within the solution that do not require coding but adapt the product to meet requirements.
TPS	Met with third party software
NA	Not Available

#### Bidder's Response

As bidders prepare responses to each individual requirement, the responses are expected to address the individual requirement in a manner that demonstrates to the State that the bidder understands the requirement and how the bidder will meet the specific requirement. If the bidder's response simply repeats the requirement, acknowledges, or adds sales materials in the Bidder's response, the State will reserve the right to deem the response as a "Non-Responsive Solicitation Response". However, if needed to appropriately explain bidder's response, a mix of tables, graphical details, and written narrative is acceptable

The bidder's response to each requirement must include confirmation and a detailed explanation for the Implementation Approach taken. Bidders shall capture any assumptions, risks, or dependencies related to fulfilling each individual requirement.

Bidders shall provide specifics, such as:

- Tools or methods used.
- Estimated effort for customizations/configurations.

PROGRAM INTEGRITY - CASE IDENTIFICATION AND CREATION	
Number	Requirement Description
1	<b><i>Must support manual initiation of cases.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]
	[REDACTED]
2	<b><i>Must receive, record and funnel all cases into an initial queue for assessment, and assignment.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]

	<div data-bbox="235 170 1381 284"></div> <div data-bbox="235 305 1381 418"></div> <div data-bbox="235 440 1932 584"></div> <div data-bbox="235 602 1199 1300"></div> <div data-bbox="1434 186 1806 457"></div>
3	<i>Must utilize Dynamic Data Population to automatically fill fields and values on all case-related forms and web-based tools including exclusionary provider data via an API.</i>

	<p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
4	<p><b><i>Must have access to internal and external agency databases to extract data to pre-populate index fields, and/or values (e.g. MMIS, provider data, MMIS member data, Electronic Health Records). Interfaces between State Vendors for data will be arranged to facilitate the pre-population.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<div>[REDACTED]</div> <div>[REDACTED]</div>
5	<p><b><i>Must suggest and supply data and information from other sources to pre-populate values (address, licensure).</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>
6	<p><b><i>Must identify and link related case data and activities.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p>

	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
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	[REDACTED]	
	[REDACTED]	



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7	<p><i>Must include large-capacity free-form text note functionality (e.g. keyword search, sort functions) for cases.</i></p> <p>Met the requirement: YES</p> <p>Implementation Approach: <div></div></p> <div></div> <div></div>

	<div data-bbox="233 175 1186 516" style="background-color: black; width: 454px; height: 210px; margin-bottom: 10px;"></div> <div data-bbox="233 544 1900 782"> <div data-bbox="233 544 1102 597" style="background-color: black; width: 414px; height: 33px; margin-bottom: 5px;"></div> <div data-bbox="268 597 1900 630" style="background-color: black; width: 777px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="268 630 1060 662" style="background-color: black; width: 377px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="268 662 1864 695" style="background-color: black; width: 760px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="304 695 445 727" style="background-color: black; width: 67px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="233 727 1900 782" style="background-color: black; width: 794px; height: 34px;"></div> </div>
8	<div data-bbox="233 813 1961 862" style="background-color: black; width: 823px; height: 30px; margin-bottom: 10px;"></div> <div data-bbox="233 862 1961 911" style="background-color: black; width: 823px; height: 30px; margin-bottom: 10px;"></div> <div data-bbox="233 911 1961 959" style="background-color: black; width: 823px; height: 30px; margin-bottom: 10px;"></div> <div data-bbox="233 959 1961 1057" style="background-color: black; width: 823px; height: 60px; margin-bottom: 10px;"></div> <div data-bbox="233 1057 1961 1154" style="background-color: black; width: 823px; height: 60px; margin-bottom: 10px;"></div> <div data-bbox="233 1154 1961 1351"> <div data-bbox="233 1154 1900 1187" style="background-color: black; width: 794px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="268 1187 1617 1219" style="background-color: black; width: 642px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="268 1219 1927 1252" style="background-color: black; width: 790px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="268 1252 1675 1284" style="background-color: black; width: 670px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="268 1284 1885 1317" style="background-color: black; width: 770px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="304 1317 1936 1351" style="background-color: black; width: 777px; height: 21px;"></div> </div>

	<div></div> <div></div>
9	<p><i>Must provide automatic notification to the investigator when a new case is assigned.</i></p> <p>Met the requirement: YES</p> <p>Implementation Approach: <div></div></p> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>

	<div data-bbox="306 172 1276 488" style="background-color: black; width: 462px; height: 195px; margin-bottom: 10px;"></div> <div data-bbox="268 521 1881 553" style="background-color: black; width: 768px; height: 20px; margin-bottom: 5px;"></div> <div data-bbox="306 553 823 586" style="background-color: black; width: 246px; height: 20px; margin-bottom: 10px;"></div> <div data-bbox="302 594 1274 813" style="background-color: black; width: 463px; height: 135px; margin-bottom: 10px;"></div> <div data-bbox="233 821 1925 878" style="background-color: black; width: 806px; height: 35px;"></div>
10	<div data-bbox="233 911 1955 959" style="background-color: #f2f2f2; padding: 5px;"><i>Must utilize multi-level drop-down menus for consistent categorization and reporting.</i></div> <div data-bbox="233 967 1955 1016" style="background-color: #f2f2f2; padding: 5px;">Met the requirement: YES</div> <div data-bbox="233 1024 1955 1049" style="background-color: #f2f2f2; padding: 5px;">Implementation Approach:</div> <div data-bbox="233 1049 1915 1105" style="background-color: black; width: 801px; height: 35px; margin-bottom: 10px;"></div> <div data-bbox="233 1130 1488 1292" style="background-color: black; width: 598px; height: 100px; margin-bottom: 10px;"></div> <div data-bbox="1520 1130 1961 1308" style="background-color: black; width: 210px; height: 110px;"></div> <div data-bbox="233 1317 594 1349" style="background-color: black; width: 172px; height: 20px;"></div>

	<div>[REDACTED]</div> <div>[REDACTED]</div>
11	<div data-bbox="233 391 1961 446"><b><i>Must provide viewable, printable, exportable, consolidated audit history of cases.</i></b></div> <div data-bbox="233 446 1961 501">Met the requirement: YES</div> <div data-bbox="233 501 1961 920"> <div data-bbox="233 501 1961 532">Implementation Approach: [REDACTED]</div> <div data-bbox="233 532 1961 587">[REDACTED]</div> <div data-bbox="233 613 1961 698">[REDACTED]</div> <div data-bbox="233 724 1961 854"> <div data-bbox="233 724 1961 808">[REDACTED]</div> <div data-bbox="270 824 1415 854">[REDACTED]</div> </div> <div data-bbox="233 870 1961 920">[REDACTED]</div> </div>

	 
12	<b><i>Must allow users to produce work management reports that include performance measures for individuals and business processes.</i></b>
	Met the requirement: YES
	Implementation Approach: 

	<div data-bbox="233 172 1879 228" style="background-color: black; height: 35px; width: 100%;"></div> <div data-bbox="233 253 1944 367" style="background-color: black; height: 70px; width: 100%;"></div> <div data-bbox="233 391 1944 529" style="background-color: black; height: 85px; width: 100%;"></div> <div data-bbox="233 553 1075 610" style="background-color: black; height: 35px; width: 40%;"></div> <div data-bbox="233 634 1243 902" style="background-color: black; height: 165px; width: 50%;"></div>
13	<div data-bbox="233 922 1961 971" style="background-color: black; height: 30px; width: 100%;"></div> <div data-bbox="233 979 474 1011" style="background-color: black; height: 20px; width: 100%;"></div> <div data-bbox="233 1036 1944 1206" style="background-color: black; height: 105px; width: 100%;"></div>

	<div></div>
14	<p><b><i>Must allow managers to track investigator caseloads, missed deadlines and aging cases</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach:</p> <div></div> <div></div> <div></div> <div></div>



15	<p><b><i>Must maintain a complete history and audit trail of all cases.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>■ [REDACTED]</li> <li>■ [REDACTED]</li> <li>■ [REDACTED]</li> <li>■ [REDACTED]</li> <li>■ [REDACTED]</li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p>	
16	<p><b><i>Must provide the functionality to analyze caseloads, clearance rates, dispositions and other management data.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

	<div>[REDACTED]</div> <div>I [REDACTED]</div> <div>I [REDACTED]</div> <div>I [REDACTED]</div> <div>[REDACTED]</div>
17	<div><b><i>Must provide built-in time tracking and complete history/audit trails.</i></b></div> <div>Met the requirement: YES</div> <div>Implementation Approach: [REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>

18	<p><b><i>Must retain all data on-line for a period of time defined by the State.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

## PROGRAM INTEGRITY - GENERAL

Number	Requirement Description
19	<b><i>Must provide a configurable rules engine that identifies potential incidents of fraud, waste, abuse, and erroneous payments. The system must facilitate automated monitoring and analysis, enabling proactive intervention while supporting seamless configuration and rapid implementation of new rules or modifications to existing rules to address evolving program integrity requirements.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
20	<b><i>Must develop, update, and maintain a comprehensive algorithm library throughout the contract's duration, evolving to accommodate industry changes and emerging fraud patterns. This library must support contributions from State staff, the Vendor, and program integrity experts to ensure adaptability.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

21	<b><i>Must incorporate advanced predictive modeling techniques, leveraging historical data to forecast outcomes and provide early warnings of potentially fraudulent activities. Predictive modeling must be integrated to enhance proactive fraud detection and prevention, enabling early warning systems for timely fraud detection and mitigation of fraud, waste, abuse, and erroneous payments.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]

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22	<p><b><i>Must provide details of any Artificial Intelligence (AI) and Machine Learning (ML) algorithms and or methodology that is used to support the program integrity requirements. Additionally, vendor must provide details on how their AI approach ensures transparency and explainability in fraud detection decisions.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: <div></div></p> <div></div> <div></div> <div></div> <div></div>

	<ul style="list-style-type: none"> <li>I [REDACTED]</li> <li>I [REDACTED]</li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>I [REDACTED]</li> <li>I [REDACTED]</li> <li>I [REDACTED]</li> </ul> <p>[REDACTED]</p>
23	<p><b><i>Must implement business intelligence to include aggregation, analysis, and visualization of data to inform and facilitate business management and strategy decisions.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>I [REDACTED]</li> <li>I [REDACTED]</li> <li>I [REDACTED]</li> </ul> <p>[REDACTED]</p>



	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>
24	<div><b><i>Must allow authorized users to create, modify, and run the rules and algorithms with limited or no technical support.</i></b></div> <div>Met the requirement: YES</div> <div>Implementation Approach: [REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>

	<p>[REDACTED]</p> <ul style="list-style-type: none"> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
25	<p><b><i>Must incorporate sophisticated link analysis capabilities to uncover complex relationships among providers and members. It must extend beyond provider-to-provider relationships and detect interwoven networks, such as clustered providers, interconnected members, shared addresses, and members acting as providers. These capabilities must facilitate comprehensive fraud detection by identifying hidden patterns and anomalies within the system</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> </ul> <p>[REDACTED]</p>

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	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>
27	<p><b><i>Must include application training modules including self-paced computer-based modules, web-based training, application tutorials, and searchable help features for authorized users.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li></ul> <div>[REDACTED]</div> <div>[REDACTED]</div>

28	<b><i>Must implement, maintain and operate a configurable exception reporting algorithms and reports developed in coordination with Department.</i></b>	
	Met the requirement: YES	
	Implementation Approach: [REDACTED]	
	[REDACTED]	
	[REDACTED]	
29	<b><i>Must implement, maintain, and operate a configurable program integrity solution which meets all requirements for CMS certification.</i></b>	
	Met the requirement: YES	
	Implementation Approach: [REDACTED]	
	[REDACTED]	
	[REDACTED]	

	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>
30	<div><b><i>Must be able to differentiate and profile provider groups, independent/solo providers, and individual providers within group practices.</i></b></div> <div>Met the requirement: YES</div> <div>Implementation Approach: [REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div><ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li></ul></div>

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
31	<p><b>Must perform analysis of rendering, attending, admitting, supervising, ordering and prescribing provider's billing practices to generate reports of aberrant utilization patterns.</b></p> <p>Met the requirement: YES</p> <p>Implementation Approach:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>I [REDACTED]</li><li>I [REDACTED]</li><li>I [REDACTED]</li></ul> <p>[REDACTED]</p>

	[REDACTED]
32	<p>Must perform all analysis using both claims and encounter records.</p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
33	<p><b><i>Must link all services of any member based on all historical member ID numbers.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
34	<p><b><i>Must utilize a minimal level of manual effort in providing information that reveals potential defects in level of care and quality of service.</i></b></p>



	<p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li></ul> <p>[REDACTED]</p>
35	<p><b><i>Must suppress processing on an individual(s) within specified categories on a run-to-run basis.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li></ul> <p>[REDACTED]</p> <p>[REDACTED]</p>

	[REDACTED]
36	<b><i>Must support pattern recognition and provide an automated fraud and abuse profiling system for the ongoing monitoring of provider and member claims to detect patterns of potential fraud, waste, abuse and excessive billing.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
37	<b><i>Must update all reference data based on a schedule agreed upon with State. (e.g. claims, provider, member)</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]

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38	<p><b><i>Must recommend members for referral to restricted access programs.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: <div></div></p> <div></div> <div></div> <div></div> <div> <div></div> <div></div> <div></div> </div> <div></div> <div></div> <div></div>
39	<p><b><i>Must perform “absence of” scenario analysis (examples include inpatient hospitalizations or prescriptions with no physician visit, durable medical equipment with no relevant diagnosis).</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: <div></div></p> <div></div> <div></div>

	<p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li></ul> <p>[REDACTED]</p>
40	<p><b><i>Must provide statistical models to support simple random sampling and extrapolation that complies with generally accepted statistical audit and governmental accounting standards. (Nebraska Medicaid currently uses RAT- STATS Statistical Software)</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<p><b>Must suggest additional projects and ideas for Program Integrity efforts to prevent or identify fraud, waste, abuse, or erroneous payments.</b></p> <p>Met the requirement: YES</p> <p>Implementation Approach:</p> <div style="background-color: black; height: 100px; width: 90%;"></div>
41	<p><b>Must provide an intuitive, user-friendly interface that streamlines operations through easy navigation and responsive design, ensuring accessibility from various devices. The interface must adhere to best practices in UI/UX design, including consistency, feedback mechanisms, and accessibility standards (e.g., WCAG 2.1). Additionally, the solution must support personalization features, allowing users to customize dashboards, save frequently used queries, and set personal preferences. Guided workflows and tooltips must be available to assist users with complex tasks, reducing the learning curve and increasing efficiency.</b></p> <p>Met the requirement: YES</p> <p>Implementation Approach:</p> <div style="background-color: black; height: 100px; width: 90%;"></div>
42	<p><b>Must provide an intuitive, user-friendly interface that streamlines operations through easy navigation and responsive design, ensuring accessibility from various devices. The interface must adhere to best practices in UI/UX design, including consistency, feedback mechanisms, and accessibility standards (e.g., WCAG 2.1). Additionally, the solution must support personalization features, allowing users to customize dashboards, save frequently used queries, and set personal preferences. Guided workflows and tooltips must be available to assist users with complex tasks, reducing the learning curve and increasing efficiency.</b></p> <p>Met the requirement: YES</p> <p>Implementation Approach:</p> <div style="background-color: black; height: 100px; width: 90%;"></div>

Met the requirement: YES

Implementation Approach: [REDACTED]

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*Must provide an intuitive, user-friendly interface that streamlines operations through easy navigation and responsive design, ensuring accessibility from various devices. The interface must adhere to best practices in UI/UX design, including consistency, feedback mechanisms, and accessibility standards (e.g., WCAG 2.1). Additionally, the solution must support personalization features, allowing users to customize dashboards, save frequently used queries, and set personal preferences. Guided workflows and tooltips must be available to assist users with complex tasks, reducing the learning curve and increasing efficiency.*

Met the requirement: YES
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Met the requirement. YES

Implementation Approach:

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	<ul style="list-style-type: none"><li>■ [REDACTED]</li><li>■ [REDACTED]</li><li>■ [REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li><li>■ [REDACTED]</li><li>■ [REDACTED]</li><li>■ [REDACTED]</li><li>[REDACTED]</li></ul>
43	<p><b><i>Authorized users must be able to create, modify, and execute rules and algorithms, generate reports, and utilize results effectively without requiring State or vendor technical support.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>■ [REDACTED]</li><li>■ [REDACTED]</li></ul>



	<div data-bbox="319 237 1866 279" style="background-color: black; height: 36px;"></div> <div data-bbox="319 279 1866 339"> <div data-bbox="319 279 743 303" style="background-color: black; height: 20px;"></div> <div data-bbox="319 303 863 339" style="background-color: black; height: 30px;"></div> </div> <div data-bbox="319 339 1866 397" style="background-color: black; height: 50px;"></div> <div data-bbox="319 397 932 475" style="background-color: black; height: 66px;"></div> <div data-bbox="319 475 976 641" style="background-color: black; height: 140px;"></div> <div data-bbox="319 641 1932 737" style="background-color: black; height: 80px;"></div> <div data-bbox="319 737 1955 807" style="background-color: black; height: 60px;"></div>
46	<p data-bbox="319 820 1866 914"><i>Must be designed to handle increased loads and additional functionalities as the State's requirements grow. This includes supporting new data types, user roles, and regulatory changes without significant system overhauls. At a minimum, the system must allow up to 20 concurrent users to work seamlessly.</i></p> <p data-bbox="319 914 1866 950">Met the requirement: YES</p> <p data-bbox="319 950 1866 985">Implementation Approach:</p> <div data-bbox="319 985 1866 1115" style="background-color: black; height: 110px;"></div> <div data-bbox="319 1115 615 1151" style="background-color: black; height: 30px;"></div> <div data-bbox="319 1151 1774 1198" style="background-color: black; height: 40px;"></div> <div data-bbox="319 1198 1871 1271"> <div data-bbox="319 1198 1871 1245" style="background-color: black; height: 40px;"></div> <div data-bbox="319 1245 1887 1271" style="background-color: black; height: 22px;"></div> </div>

***Must be designed to handle increased loads and additional functionalities as the State's requirements grow. This includes supporting new data types, user roles, and regulatory changes without significant system overhauls. At a minimum, the system must allow up to 20 concurrent users to work seamlessly.***

Met the requirement: YES
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### Implementation Approach:



	<p> <b>1</b> [REDACTED]  [REDACTED]  [REDACTED]  <b>2</b> [REDACTED]  <b>3</b> [REDACTED]  <b>4</b> [REDACTED]  [REDACTED] </p>
47	<p> <i>Must evolve with new technological advancements such as Artificial Intelligence to assist with any program integrity efforts if determined appropriate by the State.</i>  Met the requirement: YES  Implementation Approach: [REDACTED]  [REDACTED]  [REDACTED]  [REDACTED]  <b>1</b> [REDACTED]  <b>2</b> [REDACTED]  <b>3</b> [REDACTED]  [REDACTED]  [REDACTED]  [REDACTED] </p>
48	<p> <i>Must be configurable, allowing for modifications in business rules, workflows, and user interfaces without requiring extensive system changes. The solution must be able to adapt to regulatory changes, new fraud detection techniques, and evolving business processes seamlessly.</i> </p>

	Met the requirement: YES
	Implementation Approach: [REDACTED]
49	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li><li>[REDACTED]</li></ul> <p>[REDACTED]</p>
	<p><b><i>Must provide dashboards and reporting tools that allow customers and other stakeholders to monitor project progress, resource allocation, and risk management. Regular updates must be provided with detailed reports on milestones achieved, issues encountered, and steps taken to address them.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<p>[REDACTED]</p> <ul style="list-style-type: none"> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
50	<p><b><i>Must provide data analytic tools to enable accurate, automated data and reporting that will meet changing business and management needs, as well as data mining services to identify previously unrecognized patterns.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
51	<p><b><i>Must implement robust role-based access control mechanisms to safeguard sensitive case information. The system must ensure that only authorized users have access to case data, with granular permission settings based on user roles and responsibilities.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<p>[REDACTED]</p> <ul style="list-style-type: none"> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> </ul> <p>[REDACTED]</p>
52	<p><b><i>Must include an incident response plan detailing procedures for detecting, reporting, and mitigating security breaches. At a minimum, annual security drills and updates to the incident response plan must be conducted to ensure preparedness.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> <li>[REDACTED]</li> <li>[REDACTED]</li> <li>[REDACTED]</li> </ul> <p>[REDACTED]</p> <p>[REDACTED]</p>
53	<p><b><i>Must provide designated external stakeholders with the tools to interact seamlessly for data sharing, case tracking, and resolution.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p>

	<div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>
54	<div><b><i>Must support both structured and unstructured data to enhance fraud detection and program integrity efforts.</i></b></div> <div>Met the requirement: YES</div> <div>Implementation Approach: [REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>





PROGRAM INTEGRITY - MANAGE CASE INFORMATION	
Number	Requirement Description
57	<b><i>Must allow users to complete case or investigative reports using a pre-formatted report template, auto-populating information from the case file within the system.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]



58	<b><i>Must provide functionality to establish and modify workload distribution to manage workloads on an as needed basis.</i></b>	
	Met the requirement: YES	
	Implementation Approach: [REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
	[REDACTED]	
59	<b><i>Must incorporate tools such as a spell-check option for all free-form data entry fields and use drop-down menus for common data elements such as date fields and provider types.</i></b>	
	Met the requirement: YES	
	Implementation Approach: [REDACTED]	
	[REDACTED]	





	<div data-bbox="254 170 1701 802" data-label="Image"></div> <div data-bbox="254 808 583 841" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="254 852 1934 914" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="254 927 1879 989" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="254 992 1915 1053" data-label="Text"><p>[Redacted]</p></div> <div data-bbox="254 1057 1894 1118" data-label="Text"><p>[Redacted]</p></div>
62	<p><i>Must provide automated alerts and support customizable workflows for case creation, investigation, and resolution, including user-friendly tools for automated case management. Additionally, the solution must support the establishment of work queues, allowing in-process knowledge, data, and documentation to flow between workers and across solutions while enabling compliance with consistent, defined processes. The workflow management tool must orchestrate processes and data between applications, services, and interconnected systems within the State of Nebraska's defined Medicaid Enterprise, enhancing interoperability through standardized interfaces.</i></p> <p>Met the requirement: YES</p>

	Implementation Approach: [REDACTED]
	[REDACTED]
63	<p>Must track and report Accounts Receivable / Accounts Payable (e.g., check numbers, payer, payee, date, amount, and memo).</p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<div data-bbox="247 165 289 349" data-label="Text"> <p>           [REDACTED]            [REDACTED]            [REDACTED]            [REDACTED]         </p> </div> <div data-bbox="247 373 1033 613" data-label="Text"> <p>           [REDACTED]            [REDACTED]            [REDACTED]            [REDACTED]            [REDACTED]         </p> </div> <div data-bbox="1066 203 1978 597" data-label="Text"> <p>[REDACTED]</p> </div> <div data-bbox="247 625 1188 657" data-label="Text"> <p>[REDACTED]</p> </div> <div data-bbox="247 673 1948 792" data-label="Text"> <p>[REDACTED]</p> </div> <div data-bbox="247 808 638 841" data-label="Text"> <p>[REDACTED]</p> </div> <div data-bbox="247 852 1940 974" data-label="Text"> <p>[REDACTED]</p> </div>
64	<div data-bbox="247 990 1978 1052" data-label="Text"> <p><b><i>Must capture, track, display, and maintain all provider data, including agreement and termination information and historical communications.</i></b></p> </div> <div data-bbox="247 1052 1978 1088" data-label="Text"> <p>Met the requirement: YES</p> </div> <div data-bbox="247 1088 1978 1123" data-label="Text"> <p>Implementation Approach: [REDACTED]</p> </div> <div data-bbox="247 1123 1963 1218" data-label="Text"> <p>[REDACTED]</p> </div> <div data-bbox="247 1218 1944 1310" data-label="Text"> <p>[REDACTED]</p> </div>



	<p>[REDACTED]</p> <p>[REDACTED]</p>
67	<p><b><i>Must provide letter templates including the use of digital signatures for all case management letters.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
68	<p><b><i>Must provide configurable tracking for individual cases, multiple cases/projects, and policy recommendations. Each case type has a unique set of fields and events that reflect the unique characteristics and processes for that case.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>



	<p>• [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
69	<p><b><i>Must maintain links between cases and historical scanned/uploaded documents.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
70	<p><b><i>Must provide customized access to cases to ensure case information is only visible to those authorized to see it, based on role level, case type, or other criteria. This will also restrict rights so that certain users can be given “read-only” access to cases and others can edit case files. The system should allow for secure vendor access in a controlled, read-only mode, enabling vendors to review case information without compromising the integrity or confidentiality of the data.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p>

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
71	<p><b><i>Must allow users to sort and search for keywords or names throughout the case management tool.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
72	<p><b><i>Must allow users to add notes to any case</i></b></p>

	<p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
73	<p><b><i>Must allow users to add files (e.g. spreadsheets, emails, scanned documents, PDFs, audio, photos, videos) to a case as attachments, or upload and assign them to a particular case/project, or multiple cases/projects. Users must also have the ability to remove and/or replace documentation attached to a case.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
74	<p><b><i>Must maintain functionality to create and export comprehensive case records to multiple external media based on configurable business rules.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p>

	<div>[REDACTED]</div> <div>[REDACTED]</div>	
75	<p><b><i>Must allow users to add parties to a case file either manually or by copying from other case files.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>	
76	<p><b><i>Must conduct a final review of every investigation and ensure a State accepted outcome has been executed before the case is closed.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p>	

	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
77	<p><b><i>Must communicate actions (e.g. termination, exclusion) and outcomes to the appropriate State system (e.g. Provider Screening &amp; Enrollment, Eligibility and Enrollment System, Special Investigation Unit) and/or investigator(s).</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
78	<p><b><i>Must provide workflow functionality to enable automated alerts and notifications to designated work queues and processing.</i></b></p>

	<p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
79	<p><i>Must provide training to all current and new users initially, upon system upgrades, and whenever processes, procedures, or functionality changes. Training shall be conducted directly by the vendor for State staff and end-users to ensure effective utilization of the PICM/FADS Analytics solution. The training must include self-paced e-learning modules, instructor-led sessions, and hands-on workshops. Training materials must be readily accessible online, regularly updated to reflect system enhancements, and delivered by the vendor to ensure consistency and effectiveness.</i></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>



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82	<p><b><i>Must allow for users to see all assigned cases and identify all of their open cases and those which have deadlines that are approaching or have passed.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: </p> <div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>
83	<p><b><i>Must enable the simultaneous updating of multiple cases within a project by allowing users to select specific cases from the system, apply a designated activity, and update all selected cases in a single action.</i></b></p> <p>Met the requirement: YES</p>



	Implementation Approach: [REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
84	<b><i>Must provide for on-line review and approval by management of key steps within the case investigation process.</i></b>
	Met the requirement: YES
	Implementation Approach: [REDACTED]
	[REDACTED]

	<div data-bbox="254 168 632 201" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 217 1291 423" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 440 548 472" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 488 1283 662" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="1325 180 1969 662" data-label="Text"><p>[REDACTED]</p></div>
85	<div data-bbox="254 711 1969 760" data-label="Text"><p><i>Must provide a structured workflow process that does not allow steps to be skipped without proper authorization.</i></p></div> <div data-bbox="254 768 1969 800" data-label="Text"><p>Met the requirement: YES</p></div> <div data-bbox="254 816 1969 841" data-label="Text"><p>Implementation Approach: [REDACTED]</p></div> <div data-bbox="254 849 1102 1019" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="1167 849 1961 1252" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 1036 611 1060" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 1076 1339 1284" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 1300 569 1328" data-label="Text"><p>[REDACTED]</p></div> <div data-bbox="254 1344 1961 1398" data-label="Text"><p>[REDACTED]</p></div>

	<div>[REDACTED]</div> <div>[REDACTED]</div>
86	<p><b><i>Must provide Program Integrity - Manage Case Information in a logical, chronological format.</i></b></p> <p>Met the requirement: YES</p> <p>Implementation Approach: [REDACTED]</p> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div> <div>[REDACTED]</div>

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