

Change Request Review Template
Arizona Health Care Cost Containment System -HC25004 - FWA - Program
Integrity - CR-1214
Oversight Name: Akhil

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

<u>Area of Impact</u>		
<input checked="" type="checkbox"/> Budget	<input type="checkbox"/> Scope	<input type="checkbox"/> Timeline

<u>Brief Project Description</u>
<p>AHCCCS has determined a requirement to acquire and implement a pre-pay & post-pay analytics tool to reduce the overall fraud, improve the accuracy of the payment cycle and quickly identify potential cases of fraud prior to the final payment of the claims.</p>

<u>What Initiated This Change, Reasons</u>
<p>Due to the complexity of the FWA solution, experience is required to manage the project on behalf of AHCCCS ISD. A vendor, CSG Government Solutions, Inc. will provide both program and project management support on behalf of AHCCCS ISD to ensure that the project remains on track.</p> <p>Additional development costs are \$3,341,250</p> <p>The reason for the extension is to allow for extra time for AHCCCS to perform the necessary integrations into the MMIS and the testing necessary to ensure providers continue to be paid appropriately.</p> <p>Summary AHCCCS requires the support of a vendor to supply expertise in project management to ensure the program integrity project is implemented on time and accurately.</p> <p>Details Due to the large number of projects underway while still maintaining the day-to-day business of managing the Medicaid Program, AHCCCS needs additional support from contracted project managers and business analysts with an understanding of the new technology, experience with supporting large scale projects, ability to support CMS required Certification and Outcome reporting, and knowledge in Medicaid. This will allow current staff to focus on day-to-day operations in support of member services and ongoing projects within the agency.</p>

The professional services support will achieve compliance with Centers for Medicare & Medicaid Services (CMS) requirements to improve interoperability and sustainability of technology solutions that support Medicaid service delivery.

<p><u>CR Submission Date:</u> 01/20/2025</p> <p><u>Original Project Duration:</u> Start Date: 10/4/2024 End Date: 12/15/2025</p> <p><u>CR Project Duration:</u> Start Date: End Date:</p>	<p><u>Original Project Budget</u></p> <table> <tr> <td>Development Cost</td> <td>\$ 16,854,000.00</td> </tr> <tr> <td>Operational Cost</td> <td>\$ 26,597,275.80</td> </tr> <tr> <td>Total Cost</td> <td>\$ 43,451,275.80</td> </tr> </table> <p><u>CR Project Budget</u></p> <table> <tr> <td>Development Cost</td> <td>\$ 20,195,250.00</td> </tr> <tr> <td>Operational Cost</td> <td>\$ 26,597,275.80</td> </tr> <tr> <td>Total Cost</td> <td>\$ 46,792,525.80</td> </tr> </table>	Development Cost	\$ 16,854,000.00	Operational Cost	\$ 26,597,275.80	Total Cost	\$ 43,451,275.80	Development Cost	\$ 20,195,250.00	Operational Cost	\$ 26,597,275.80	Total Cost	\$ 46,792,525.80
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If the project has prior CR list below: NA

CR-ID	Approved Date	Type
CR-####		End Date, Scope

Security Review - NA

Has the change impacted security?

EX. Vendor, Hosting Environment, Scope, system interfaces and any other situation impacting the environment, interfaces or other directly or indirectly impact Security.

If Yes, the CR will have to go through a Security Review with the new information provided by the agency.

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:	Funding expiration(s)?
% Base Budget	Start Date: End Date:
90% Federal CMS renews funding every year	Start Date: 10/01/2024 End Date: 09/30/2025
10% APF	Start Date: 10/01/2024 End Date: 12/31/2025
% 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 ▾	Signed Task order received
New Project Plan	Not Needed ▾	
5-Year Equipment Refresh Plan for Equipment Purchases	Not Needed ▾	
Maintenance & Support Options Identified for Years 2-5	Not Needed ▾	
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	Received ▾	

<p><u>Risks</u></p> <ul style="list-style-type: none"> Federal funds expire on September 30,2025. CMS renews funding every year. Training timeline for new project/program managers.
<p><u>Vendor Selection if applicable (3 Quote)</u></p> <ul style="list-style-type: none"> Considered Vendors: CSG Government Solutions Selected Vendor: CSG Government Solutions - Signed task order YH25-0036 3 Quotes Obtained: No Exception Reason: NA

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.

After the CR is complete, pdf this document and attach to the Project.

Click Generate CR Document, copy as a pdf, and attach to the approval email.

Log the approval email to the Project in Salesforce using the Gmail Extension.

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