Question	Answer
1. What is the current version of Cúram that the Medicaid Information Technology Initiative Third Generation (MEDITI3G) system is running in production?	The current version of Cúram is 7.0.11.
2. Was a Cúram upgrade ever performed after the system went live on June 1, 2021? If yes, how many and from which version to which version?	No Cúram upgrades have taken place since the system went live June 1, 2021. The system will upgrade to version 8 in 2024.
3. How has the system acceptance been with the end users since MEDITI3G Go-Live?	Puerto Rico Medicaid Program (PRMP) and its current vendor continue to work toward user adoption and change management. Continued emphasis on increasing automatic determinations and decreasing manual interventions remains a priority. Please refer to the answer to Question 4 for additional reflections on system adoption.
4. What are the top three pain points of MEDITI3G expressed by end users?	Three areas that PRMP continues to focus on relative to MEDITI3G include: 1. Case processing time (the amount of clicks it takes to process a case) 2. Reporting capabilities and accuracy of data to develop reports 3. System not being user-friendly (number of manual interventions required)
5. How many open defects does the system currently have? Can you please share a list of them indicating their severity and the date they were opened?	Additional project information will be shared if/when the Request for Proposals (RFP) is released.
6. What are the total number of pending Enhancement Requests? Can you please share a list of the open Enhancement Requests along with their priority and the date they were created?	Additional project information will be shared if/when the RFP is released.
7. What is the size of the current team that is maintaining and operating MEDITI3G system?	Additional project information will be shared if/when the RFP is released.
8. Do you have a separate team implementing enhancements or are enhancements implemented by the Maintenance and Operations (M&O) team?	The current vendor is managing enhancements.
9. What was the total cost of MEDITI3G implementation?	The total cost of the MEDITI3G implementation spanned multiple years including the base product with associated enhancements. Additional budget information may be shared if/when the RFP is released.
10. What is your budget for the planned modernization?	PRMP has not finalized a budget for this planned modernization effort. PRMP's budget may be influenced by the findings of this Request for Information (RFI), and if/when the RFP is released the budget will be based on the desired functions and features of the system as detailed in the RFP.
11. Has the PRMP evaluated any alternative technologies or seen system demos as part of the planned modernization effort?	PRMP is interested in the vendor community's perspective on how PRMP should modernize its Eligibility and Enrollment (E&E) system and is open to feedback on the approach. Please refer to Section 3.7: Alternative Approaches of Attachment A of the RFI.
12. Can you please extend the response due date to at least one week from the date that you provide us with your responses to the above questions?	PRMP will be extending the response due date to Friday, October 27, 2023.

Thursday, October 19, 2023