

Change Request Review

Agency Name - HC23028 - ISD System Integrator - CR-1215

Oversight Name: Thomas O'Dowd

OA Peer Review Date: 02/03/2025 Approve with Standard Cond... ▾	OA recommendation Date:02/03/2025 Approve with Standard Conditions ▾	EM Review Date: No Response ▾
Oversight Director Decision Date: 02/04/2025 Approve ▾	OR Deputy CIO Decision Date: No Response ▾	

Area of Impact

<input checked="" type="checkbox"/> Budget	<input checked="" type="checkbox"/> Scope	<input checked="" type="checkbox"/> Timeline 3/31/2026
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Brief Project Description

The Arizona Health Care Cost Containment System (AHCCCS) Electronic Visit Verification (EVV) aggregator project involves creating a centralized system that collects, integrates, and manages data from multiple EVV systems used by different healthcare providers or agencies.

What Initiated This Change, Reasons

The current EVV aggregator solution is being replaced with a new solution from HealthTech. The new solution will leverage the system integration platform, be hosted within the AHCCCS Microsoft Azure tenant, and be owned by AHCCCS.

Summary:

This amendment expands the contract between AHCCCS and HealthTech to create a new system for managing Electronic Visit Verification (EVV) data. **The goal is to combine data from many different EVV providers into one platform, making it easier to access, standardize, and analyze the information.** The project includes securely integrating data, creating user-friendly interfaces, and providing training and support. This will help AHCCCS streamline processes, improve data accuracy, and ensure compliance with regulations.

Purpose of the EVV Aggregator:

The EVV aggregator aims to address the challenge of managing data from multiple EVV systems used by different healthcare providers in Arizona. Currently, there are about 50 different vendors providing EVV services, resulting in data fragmentation.

Key Tasks Involved:

1. **Data Integration:** The project will consolidate data from all EVV vendors into a single platform hosted within the AHCCCS Microsoft Azure tenant.
2. **Normalization and Standardization:** Data from various sources will be standardized to ensure consistency and

usability across the platform.

3. **Security:** The project will implement measures to protect sensitive healthcare information and comply with regulations.
4. **Reporting and Analytics:** The system will generate reports and analytics to identify trends, monitor compliance, and improve efficiency.
5. **User Interface:** User-friendly interfaces will be designed for providers and administrators to access and manage data.
6. **Training and Support:** Training and ongoing support will be provided to ensure smooth adoption and operation.

CGS was added for additional Project Management support IV&V created in preso

<p><u>CR Submission Date:</u> 1/20/2025</p> <p><u>Original Project Duration:</u> Start Date: 7/7/2023 End Date: 9/30/2024</p> <p><u>CR Project Duration:</u> Start Date: 7/7/2023 End Date: 3/31/2026</p>	<p><u>Original Project Budget</u></p> <table><tr><td>Development Cost</td><td>\$ 11,387,894.48</td></tr><tr><td>Operational Cost</td><td>\$ 32,074,741.49</td></tr><tr><td>Total Cost</td><td>\$ 43,462,635.97</td></tr></table> <p><u>CR Project Budget</u></p> <table><tr><td>Development Cost</td><td>\$ 20,271,598.00</td></tr><tr><td>Operational Cost</td><td>\$ 24,056,000.00</td></tr><tr><td>Total Cost</td><td>\$ 44,327,598.00</td></tr></table>	Development Cost	\$ 11,387,894.48	Operational Cost	\$ 32,074,741.49	Total Cost	\$ 43,462,635.97	Development Cost	\$ 20,271,598.00	Operational Cost	\$ 24,056,000.00	Total Cost	\$ 44,327,598.00
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If the project has prior CR list below:

CR-ID	Approved Date	Type
N/A	N/A	N/A

Security Review

Has the change impacted security? Yes (potentially)

Took a look. No AZRAMP needed, SSP is required for any boundary changes.

Chris Reynolds

Funding source re-verification* Required if there is a change to the Development costs on the project

The budget will be available through the following sources:

- Non-APF development amount: 7,402,408.20
- APF development amount: 822,489.80
- Total new development amount (Non-APF + APF): 8,224,898.00

The budget will be available through the following sources:	Funding expiration(s)?
% Base Budget	Start Date: End Date:
90% Federal - \$7,402,408.20	Start Date: 10/01/2024 End Date: 09/30/2025
10% APF - \$822,489.80	Start Date: 04/01/2024 End Date: 06/30/2026
% Other Appropriated	Start Date: End Date:
% Other Non-Appropriated	Start Date: End Date:

CR Checklist

Requirement	Received?	Notes
Is the CR above 10%	Received ▾	

Security approval (SSP update)	Not Needed ▾	
New SOW or quote from the vendor	Received ▾	HTS - Contract Amendment / CGS Task Order / Continue with PCG IV&V
New Project Plan	Received ▾	HTS - Contract Amendment / CGS Task Order / Continue with PCG IV&V (CR -Details)
5-Year Equipment Refresh Plan for Equipment Purchases	Not Needed ▾	
Maintenance & Support Options Identified for Years 2-5	Received ▾	
Cloud Exception Form for On-Prem Servers	Not Needed ▾	
Vendor activity or documentation (training, functionally change, etc.) to be Shared with Agency (Knowledge Transfer)	Received ▾	
Internal Approvals from the Director, CTO, CIO, CFO/Budget Manager via email	Received ▾	
Have the original ITAC conditions reviewed	Received ▾	
If APF funding, Has it been discussed with Financial Analyst	Received ▾	
Ask Report needed	Not Needed ▾	

<p><u>Risks</u></p> <ul style="list-style-type: none"> CGS Training period/ramp up
<p><u>Vendor Selection if applicable (3 Quote)</u></p> <ul style="list-style-type: none"> Considered Vendors: CGS and HTS Selected Vendor: CGS and HTS 3 Quotes Obtained: Task Order / Amendment Exception Reason: For the CGS Government Solutions contract, this was competitively bid and there were 5 bidders. CGS won based on scoring and is known to the agency.

CR Modifications + Follow-Up

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OA Post-Approval Checklist

<input type="checkbox"/> Copy the information from this document into the Oversight Summary section in Salesforce (Project Background, Business Justification, Implementation Plan, Vendor Selection, and Budget or Funding Considerations).
<input type="checkbox"/> Ensure that within the Submission Info section of the PIJ in Salesforce, the IT Goal, Brief Description, Status Report Frequency, and Requested Development Amount fields have been populated.
<input type="checkbox"/> Add the appropriate conditions within the Conditional Approval Section.
<input type="checkbox"/> Complete any follow-up/edits to the CR that were noted in the executive review.
<input type="checkbox"/> After the CR is complete, pdf this document and attach to the Project.
<input type="checkbox"/> Click Generate CR Document, copy as a pdf, and attach to the approval email.
<input type="checkbox"/> Log the approval email to the Project in Salesforce using the Gmail Extension.

Cost Proposal

Design, Development, and Implementation

Service Category	Approximate Contract Period	Total
Design, Development, and Implementation	12 Months	\$4,708,684.00

Operations and Maintenance

Service Category	Approximate Contract Period	Total
Operations and Maintenance	12 Months	\$1,797,600.00

Modification Pool

Total Hours	Hourly Rate	Total Cost
3000 Hours	\$177.00	\$354,000.00

Proposed Resource/Staffing Plan – Development/Implementation/Remediation

Proposed Role/Resource Type	Total FTE	Estimated Duration
Project Manager	1	Month 1 – Month 12
Project Coordinator	1	Month 1 – Month 12
Technical Architect	1	Month 1 – Month 12
Testing Analysts	2	Month 1 – Month 12
API Developer(s)	2	Month 1 – Month 12
ServiceNow Developer(s)	1	Month 1 – Month 12
	1	Month 3 – Month 12
Onboarding Resources/Business Analyst	2	Month 1 – Month 12
Report Developer (s)	1	Month 4 – Month 12
	1	Month 6 – Month 12
Security Lead	Minimal	Month 1 – Month 12
Infrastructure Lead/Support	0.25	Month 1 – Month 12
Subject Matter Expert Pool (Communications, Stakeholder/Onboarding Support, EVV Specialist)	1	Month 1 – Month 12

Proposed Resource/Staffing Plan – Operations and Support

To begin following the remediation period – note: the help desk/technical support resource will begin immediately at go live.

Proposed Role/Resource Type	Total FTE
Project Manager	0.5
Technical Lead	1
Testing Analysts	1
Development Staff (ServiceNow, Report, Bug Fix, API development, etc.)	1
Onboarding Resources/Business Analyst	1
Infrastructure Lead/Support/Security Oversight	0.25
Help Desk/Technical Support	1

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
DDI						
1	CPP-POINT-F-491	U.S. Public Sector CPP Points - 1 charge per point Design, Development, and Implementation		\$0.99 COOP	4,756,247	\$4,708,684.00
EVV Aggregator - Contract Amendment 4						
November 2024 – October 2025						
Carahsoft Technology Corporation - CPP-POINT-F						
DDI SUBTOTAL:						\$4,708,684.00
O&M						
2	CPP-POINT-F-491	U.S. Public Sector CPP Points - 1 charge per point Operations and Maintenance		\$0.99 COOP	1,815,758	\$1,797,600.00
EVV Aggregator - Contract Amendment 4						
November 2024 – October 2025						
Carahsoft Technology Corporation - CPP-POINT-F						
O&M SUBTOTAL:						\$1,797,600.00
MOD POOL						
3	CPP-POINT-F-491	U.S. Public Sector CPP Points - 1 charge per point 3000 Hours @\$177.00 per hour		\$0.99 COOP	357,576	\$354,000.00
EVV Aggregator - Contract Amendment 4						
Carahsoft Technology Corporation - CPP-POINT-F						
MOD POOL SUBTOTAL:						\$354,000.00
SUBTOTAL:						\$6,860,284.00

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- Area of Impact: Budget, Scope, Timeline 3/31/2026

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What Initiated This Change, Reasons

The current EVV aggregator solution is being replaced with a new solution from HealthTech. The new solution will leverage the system integration platform, be hosted within the AHCCCS Microsoft Azure tenant, and be owned by AHCCCS.

Security Review

- Has the change impacted security? Yes, the change has impacted security. The new EVV aggregator solution will be hosted within the AHCCCS Microsoft Azure tenant and will be owned by AHCCCS. This change will require a review of the security measures in place to ensure compliance with HIPAA and AHCCCS regulations.

Funding source re-verification

- The budget will be available through the following sources:
 - Non-APF development amount: 7,402,408.20
 - APF development amount: 822,489.80
 - Total new development amount (Non-APF + APF): 8,224,898.00

Risks

- Vendor Selection
 - HealthTech has been selected as the vendor to implement the new EVV aggregator solution.

Please note that this is just the information you have provided so far, and there might be additional details required to complete the template fully. I am ready to help you fill in the gaps and refine the information as you provide more context.

Guides

Milestones

Common milestones include, but not limited to:

- Project Kickoff
- Delivery of Signed SOW
- Delivery of Project Plan Document
 - Sometimes an Agency can only produce this after an assessment from the vendor. Ensure this is added as a milestone after the assessment takes place, and ensure the assessment is added as a milestone as well.
- Installation
- Configuration
- Sprints (design & build, with descriptions)
- UAT
- Training (support team/admin)
- Training (end users)
- Go Live
- Payment Invoices (by milestone or date(s))
- Final Payment of Invoices
- Lessons Learned
- Project Close

Common things to look out for:

- If milestones span a long interval of time, for example, several months or longer, there are events that take place within this milestone that can be broken into several milestones that can be more easily monitored.

Financials

- All financials during the first fiscal year are considered Development. Every year after is Operational. However this may be different for projects that span over 1 year.
- Professional services cannot be taxed.
- Ensure the quote from the vendor matches the financials' line items.
- Keep note of the funding expiration dates, when payments will be made (identified within milestones), and whether the Agency has the budget for the project. For example, some Agencies receive new funding every October. Ensure their payment dates are aligned with their ability to pay using the funding they anticipate to receive. Some projects will have multiple funding sources expiring at different times.
- Ensure the categorization of the line items makes sense and they are separated by 1 item per line. For example, licenses and professional services should not be combined; they should be separated into each line item with the applicable categorization and tax information.
- If static maintenance and support costs for years 2-5 are not guaranteed by the vendor, include a 2.5% increase year over year in order to account for any future price increases.

Risks

- Common risks include:
 - Aggressive timelines
 - Two or more agencies involved with the project
 - Two or more vendors involved with the project
 - Paying the vendor at one time, all upfront, prior to any work being performed

- Any other items included in the conditional approval that are required within future status report submissions