Puerto Rico Medicaid Program

Medicaid Eligibility and Enrollment System

Request for Information

Attachment A: RFI Response Template

September 29, 2023

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY THIS IS NOT A FORMAL BID
SOLICITATION.

NO AWARD WILL RESULT FROM THIS RFI.

October 20, 2023

Puerto Rico Medicaid Program
Department of Health
RE: Medicaid Eligibility and Enrollment System RFI

Dear PRMP team,

Since December of 2018, RedMane has had the distinct privilege and pleasure to work with the Puerto Rico Department of Health Medicaid Program (PRMP) in the design, development, implementation, maintenance, and operations of the MEDITI3G system. In that time, we have successfully collaborated to provide a powerful and modern solution for eligibility determination and case management for its users—nearly half of the Commonwealth's population.

In the five years that we have worked together through an almost unimaginable series of natural disasters, political events, and public health emergencies, we have achieved a great success: federal CMS certification of the system, which brings your program the maximum Medicaid funding.

During the project, RedMane and PRMP have together achieved the following:

Project success was founded on the partnership between the Department of Health and RedMane. A one-team approach and a shared spirit of collaboration, innovation, and flexibility led to a high-performing multilingual solution that improves healthcare in the Commonwealth. At RedMane, how we work with our clients is integral to the results they achieve.

As evidenced by the certification process, MEDITI3G adheres to CMS requirements and complies with MARS-E security standards. This has been quite an accomplishment—one we have achieved together.

As the Commonwealth considers its options for the future, we know you will recognize not only the progress we have made together but also the opportunity that is before us. ███████████
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Attached is our response to the PRMP Medicaid Eligibility and Enrollment System RFI that PRMP has issued. We have provided answers to questions that are germane to our continuing in our current role and look forward to providing any clarification or further information.

Thank you for the opportunity to continue our work together to provide the best possible health care to the people of Puerto Rico.

Sincerely,

Bill McCully
Account Executive

3. Requested Information

Please provide responses in the below template, deleting the <response> notation, and including your narrative in the space provided.

Respondent Legal Entity Name: RedMane Technology LLC

Respondent Contact Person

Name: █████████

Title: Account █████████

Mailing Address: ████████████████
████████████████████
███████████████

Phone Number: █████████

Email: ████████████████

3.1 History of Medicaid Eligibility and Enrollment (E&E) Systems

a. List the Respondent's current or previous contracts that showcase experience implementing or operating Medicaid E&E system(s) in states or territories, with particular emphasis on those of similar size to Puerto Rico.

Please provide the name of the state or territory in which the Respondent holds a contract, and the start and end dates for each contract described.

Additionally, please note if any of the listed contracts involve a Cúram system, and if the E&E system has been certified through the Centers for Medicare & Medicaid Services (CMS) certification process.

Active Contract Name	State or Territory	Start Date	End Date	Cúram System (Y/N)	CMS Certified System (Y/N)
Puerto Rico MEDITI3G	Puerto Rico	December 2018	Ongoing	Y	Y
Missouri MEDES	Missouri	June 2013	Ongoing	Y	Y
USVI VIBES	USVI	October 2015	Ongoing	Y	Y
Alaska ARIES	Alaska	July 2021	Ongoing	N	Y
South Dakota BEES	South Dakota	September 2020	Ongoing	Y	N
Louisiana MEDS	Louisiana	2001	2018	N	Y

3.2 General Business Experience Taking Over or Replacing a Medicaid E&E System

a. For each E&E takeover project listed in Section 3.1, provide a narrative of the Respondent's experience, including a description of the following:

   a. Recommended best practices and lessons learned in E&E takeover.

The following is a summary of RedMane's experience in designing, developing, implementing, and supporting Medicaid eligibility projects.
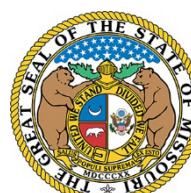
Commonwealth of Puerto Rico MEDITI3G

Since 2018, RedMane has served as the prime contract systems integrator for the design, development, and implementation of a new Cúram-based traditional and MAGI Medicaid eligibility and enrollment system. ███████

State of Louisiana MEDS

RedMane was the maintenance and operations vendor for the Louisiana Department of Health Medicaid Eligibility Data System (MEDS) from the time our company was founded in 2000 until the system was fully modernized in 2018. During the 18 years that RedMane provided M&O services, we provided 24-7 support of MEDS, analyzing and remediating failures when they occurred, providing emergency and ongoing enhancements and fixes, and managing batch jobs. RedMane provided both normal business hours and after-hours support for special system maintenance and operations activities, such as the Cost-of-Living Adjustment (COLA), which occurred over the weekend or at other off-schedule times. For the Affordable Care Act (ACA) extensions to MEDS, in addition to designing, developing, and testing the ACA functionality, RedMane provided infrastructure support, and was responsible for configuring and deploying all aspects of the system and its infrastructure through all environments, including production. RedMane provided ongoing system maintenance and support for both MAGI and ABD eligibility categories.

State of Missouri MEDES

RedMane has served the State of Missouri for implementation maintenance and operations of the Missouri Eligibility Determination and Enrollment System (MEDES) since 2013, ███████

United States Virgin Islands VIBES

Since 2015, RedMane has served as the prime contractor for both the design, development and implementation and the maintenance and operations of the Virgin Islands Benefit Eligibility System (VIBES). ███████████ ███ ███ ███ ████████████████████████

State of South Dakota BEES

RedMane was selected to serve as the prime contract systems integrator leading the implementation of the new Benefit Eligibility and Enrollment System (BEES) for the State of South Dakota. ███████████████ ███ ███ █████████████████████

State of Alaska ARIES

In 2021, RedMane was selected as the prime contractor by the State of Alaska Department of Health & Social Services to provide critical maintenance and operations services for the Alaska Resources for Integrated Eligibility Services (ARIES) system which directly affects the health and well-being of the citizens of the State of Alaska. █████████ ███ ███ ███

b. Challenges and/or risks

The following are examples of various challenges and risks overcome by RedMane in our Medicaid eligibility projects:

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███ ███ ███████████████████████████████████

███ ███

[redacted]

Louisiana MEDS

In Louisiana we successfully implemented and maintained the state's Medicaid Eligibility system, MEDS in 2000. After the passage of the ACA in 2010, The state initiated a procurement activity to select a provider to implement MAGI Medicaid. [redacted]

United States Virgin Islands VIBES

In September 2017, when hurricanes Irma and Maria hit the US Virgin Islands, RedMane quickly acted to do what was necessary to ensure access to the VIBES system. [redacted]

> "We appreciate the partnership we have with RedMane. They stood with us at a very difficult time and used their expertise to provide a solution that we desperately needed."
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> ████████████████████████

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      c.   Major milestones and success factors

Below are a few examples of projects in which RedMane successfully reached significant milestones and achieved success:

USVI VIBES

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Missouri MEDES

In Missouri, RedMane transitioned to providing primary support of the Cúram-based MEDES System's maintenance and operations. ██████████████████████
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Alaska ARIES:

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3.3 Managing the Project Schedule for the Replacement or Takeover of a Medicaid E&E System

  a. Describe the expectations, roles, and responsibilities of the incumbent Maintenance and Operations (M&O) vendor and Puerto Rico Medicaid Program (PRMP) staff during the system replacement or takeover.

As the current M&O vendor and partner supporting the Medicaid E&E system, we understand the roles and responsibilities required to continue to support the Puerto Rico Medicaid E&E system. ██
██

  b. What is the typical minimum and maximum duration for the completion of a system replacement or takeover and why? Please include a breakdown of the time between System Development Lifecycle (SDLC) phases.

It is impossible to identify a "typical" project of this type. The scope and duration of the projects are determined by the individual situation. ███████████████████████████
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c. Describe risks and challenges associated with vendor transition and possibility of service interruption during the transition period of the system replacement or takeover. What risk mitigation strategies do you recommend?

With a change in vendors in the support of the Medicaid E&E systems comes great risks and challenges. ██

██

3.4 Staffing Approach for a Medicaid E&E System

a. Provide the ideal staffing approach for the design, development/configuration, implementation period. How do you approach staffing shortages when state/territory resources or SMEs are limited?

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b. List the ideal staffing model for the M&O period of the replacement or takeover. Name the type and number of resources estimated for this project.

c. Describe the approach to training state/territory staff and regional caseworkers. Provide any suggestions for improving system adoption, through training, regional outreach, stakeholder engagement, or otherwise.

[BLACK REDACTED BLOCK]

3.5 Cost Estimates and Models for the Replacement or Takeover of a Medicaid E&E System

    a. Provide the typical price range for the replacement or takeover of a Medicaid E&E System and elaborate on key considerations, drivers, and components for pricing.

[BLACK REDACTED BLOCK]

[BLACK REDACTED BLOCK]

    b. For the projects you have mentioned in this RFI response, what were your implementation and operational costs? What are the main cost drivers?

[BLACK REDACTED BLOCK]

    c. Describe how system enhancements are typically managed. What recommendations do you have for controlling enhancements costs?

PRMP and RedMane have developed an effective methodology to define, estimate, and implement system enhancements. [BLACK REDACTED BLOCK]

3.6 Documentation

    a. List and describe documentation that is essential to plan and execute a replacement or takeover (before, during, and after).

[redacted]

    b. What documentation is not essential, but may be desirable?

[redacted]

    c. What documentation would be helpful to include in a future "bidders' library" to assist offerors?

[redacted]

[redacted]

    d. When there is limited written information, how do you address gaps/what alternate ways do you use to estimate level of effort or project risk?

[redacted]

[redacted]

3.7 Alternative Approaches

    a. The current Puerto Rico E&E System is a CMS Certified system, running on a Cúram platform. What do you recommend as PRMP considers options for modernizing and enhancing their solution? Please provide any additional information regarding alternative approaches that may be beneficial for PRMP to consider ahead of a potential future procurement.

[redacted]

[redacted]

[redacted]

[REDACTED]

b. Considering the layouts of the existing solution depicted in Section 2 of the RFI, do any modules lend themselves well to enhancements or modernization?

[REDACTED]

c. Is the Respondent willing to provide an E&E system demo or provide additional information upon PRMPs request?

[REDACTED]

3.8 Anticipated Engagement and Potential Barriers

a. Should PRMP release an E&E takeover or replacement RFP over the next several months, what limiting factors or constraints might prevent your organization from participating?

[REDACTED]