EXHIBIT 2
STATEMENT OF WORK #1

SOW #1 – Design, Development and Implementation (DDI) Services for Health Insurance Exchange and Financial Management and Billing System, as well as Mailrooms services, and Customer Support and Customer Engagement Center

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1. Statement of Work

1.1 Overview

This Statement of Work #1 (for the purposes of this document, the **"SOW # 1")** is incorporated into the Master Agreement **("Agreement")** dated August 30 2019, ("SOW #1 Effective Date") and is entered into by and between hCentive, Inc. ("**hCentive**" or "**Contractor**") and New Mexico Health Insurance Exchange ("**NMHIX**" or "**beWellnm**"). This document provides a detailed description of the System and Services to be provided by hCentive pursuant to the Agreement, as well as the fees associated therewith. All capitalized terms used and not expressly defined in this SOW shall have the meaning set forth in the Agreement.

hCentive, as the selected vendor from the New Mexico Health Insurance Exchange (NMHIX) Request for Proposal for an Individual Marketplace and Customer Engagement Center, RFP No. 2019/001("**RFP**"), will develop, supply, implement, host, maintain, and provide information technology products, business support services and end user supports specific to Individual Marketplace operations including web portal (and user interfaces) provisioning and management, eligibility and enrollment management, financial management and billing, customer engagement center, plan management, noticing, mailroom functions, and administrative and reporting functions. Additionally, hCentive will provide account management that help ensure successful provision of the aforementioned products, services and end user supports.

hCentive will use its WebInsure™ Exchange Market product to provide the underlying health insurance exchange (HIX) platform for NMHIX. The WebInsure™ Exchange Market product will be licensed to NMHIX by hCentive and configured to the specifications of NMHIX through various design, development and implementation ("DDI") activities, and, combined with the financial management and billing system, Mailroom, and Customer Engagement Center, including appropriate staffing to manage the rollout and operations (collectively, "**Services**"), will make up the end-to-end NMHIX System.

Contractor shall develop a System which provides the Core Business Functions of the Individual Exchange outlined below in Table 1-1. This is a summary of the functionality to be designed, developed, and implemented by the Contractor under this SOW # 1. Specific functionality is set forth in Section 2 and Attachment A of this document and Contractor's proposal in response to Attachments A-3-1 through A-3-9 of the RFP. In the event, there is a conflict between Table 1-1 and Attachment A of this SOW #1, Attachment A shall control.

Table 1-1: Selected Individual Exchange Core Business Processes

Functional Area	Key Business Processes to be Supported
Web Portal & User Interface	• Provide a single-session experience for consumers to enter required information, verify their eligibility status, compare insurance plans, select plan options. • Provide a web portal for consumers and other stakeholders accessing beWellnm HIX System. • Provide automated noticing to consumers, agents and brokers, and issuers. • Provides and promotes self-service functionality for consumers and/or their appointed agent or broker. • Provide a set of tools to allow for online transactions and interactions between consumers, agents/brokers and beWellnm. • Requirements are listed in Attachment A, Table A-3-9 - Web Portal UX
Eligibility & Enrollment	• Accept individual applications and verify consumer information. • Process eligibility and subsidy determinations for individuals. • Offer anonymous shopping. • Guide consumers through the shopping process and available options. • Interface with Human Services Department programs. • Support “mixed eligibility” households in their application for program determination for ACA based programs/related subsidies and/or Medicaid/CHIP assessment. • Minimize hand-offs between programs. • Requirements are listed in Attachment A, Table A-3-1 – Eligibility & Enrollment

Plan Management	• Interface with the System for Electronic Rate and Form Filing • (SERFF) to accept certified plan data. • Support QHP certification and decertification via SERFF. • Coordinate with OSI to exchange plan management data**.** • Requirements are listed in Attachment A, Table A-3-4 – Plan Management
Financial Management	• Provide premium billing functionality, including premium collection and aggregation as well as remittance to carriers. • Manage 820 file submissions to carriers to coincide with carrier remittances. • Provide 1095A functionality. • Provide monthly and annual financial data to beWellnm for financial reporting purposes as well as audit requirements. • Provide separate Accounts Receivable modules for posting invoices, payments, and carrier remittances, with ability to restrict access from unauthorized users. • Requirements are listed in Attachment A, Table A-3-2 – Financial Management
Consumer Support Functions and Noticing	• Manage responses to information requests and requests for service, including providing functionality to support information exchange between the Individual Exchange and key stakeholders. • Support efficient complaint and appeals processing, consumer interaction and requests. • Provide Customer Relationship Management (CRM) functionality • Electronic document management functionality to support eligibility and other Individual Exchange operations. • Provide functionality to Agents/Brokers/Certified Enrollment Counselors to submit applications on behalf of consumers. • Capability to track and report on **Agent/Broker/Certified Enrollment Counselor activity** in the system and for Agents/Brokers/**Certified Enrollment Counselors** to view their exchange book of business**.**

	• Requirements are listed in Attachment A, Table A-3-1 – Eligibility & Enrollment and Table A-3-5- Noticing
Customer Engagement Center (CEC)	• Operate and manage a fully functioning CEC to handle all Individual Exchange based inquiries. • Support phone and web-based channels (i.e. portal, email, web chat) with the ability to handle paper and face-to-face inquires as a backup contingency**.** • Telephony/IVR set-up • Customer relations management (CRM) set-up • Appeals processing and associated notifications to members and other stakeholders. • Consumer complaint resolution • Training Customer Engagement staff, beWellnm staff and external stakeholders as required by beWellnm • Document Customer Engagement standard operating procedures • Requirements are listed in Attachment A, Table A-3-3 – Customer Engagement Center
Mailroom	• Mailroom Set-up • Ability to process all In-Bound Mail and Faxes, electronic documents • Electronic Document Management • Secure document destruction once a digitized document is verified Requirements are listed in Attachment A, Table A-3-6 - Mailroom
Administrative and Reporting Functions	• Provide audit and program integrity mechanisms and business analytics functionality. • Secure systems to ensure privacy of data and all PHI/PII. • Requirements are listed in Attachment A, Table A-3-7_Technology and Admin and Table A-3-8_Privacy and Security

The Contractor shall work collaboratively with beWellnm, Office of the Superintendent of Insurance, the NM Human Services Department, Carriers, Agents/Brokers and other identified stakeholders to design, develop and implement the System and Services and perform post-implementation maintenance and operations activities.

In addition to providing the System functionality outlined in this document and the RFP, the Contractor shall complete the migration and conversion of all Individual Exchange account and plan data from the FFM to the System. The Contractor shall work closely and collaboratively with CMS/CCIIO to plan, design and execute the migration throughout the project.

1.1.1. Associated Services

The Contractor acknowledges and accepts that it will work with and cooperate with any and all related contractors in carrying out the activities outlined in this document. Additional Contractors include:

- Fulfillment (a.k.a. "Print") Vendor (to be procured by beWellnm)
- Project Management Office (PMO) Vendor, and
- Independent Verification and Validation (IV&V) Vendor.

For avoidance of any doubt, its NMHIX's responsibility to onboard the above listed vendors and ensure their cooperation with hCentive in order to provide timely delivery of Services, which may include execution of a confidentiality agreement with Contractor.

1.1.2. Future Integration and Expansion

The Contractor shall implement and operate the Individual Exchange with the understanding that continued integration with the Human Services Department (HSD) will occur. Such progressive integration may include use of a shared landing page or account creation functions.

Contractor shall build a System that can be leveraged for the creation of a potential Regional Exchange (or "Exchange Neighborhood") with key features such as:

- Multiple states share services but are allowed to customize functions to state specificity
- Improves NMHIX's long-term financial sustainability by reducing NMHIX-specific Maintenance and Operations (M&O) costs as other states leverage the same System and Services.

For avoidance of doubt, NMHIX understands and accepts that another state's development, configuration, implementation, support, licensing terms and costs necessary to join a Regional Exchange are not included in this Agreement.

1.2 Project Initiation Activities

The Contractor shall coordinate with NMHIX, PMO and IV&V to plan and participate in project Kick-off activities that will focus on establishing the foundation for project management throughout the lifecycle of the SOW#1. The PMO will schedule the Kick-off meeting within ten (10) business days from the SOW # 1 Effective Date. Kick-off participants must review the draft project plan, project roles and responsibilities for both Contractor and NMHIX staff, in addition to a review of initial project risks. Kick-off participants will include Contractor, Subcontractor, NMHIX, PMO and IV&V, and other parties as determined by NMHIX.

The Kick-Off meeting will occur on a mutually agreed upon date that facilitates attendance and participation by all relevant parties.

Additionally, as part of project initiation, the Contractor must provide a Staffing Plan deliverable. For each phase of the project, the Staffing Plan must include:

- Staffing requirements;
- Resumes of key personnel including Account Manager, Project Manager, DD&I Manager, Maintenance and Operations Manager, Test/QA Manager, and Privacy & Security Manager;
- Project roles;
- Project responsibilities;
- Resource allocation;
- Staff development and training (when appropriate);
- Staff reporting/organizational structure;
- How changes in staff will be handled throughout all phases of the project; and
- Identify subcontractors in key personnel positions (if applicable).

1.3 Project Management and Control Activities

The following section provides a description of the work related to Project Management and Control.

1.3.1 Project Management Approach

The Contractor is responsible for managing all aspects of the Contractor activities identified in this SOW # 1. The Contractor shall use a formalized approach to project management, which shall be harmonized as needed with the project management methodology employed by the PMO vendor.

1.3.1.1. Approach to Working with PMO and IV&V

The Contractor shall fully cooperate with the contracted PMO and IV&V vendors and participate as reasonably directed by NMHIX, in activities led by these vendors and provided these vendors execute any necessary confidentiality agreement with Contractor.

Project Management Office (PMO)

NMHIX has contracted with Public Consulting Group, Inc. (PCG) to provide Project Management Office and other professional services for the Individual Exchange project. The PMO, with input from NMHIX and IV&V, has established project management processes, templates and tools. The Contractor shall provide inputs to the PMO vendor with regards to project management plans (PMPs), including, but not limited to: project schedule (plan); status updates; issue reports; updates on project risks and related mitigation tactics; change requests; and project deliverables. Parties agree that the Contractor is not required to create the Project

Management Plans, which are the responsibility of the PMO.

Independent Verification and Validation (IV&V)

NMHIX has contracted with Health Management Associates (HMA) to provide Independent Verification & Validation (IV&V) services. In its role, the IV&V contractor will perform the following functions:

- Review project deliverables which the Individual Marketplace Contractor will be obligated to produce.
- Conduct readiness assessments of the Individual Marketplace Contractor, as well as an assessment of NMHIX's readiness to transition to a fully functioning State Based Marketplace, prior to go- live. Readiness assessments will include detailed reviews and demonstrations of system functionality against contract requirements and functional specifications; these demonstrations will employ scenarios developed and provided by the IV&V contractor. These assessments will occur at NMHIX headquarters and at various solution provider locations.
- Conduct project "health checks" throughout the course of the project; these health checks will be designed to ensure progress is being made as required to ensure an on-time, on-budget implementation of the Individual Marketplace and to proactively address emerging implementation risks.
- Provide reports related to both the management and technical aspects of the project.
- Evaluate operations and maintenance procedures.
- Participate in project activities including but not limited to project status and issue meetings and discussions with CMS and HSD.
- NMHIX requires that the Individual Exchange Contractor interacts extensively with the IV&V contractor throughout the course of the project. Following are contract requirements specific to solution provider interactions with the IV&V contractor and associated deliverables:
    - Work with the IV&V contractor, in conjunction with the PMO contractor and NMHIX, during project initiation to develop a comprehensive plan for implementing the individual marketplace management platform and consumer assistance solutions. This plan will be incorporated into the Project Plan which will be developed and maintained by the PMO contractor and will include all activities led by the IV&V contractor – contract deliverable submission and review, project health checks, readiness assessments, etc. – in accordance with timelines and milestones set by the IV&V contractor and approved by NMHIX.
    - Fulfill all IV&V contractor requests for contract deliverables, revisions to said deliverables, and other information within the timeline set by the IV&V contractor.
    - Adhere to protocols established for submission of project deliverables and other information.
    - Provide IV&V contractor with the access to personnel, facilities and

information systems required to complete project health checks and readiness assessments.

- Provide IV&V contractor with access to documentation of test executions and related results for independent review.
- After completion of IV&V contractor-led project health checks and readiness assessments, discuss observations and findings and develop corrective action plans in response to said observations and findings.

- All deliverables outlined in the sections that follow can be subject to IV&V reviews. The process of the review is subject to the timelines as set forth in the Agreement.

1.3.1.2. Deliverable Management

The Contractor is responsible for producing all project deliverables as outlined in this SOW # 1. The deliverable management and approval process will be defined with NMHIX and the PMO vendor and may include development and submittal of Deliverable Expectation Documents (DED's), in accordance with the Agreement. The Contractor will be expected to include all agreed upon deliverables in their schedule as milestones.

1.3.1.3. CMS/CCIIO and IRS Reviews

The Contractor shall work with NMHIX, IV&V, and PMO to perform the required activities and provide work products, and participate in any project, System, and Services review conducted by CMS/CCIIO and IRS and/or one of their agents.

1.3.1.4. Project Management Plan

The PMO will develop a detailed project management plan (PMP) that addresses the following areas:

1 Project Charter
2 Staffing Management Plan
3 Communications Management Plan
4 Deliverable Management Plan
5 Change Management Plan
6 Risks and Issues Plan
7 Requirements Management Plan
8 Test Management Plan
9 Project Plan (project scheduled in Microsoft Project)

Contractor shall provide inputs to the above documents. Within sixty (60) days of SOW # 1 Effective Date, the Contractor must submit a detailed project plan (a.k.a. project schedule in the format supported by Microsoft Project) to NMHIX. The details will be merged by PMO into the PMO's project plan that serves as the single project plan for the Individual Exchange implementation. Contractor and PMO shall work with each other to ensure that the Contractor's schedule meets all schedule construction and quality criteria to be included in the Project Plan maintained by the PMO. At a minimum, the Contractor must provide updates on a weekly basis to the PMO and participate in schedule management, risk and issues management, status and other meetings as coordinated by the PMO.

1.3.1.5. Meetings and Status Reports

The Contractor must attend project status meetings on a weekly basis, and working meetings as needed or on a frequency as reasonably determined by NMHIX. The Contractor shall supply status reports for use in project status meetings as directed by NMHIX once every week. During project status meetings, Contractor shall provide updates on project progress, project issues, risks and potential changes. At a minimum, Contractor status reports will contain the following:

- Summary of work completed during the previous status reporting period and any results achieved (by relevant WBS elements);
- Tasks related to the Work Plan;
- Summary of project budget status (if applicable), including project costs, hours and estimates;
- Summary of the proposed tasks and deliverables to be performed during the upcoming status reporting period;
- Analysis of critical issues, including any schedule slippage;
- Risk tracking, assessment, and mitigation strategies;
- Documentation of issue management and change management with recommended corrective actions;
- Dashboard summaries, as requested; and
- Information for project status reports to NMHIX's Board reporting, as requested by NMHIX's CEO or designated agent.

Project status meetings will include the appropriate NMHIX staff and other NMHIX vendors as necessary.

1.3.2. Project Management Deliverables

The Contractor must prepare the following deliverables in support of Project Management and Control Activities:

- Initial Project Schedule to be integrated into the PMO's Project Plan
- Deliverable Expectation Documents (DED), as requested;
- Weekly and Ad-Hoc Status Reports;
- Project Status meeting agendas and minutes (for meetings owned by the Contractor);
- Reporting documents to NMHIX Board, as requested.

1.4 Design Activities

Contractor shall provide the following Services relating to Design.

1.4.1. Design Description

The Contractor must ensure that the System design meets the requirements outlined in this SOW # 1 and the requirements, to be gathered by the Contractor, that enable the transition from the FFM information technology platform to the System.

The Contractor is responsible for leading and performing all design activities, including any walkthrough sessions requested by NMHIX. NMHIX may request a walkthrough of any documents or processes related to design activities at any time during design phase.

NMHIX shall support design activities as necessary, but these activities are a core function of the Contractor's role as the Individual Exchange vendor. Specifically, design activities and tasks include the following areas.

1.4.1.1. Requirements Definition

The Contractor must work with NMHIX, PMO personnel, and, as needed, IV&V personnel to transform the defined requirements into a set of desired system specifications that will guide System development and configuration. Successful requirements definition activities should result in:

- A defined set of functional and technical requirements that define the System to be developed and/or configured, including requirements for migrating from the FFM information technology platform to the System;
- System requirements that can be analyzed for correctness and testability;
- An understanding of a system requirement's impact on the system's operating environment;
- A set of requirements that are prioritized, approved and updated as needed;
- A set of requirements that are traceable to both the design specifications, NMHIX's original requirements baseline and reuse; and
- A method to evaluate changes to the baseline for cost, schedule and technical impact. At a minimum, Contractor shall perform the following tasks relating to requirements definition:

Requirements Definition and Validation Plan

The Contractor must develop, deliver, maintain and execute a requirements definition and validation plan which incorporates "map and gap" and other techniques as deemed appropriate by the Parties. At a minimum, this plan must address the following topics and activities:

- Description of proposed requirements management tools;
- Use and scheduling of resources for requirement validation;
- Approach to issue and comment tracking;
- Proposed means to measure requirements fulfillment. Measurement shall be used to generate test cases for system testing and User Acceptance Test (UAT);
- A thorough review and validation of all requirements specified in this SOW; and,
- Identification of potential training considerations.

Joint Application Requirements/ Map & Gap Sessions

The Contractor must plan and facilitate all joint application requirements (JAR)/ Map & Gap sessions that include Contractor and NMHIX subject matter experts and cover all System requirements in detail. The Contractor must develop meeting minutes of all JAR sessions including decisions, justifications for changes (including new, modified, or deleted requirements), outstanding issues that require follow-up, related business processes and their requirements and impacts to future detailed design sessions. During all JAR sessions, the Contractor must designate a scribe dedicated to record detailed minutes and send out meeting notes within forty-eight (48) hours of the meeting.

Requirements Traceability Matrix (RTM)

The Contractor must develop, deliver, maintain, and update a requirements traceability matrix (RTM). The Contractor must use the requirements, as identified in this SOW, to ensure forward and backward traceability. Requirements tracking must assure that all requirements specified in the SOW and associated deliverables are developed, configured, tested and approved by NMHIX. The Contractor must specify testable versus non-testable requirements. For all testable requirements, detailed test cases must be developed to test all functionalities of the requirements (i.e. both technical and business processes). The RTM must be updated after each major activity and submitted to NMHIX for review and approval.

Functional Specification Document (FSD)

The Contractor must provide a functional specification document (FSD) using a structure and format approved by NMHIX. The FSD must include system functional requirements and associated Business Rules. These detailed requirements must be traceable back to the requirements specified in this SOW and associated deliverables. At a minimum, the Contractor must:

- Identify how and where the requirements are met in the proposed Individual Exchange;
- Define whether the requirement can be met through standard, configurable functionality of the proposed Individual Exchange, a customization or a development activity;
- Identify and verify of all internal and external interfaces; and,

Architectural Diagrams

The Contractor must develop architectural diagrams that provide the framework to identify the conceptual integration of the underlying business functionality, data, and infrastructure of the intended Individual Exchange. The Contractor must update the diagrams throughout project phases.

1.4.1.2. Detailed System Design Plan

The Contractor must develop, maintain, and execute a detailed system design plan that includes:

- A description of the content and structure of the joint application requirements sessions (JARs);
- A description of tools to be used;
- A description of the use and scheduling of resources;

- An approach to issue and comment tracking; and,
- Potential training considerations identified during the Joint Application Design session.

1.4.1.3. Joint Application Design (JAD) Sessions

The Contractor must plan and facilitate joint application design (JAD) sessions for any custom requirements or any requirements for which a JAD session is determined necessary after the JAR/Map and Gap session. JAD sessions shall include Contractor and NMHIX subject matter experts to review the proposed Individual Exchange design. The Contractor must also maintain and distribute meeting minutes of all JADs, including decisions and outstanding issues requiring follow-up.

1.4.1.4. Detailed System Design (DSD) Document

The Contractor must develop a detailed system design (DSD) document that describes the Individual Exchange, including all systems and components. The DSD must reflect the detailed design specifications as defined in the JADs and may be delivered incrementally, as they are developed for each functional area or module. Final approval of the DSD will occur when all JADs have been completed and the incremental detailed design specifications have been approved in their entirety. At a minimum, the DSD should include the following:

- A flow diagram of all functions identifying all major inputs, processes, and outputs;
- A listing/description of all software modules/functionalities that compose the complete Individual Exchange;
- Describe any middleware that is used to connect software modules or if any dependencies exist between the modules;
- Detailed screen and report layouts by function;
- Detailed screen and report narrative descriptions by function;
- Screen layouts for online, context-sensitive help screens for all Web-based components; and
- Site maps for all Web-based components.

1.4.1.5. Interface Control Document (ICD)

The Contractor must develop, deliver, maintain and execute an interface control document (ICD) that provides the following sections, at a minimum: General Interface Requirements; Detailed Interface Requirements; and Qualification Methods. The interface control document must provide a description of the following:

- Inputs and outputs of a single system/services;
- The interface between two systems/services; and
- The interface protocol between physical components.

1.4.1.6. Database Design Document (DDD)

The Contractor must develop, deliver, maintain and execute a database design document

(DDD) that provides a description of the system context and the basic database design approach, including dependencies and interfaces with other databases and/or systems. The DDD must include the following sections, at a minimum: Design Decisions; Detailed Database Design; and Database Administration and Monitoring.

1.4.1.7. Data Management Plan

The Contractor must develop, deliver, maintain and execute a data management plan that describes the strategy for managing data during and after project execution. The data management plan must identify data archiving/data retention plans and provide the definition for the master data. The data management plan must provide the conceptual, logical, and physical models and associated modeling tools for the Individual Exchange, including an end-to-end data model for all business processes and operational specifications. The data management plan must outline how the Contractor plans to ensure the data management procedures meet all applicable federal and State of New Mexico data protection and security laws, regulations, and policies. It should also ensure the Individual Exchange contains only data used for and by the State of New Mexico, does not mix with any other consumer data and is not used by the vendor for any purpose. The data management plan must specifically address the data migration required for transfer of data and services from the FFM Individual Exchange to the SBM Individual Exchange, as specifically described as the data migration plan in the Migration Activities section below.

1.4.1.8. Disaster Recovery/Business Continuity Plan (DRP/BCP)

The Contractor must develop, deliver, maintain and execute a disaster recovery plan (DRP) and business continuity plan (BCP) that addresses recovery of business functions, business units, business processes, human resources and the technology infrastructure of the Individual Exchange, including the migration activities required for migration from the FFM technology platform. The DRP/BCP must include recovery from any significant interruption in service and must comply with all federal mandates. The DRP/BCP must address system availability and must include contingency planning, regardless of the type of disaster (i.e. natural disaster, infrastructure failure, etc.). The DRP/BCP must include, at a minimum:

- Back-up and protection procedures to include files, software, hardware and network connectivity;
- Description of any proposed alternate site(s), including a detailed schedule for back-up operations and any proposed clustering methodology for high availability;
- Proposed recovery time and point objectives;
- Risk analysis and risk mitigation for each business process; and
- Processes and procedures for testing and reporting the DRP/BCP to include failover/fallback functionality, back-up/recovery functionality, business continuity, and plan updates.

The Contractor must provide a schedule of the tests, the DRP/BCP annually, and report findings to NMHIX.

1.4.2. Design Deliverables

The Contractor must prepare the following deliverables in support of design activities:

- DEDs, if applicable;
- Requirements Definition and Validation Plan;
- JAR session minutes;
- Requirements traceability matrix (RTM);
- Functional specification document (FSD);
- Architectural diagrams;
- Detailed system design plan;
- JAD session minutes;
- Detailed system design document (DSD);
- Interface control document;
- Database design document;
- Data management plan; and
- Disaster recovery/business continuity plan.

1.5 Development Activities

The Contractor shall provide the following Services related to development.

1.5.1. Development Description

The Contractor shall develop, configure and test all Individual Exchange System and Services components as a part of this Agreement to ensure that the System and Services as developed/configured meet all requirements and specifications documented during design activities. The Contractor will work with NMHIX and the PMO vendor to ensure that the flow of testing from unit testing to UAT is cohesive. The Contractor must perform unit testing to verify that each basic component of the System is constructed correctly in accordance with design specifications.

The Contractor is responsible for leading and performing all development activities, including any walkthrough sessions requested by NMHIX. NMHIX may request a walkthrough of any documents or processes related to development activities at any time.

NMHIX shall support development activities as necessary, but these activities are a core function of the Contractor. Development activities shall result in:

- Ensuring that the System and Services meet design criteria and satisfy the intended purpose;
- Installation of the System and Services according to the design specifications approved by NMHIX;
- The ability to demonstrate that all hardware, software, and linkages are functional and will support NMHIX’s requirements; and
- The ability to demonstrate functionality of all interfaces.

Specifically, Contractor's development activities and tasks shall include the following areas.

1.5.1.1. Individual Exchange Environments

The Contractor must provide the following minimum environments throughout the duration of this SOW # 1:

- Development – environment(s) used to develop and unit test all software contained within the Individual Exchange;
- System Test / System Integration Test – environment(s) used to perform full-scale system integration testing and regression testing for the Individual Exchange solution. This environment must meet production capability and capacity standards, not affect production data, and mirror the UAT and Production environments;
- UAT – environments used by NMHIX to test the application and data provided within the Individual Exchange. This type of environment must be sized the same as production and capable of performing complete end-to-end testing. It must also mirror the system testing and production environments; NMHIX expects the Contractor to establish separate UAT environments for Time Travel and Conversion testing;
- Production - environment used by the Contractor to manage client data and all Individual Exchange processing. It must mirror the system testing and UAT environments;
- Disaster Recovery; and
- SQL Read-only access to a non-production environment hosted by the technology vendor for use by NMHIX for business analytics.

The Contractor must continually refresh each environment to ensure that environment contents remain current according to the NMHIX-approved Individual Exchange environments plan. Each environment must use industry-standard hardware, software and database management products.

1.5.1.2. Individual Exchange Environments Plan

The Contractor must provide development, conversion, system testing, training and production and disaster recovery environments housed and hosted at the Contractor site and to be accessed by NMHIX at the appropriate project phase. As part of the Individual Exchange environment plan, the Contractor must develop an approach for building, supporting, and maintaining all environments associated with the Individual Exchange. The plan must also contain a list of assumptions regarding all hosted environments. Finally, the plan must discuss managing environments in a multi-tenant setting.

1.5.1.3. Execute Unit Testing

The Contractor must begin executing the test plan, as approved by NMHIX, identified in the Testing Activities section below. The Contractor must produce and deliver unit test results incrementally, for each identified unit. Additionally, unit test results must also be made available to NMHIX, PMO, and the IV&V vendor for review upon request.

1.5.2. Development Deliverables

The Contractor must prepare the following deliverables in support of development activities:

- DEDs;
- Individual Exchange environments;
- Individual Exchange environment plan;
- Unit test results; and
- Updated RTM.

1.6 Testing Activities

Contractor shall perform the following Services related to testing.

1.6.1. Testing Description

The Contractor shall be responsible for testing the Individual Exchange marketplace to help ensure that all requirements are fully satisfied. The Contractor will test the software and hardware of the architecture and application to evaluate the system's compliance with defined requirements. The Contractor, at the direction of NMHIX and the PMO, will be responsible for facilitating and executing all testing in each phase of the project, including:

- Unit testing
- System testing
- Integration testing
- Volume and performance testing
- Full Regression testing, including end-to-end testing
- User Acceptance Testing Support, and
- Operational readiness testing

The Contractor is responsible for providing testing environments in which testing activities will occur. The Contractor will also be responsible for providing resources and support for conducting User Acceptance Testing, Operational readiness testing, as well as working with other vendors and partners, if required. This includes, but is not limited to, state and federal partners (HSD, OSI, CMS, IRS, etc.) carriers, NMHIX technology, financial services, outsourced services, and other vendors. Testing includes all integrated parties.

Specifically, testing activities and tasks shall include the following areas.

1.6.1.1. Test Plan

The Contractor must develop and execute the approved test plan. The Contractor will be responsible for scheduling and coordinating all testing activities to ensure that each of the tests are prepared for and performed in accordance with the test plan. The Contractor will train up to five (5) NMHIX personnel or appointed stakeholders within thirty (30) business days (from the date the test plan is approved) to participate in the testing effort during the term of this SOW # 1. For the purpose of this training NMHIX agrees: (i) to identify the personnel and stakeholders who would be attending this training within five (5) business days from the date of approval of test plan; (ii) that these personnel and stakeholders will be qualified enough to understand the requirements and training materials; and (iii) that these personnel and stakeholders will be available for trainings as and when requested by the Parties. Unless specified otherwise within the test plan, the Contractor will be required to provide all tools, testing materials, and resources necessary to effectively perform the required tests. At a minimum, the test plan must include:

- A description of how the testing environments will be managed including methods, workflow, and training required;
- An organization plan showing the number and types of Contractor personnel responsible for testing. This will also include NMHIX personnel, subcontractors, issuers, brokers, and agents;
- A contingency plan for mitigating testing risks across the System Development Life Cycle;
- Procedures for the NMHIX-approved defect management tracking tool to be used for tracking and correcting deficiencies/defects discovered during testing. This will include the type, severity, and location of errors, as well as error tracking and resolution procedures. NMHIX and its designees shall have access to the tool and need to be able to utilize it for UAT.
- Procedures for notifying NMHIX of problems discovered in testing, testing progress, and adherence to the test schedule; defect resolution process;
- Process for updating the RTM based on test results;
- Process for updating the FSD based on test results;
- General description of the steps in the testing process;
- Software tools used during testing;
- Template of progress report;
- A plan for organizing test results for NMHIX review;
- A plan for system performance measuring and tuning;
- UAT conducted for design, code, and test cases; and
- Types of procedures and checklists utilized.

1.6.1.2. Test Environments

The Contractor must develop and provide testing environments that conform to the approved Individual Exchange environments plan. All related milestones must be included in the Contractor’s schedule.

1.6.1.3. System Test Cases

The Contractor must develop and deliver system test cases which NMHIX will review prior to testing to ensure all requirements are being thoroughly tested. The Contractor must ensure that all test cases are completed for software and system test documentation as appropriate. System test cases must be completed for each functional area described in the Test Plan, with final approval by NMHIX.

1.6.1.4. Final System Integration Test Report

The Contractor must produce and deliver a final test report, subject to NMHIX approval, which outlines the results of all system testing incrementally as they are completed for each defined area. This includes unit testing, system integration testing, and user acceptance testing. The Contractor must deliver a single, consolidated final test report deliverable. The deliverable must include test results for each test case showing positive results or itemization and schedule for resolving each negative result. Any negative results must be resolved before NMHIX approval.

The Contractor must include in its final testing report the complete testing cycle and incremental testing cascade. The Contractor must discuss and demonstrate the expectation and outputs for each of the unique testing areas including system integration testing, unit testing, user acceptance testing, performance testing, regression testing, and the operational readiness test.

1.6.1.5. Test Defect Reports

As a part of the final test report, the Contractor must produce and deliver test defect reports generated from either a commercial defect-tracking tool to which NMHIX has access or a Contractor-developed defect log and progress report, for all testing activities. At a minimum, the test defect report must include the following items:

- Issue description;
- Severity;
- Status;
- Owner;
- Implementation schedule; and
- Past defects and their resolution

1.6.1.6. UAT Entrance and Exit Criteria

Contractor must meet entrance and exit criteria to proceed from system integration testing (SIT) to UAT, and to obtain approval to exit UAT. The criteria will be agreed upon by the Contractor, NMHIX, PMO and IV&V for SDLC stages, if appropriate. Exit criteria for SIT/entrance criteria for UAT and exit criteria for UAT shall be defined in the Test Plan and before SIT testing begins. The Contractor must participate in the IV&V health check process and, submit a remediation plan for any deficiencies that arise out of the health check.

Baseline UAT entrance criteria for the Contractor shall include:

1) Release Plan signed off by both NMHIX and Contractor
2) UAT artifacts ready for execution and walked through with NMHIX test leads
    a) Test Scripts Support
    b) Test Scenarios Support

   c) Release Notes
   d) RTMs
   e) Defined list of platforms/browsers supported
3) Internal Testing (SIT, QA, & Regression Testing) completed by Contractor's testing team
   a) 100% of test cases attempted
   b) 90% of attempted test cases achieved pass status
   c) No open Catastrophic or Critical defects (severity levels and detail description to be agreed upon at contract start)
4) Internal Testing (SIT, QA, & Regression Testing) Report delivered to NMHIX
5) Internal Testing (SIT, QA, & Regression Testing) results and known defects documented and reviewed with NMHIX
6) UAT (and Higher) Environment Readiness Sign Off Form delivered by the Contractor to NMHIX
7) UAT Results, Status, and Defects Trackers formats and cadence agreed upon

Baseline UAT exit criteria for the Contractor shall include:

1) UAT activity successfully completed
   a) 100% of test cases attempted
   b) 95% of attempted test cases passed
2) Catastrophic and Critical defects closed
3) For any outstanding high priority defects:
   a) Acceptable technical or procedural workarounds identified
   b) Resolution timeline approved by NMHIX
4) Unresolved defects reviewed and approved for future release resolution by NMHIX
5) Requested modifications or enhancements streamlined through change control process
6) Sign-off to promote the code by NMHIX

1.6.1.7. UAT Training Plan

NMHIX will be responsible for conducting user acceptance testing (UAT). UAT must be designed to demonstrate that the Individual Exchange meets NMHIX specifications, performs all processes according to the program business rules, passes acceptance criteria identified by NMHIX, and works in an integrated fashion with the shared service components. UAT will allow the opportunity for users to test the proper application of business rules, the accuracy of application, determination and enrollment, and the format and content of all interface outputs, including the reporting functions. The Contractor must provide controlled and stable environments for UAT. The Contractor shall be responsible for user provisioning and support in UAT environments.

The Contractor must develop, deliver, maintain and execute a UAT training plan. The UAT training plan must include how the Contractor plans to train users on how to use the Individual Exchange solution, as well as on test artifacts and processes: test case development, test execution, defect tracking tools. The plan must include a schedule for training prior to UAT execution, that will be incorporated into the Contractor's project schedule. The Contractor must execute the UAT training plan, and train the NMHIX team on preparing input data, using web screens, understanding the business rules engine and shared services infrastructure, and reviewing system outputs.

1.6.1.8. UAT Artifacts

The Contractor shall, after consultation with NMHIX and designated subject matter experts, produce and deliver UAT test cases and scripts that provide step by step guidance and expected results for executing a given test case. In addition, the Contractor must develop and manage test data that will be used in UAT.

UAT test cases must test that the system meets the user requirements and business needs of NMHIX. In developing UAT artifacts, the Contractor must emphasize end-to-end testing and mimicking end user usage of the Individual Exchange. Final acceptance and approval of use cases will be conducted by NMHIX before the UAT phase is considered complete.

1.6.2. Testing Deliverables

The Contractor must prepare the following deliverables in support of Testing activities:

- Test plan;
- Test environments;
- System test cases;
- Final test report;
- UAT training plan; and
- Updated RTM.

1.7 Implementation Activities

The following section provides a description of the work required to plan and execute the activities related to Implementation.

1.7.1. Implementation Description

The Contractor shall be responsible for deploying the Individual Exchange after successfully completing all testing activities and confirming that all system components, data, and infrastructure of the Individual Exchange fulfill NMHIX requirements.

As part of the Implementation process, the Contractor will implement the Exchange into a production environment, which will be subject to SLA and KPIs specified in Exhibit 4 to the Agreement. The Contractor must convert and migrate all data and services necessary to operate the Individual Exchange and meet all requirements. The Contractor must plan to phase in operations on a schedule that will minimize risk and provide full contingency planning, as necessary. Implementation activities will commence once NMHIX has completed final acceptance of the Individual Exchange design. At a minimum, implementation activities and tasks shall include the following areas.

1.7.1.1. Production Environment

The Contractor must develop a production environment that conforms to the approved Individual Exchange environments plan.

1.7.1.2. Authority to Connect (ATC) and Authority to Operate (ATO)

If requested, the Contractor must provide reasonable assistance to NMHIX in obtaining its authority to connect and authority to operate (ATO) from CMS/CCIIO prior to the Individual Exchange moving into the production environment.

1.7.1.3. Implementation Plan

The Contractor shall be responsible for developing, producing and delivering an implementation plan to NMHIX for review and approval. The implementation plan must include a schedule and approach for all activities needed for implementation, including:

- Implementation overview;
- Implementation requirements/procedures by site implementation checklist;
- Final data conversion and service migration activities (FFM platform to Individual Exchange SBM) with reference to the tasks completed according to the migration plan;
- Technical preparation and system changeover activities;
- Development of an implementation activities check list;
- The process for developing a contingency plan for identifying, communicating, resolving risks, and maintaining the current production capability if the implementation is delayed;
- Activities required to effectively implement, operate, and maintain the Individual Exchange;
- Document resolution of identified issues and associated dates;
- Specifying the methodology for handling adjustments to historical Individual Exchange participant records;
- Identifying the process to accommodate issuer updates, consumer data changes, reference changes, and enrollments after final conversion but before implementation; and
- A plan for managing future modifications and enhancements of the system.

Additionally, as a part of the implementation plan, the Contractor must be responsible for providing all technical and functional documentation that will be required to assist NMHIX in using and supporting the implemented solution.

1.7.1.4. Training

The Contractor shall provide training to NMHIX staff, Agents and Brokers, key stakeholders and other users as directed by NMHIX on the System. The training sessions shall not to exceed 10 sessions (up to 6 in person and 4 web-ex sessions). Training must include managing training resource assignments, training logistics, and the monitoring and reporting of training progress. The Contractor must provide a training environment in which the training activities will occur, as well as a training plan and training materials. For the purpose of this training NMHIX agrees: (i) to identify the personnel and stakeholders who would be attending this training; (ii) to ensure the personnel and stakeholders are qualified enough to understand the requirements and training materials; and (iii) that these personnel and stakeholders will be available for trainings as and when requested by Contractor.

Training Plan

The Contractor shall develop, deliver, and maintain a training plan. The training plan must address how the Contractor intends to train NMHIX staff and other users as identified by NMHIX. The Contractor must have the capability to train NMHIX designated individuals through computer- based formats and a train-the-trainer approach, including competency assessment. Training for end users must coincide with the schedule in the project work plan for system implementation. If the contractor proposes a phased rollout, training must be provided prior to each launch.

Training Materials

The Contractor shall develop and periodically update all training materials. Training materials shall be provided electronically, and in hardcopy form, as requested by NMHIX.

Training materials may include job aids, instructor's manual(s), student manual(s), and desk reference manual(s).

At a minimum, the Contractor must:

- Provide training materials – The Contractor must provide NMHIX all required copies for classroom and on-site training sessions.
- Submit materials for NMHIX approval – The Contractor must submit all training materials to NMHIX for approval one (1) month prior to delivery of a training session.
- Modify and update training materials as needed– The Contractor must maintain and modify training materials as needed to reflect the latest version of the Individual Exchange. Updated versions of training materials must be submitted to NMHIX within five (5) calendar days of receipt of the identified change(s) or sooner, if there is a scheduled training session that shall be impacted.
- Transfer training material ownership - All training materials shall be delivered to and shall be the property of NMHIX.
- Create Master Copies – The Contractor must create and supply master copies of all class materials, including course books, exercise books, tests, evaluations, and quick reference guides for each training module.

Training Hardware and Software

The Contractor shall provide the appropriate hardware, software, and telecommunications to support the development, maintenance, and presentation of training program(s) and materials.

This includes but is not limited to use of a learning management system.

Training Reports

The Contractor must collect and report information on training activities on an agreed upon schedule during active training sessions. At a minimum, these reports must include:

- Classes scheduled versus classes actually held;
- Total planned to be trained versus the number of staff actually trained;
- Number and category of staff trained;
- Number and category of staff missing training; and,
- Materials covered.

1.7.1.5. Maintenance and Operations (M&O) Manual

The Contractor must develop, deliver, and maintain a Maintenance and Operations (M&O) manual. The M&O manual must provide a description of the business product operating in the production environment and information necessary to effectively handle routine production processing, ongoing maintenance, performance monitoring, and identification of problems, issues, and/or change requirements. The M&O manual must include operating procedures for Individual Exchange participant management, the generation of reports and letters, enrollment and billing notices, queries, billing statements, and navigation through the Web pages, according to the templates developed during the design phase. The M&O manual must be made available electronically, but provided to NMHIX in hard-copy, upon request.

At a minimum, the M&O manual must include the following:

Corrective Action Plan Methodology

The M&O manual must identify the Contractor's corrective action plan (CAP) methodology. The CAP methodology must address a practical strategy to resolve any impediments to efficient and effective Individual Exchange operations. The methodology must provide a template of how the items in need of correction will be documented. At a minimum, a corrective action plan must include the following:

- Description of the problem to correct;
- Owner accountable for the results;
- Actions to be taken;
- Deadlines; and
- Specific outcome and how it will be measured.

Quality Assurance (QA) Plan

The Contractor must develop a quality assurance (QA) plan that is specific to maintenance and operations and establishes quality assurance procedures.

M&O Staffing Plan

The Contractor must develop and update annually a staffing plan for all M&O activities. If the System Maintenance and Operational Support staff is found to be deficient by NMHIX, the Contractor must revise the staffing plan within (15) business days of written notice by NMHIX and deploy the required staff.

M&O Communication Plan

The Contractor shall establish and maintain effective and efficient communication protocols and lines of communication. The Contractor must take no action that has the appearance or effect of reducing open communication and association between NMHIX and Contractor staff. The Contractor must respond to NMHIX requests for information and other requests for assistance within the timeframe that NMHIX specifies. When system issues or problems occur, the Contractor must notify NMHIX within specified timeframes, as defined in the SLAs.

1.7.1.6. Federal Final Data Use/Data Exchange/Interconnection Security Agreements

Contractor shall develop data usage, data Exchange and/or interconnection security agreements as necessary for the Individual Exchange implementation. Any such agreement shall be submitted to CMS/CCIIO, if required. Any such agreement shall address personal health information (PHI) and personally identifiable information (PII) data and ensure secure data exchange in accordance with the privacy and security measures set forth in the Agreement and shall, at a minimum, comply with the Affordable Care Act, Section 1561, HIPAA, and the IRS Office of Safeguards (which outlines the IRS' expectations for safeguarding federal tax information (FTI) in any instance where that agency intends to receive, store, process, or transmit FTI). On an annual basis, the Contractor is required to update and resubmit federal data use, data Exchange and interconnection security agreements to CMS/CCIIO.

1.7.1.7. NMHIX Final Data Use/Data Exchange/Interconnection Security Agreements

The Contractor must develop data use, data Exchange and/or interconnection security agreements as a part of the implementation of the Individual Exchange and submit to NMHIX. These documents must be agreements between the Contractor and third parties (as defined by NMHIX) for use of personal health information (PHI), personally identifiable information (PII) data and to ensure secure data exchange between the Contractor and NMHIX stakeholders, including issuers, OSI, agents, brokers, and enrollment counselors, etc. On an annual basis, the Contractor is required to update and resubmit NMHIX data use, data exchange and interconnection security agreements to NMHIX.

1.7.1.8. Plan of Action and Milestones (POA&M)

The Contractor must provide a plan of action and milestones (POA&M) using the format defined by CMS/CCIIO and/or approved by NMHIX. A POA&M must include specific action steps for mitigating System security weaknesses identified by a security assessment.

1.7.1.9. Final System of Record Notice (SORN)

If requested, the Contractor must assist NMHIX in developing a system of record notice (SORN) consisting of: (1) a narrative statement that is submitted to the Office of Management and Budget (OMB), (2) a preamble submitted to Congress, and (3) a statement of records notice provided to Congress. A system of record is a group of any records under the control of a federal agency from which information is retrieved by the name of the individual or by some identifying number assigned to the individual. This information must be provided in order for the federal government to inform the public of any collection of information about its citizens from which data is retrieved by a unique identifier.

1.7.1.10. Privacy and Security

Detailed Privacy and Security requirements and standards are included in the Privacy and Security section of the Agreement.

At a minimum, the Contractor must develop the following Deliverables:

Privacy Impact Assessment

The Contractor must prepare an assessment that determines if personally identifiable information (PII) is contained within the Individual Exchange. If so, the privacy impact assessment will require the Contractor to identify what kind of PII is contained in the Individual Exchange, what is done with that information, and the steps taken to ensure that information is protected.

System Security and Privacy Plan

The Contractor must develop, deliver, maintain and execute a system privacy and security plan. The system privacy and security plan must be reviewed and updated annually based on an annual risk assessment. The Contractor must fully describe how the Individual Exchange will prevent unauthorized physical and network access.

Information Security Risk Assessments

The Contractor must provide an Information Security Risk Assessment that conforms to CMS/CCIIO standards. The Information Security Risk Assessment must identify risks and possible mitigation strategies associated with information security components and supporting infrastructure.

Privacy and Security Reports

The Contractor must identify methods for ensuring only authorized personnel access data. The Contractor shall provide a process for reviewing and updating access rights on a regular basis.

The Contractor must provide NMHIX a report of any incidents of intrusion and hacking regardless of outcome. The Contractor must ensure a timely and reliable process for security breach notification to the appropriate entity.

1.7.1.11. Final Acceptance

The Contractor must ensure that the System is ready to be implemented and NMHIX's approvals have been obtained to begin operations of the Exchange. This acceptance by NMHIX will be known as final acceptance. To achieve final acceptance by NMHIX, the System must satisfy all functional and technical requirements specified in the SOW # 1 and the requirements documented during the requirements definition and design activities agreed between Parties. NMHIX staff must be given sufficient time (as per the acceptance criteria) to review all system, user, and security documentation for completeness prior to implementation. The system response time and all user and automated interfaces must be clearly assessed and operational. The Contractor must provide NMHIX with a final acceptance document during this phase of implementation. The final acceptance document should detail specific units of the Exchange to be reviewed and accepted by NMHIX staff and, upon request, include reference documents, data maps, testing instructions, etc. to assist

NMHIX in review. During the final acceptance process, the Contractor shall conduct walkthrough meetings, as requested by NMHIX. In the event that final acceptance is not achieved during the first review and NMHIX has highlighted any defect or deficiency, the Contractor shall promptly cure the defect or deficiency, replace the deliverables and repeat until final acceptance is given by NMHIX.

Final acceptance of the solution shall occur following final system testing and the Contractor's demonstration that: 1) the system successfully provides all the functionality required by the Agreement; 2) the system meets or exceeds the performance standards in the SOW # 1; 3) the system meets all privacy and security requirements; and 4) the system meets or exceeds all criteria required by CMS/CCIIO.

1.7.2. Implementation Deliverables

The Contractor must prepare the following Deliverables in support of implementation activities:

- Production environment;
- Authority to Connect (ATC), inf requested
- Authority to operate (ATO), if requested;
- Implementation plan, including contingency plans;
- Training plan, materials and report;
- M&O manual;
- Final data use/data exchange/interconnection security agreement;
- Plan of action & milestones (POA&M);
- Final system of record notice (SORN);
- Privacy impact statement;
- System security privacy plan;
- Information security risk assessments; and
- Final acceptance.

1.8 Migration Activities

Contractor shall perform the following Services related to Migration. Migration encompasses all tasks required to convert and migrate all Individual Exchange-related activities (data and services) from the FFM information technology platform to the System.

1.8.1. Migration Description

The Contractor shall plan, develop, test, and manage the migration from the FFM platform, including the data conversion process. The Contractor shall convert all New Mexico-specific data maintained in the FFM since October 1, 2013 (if available), from the FFM to the Contractor's Individual Exchange System. This data conversion includes the logical and physical data architecture. The Contractor must use automated conversion and minimize manual intervention to the greatest extent possible for the sake of efficiency.

The Contractor shall be responsible for assisting NMHIX in defining the requirements for successful completion of the migration phase and shall work closely with NMHIX's stakeholders and federal partners during this process.

The Contractor must ensure that all data and services required to support the Individual Exchange are available and accurate. The data conversion process will have its own life cycle and may be performed through the implementation period. The Contractor must provide a conversion environment in which all conversion activities will occur.

Specifically, migration activities and tasks shall include:

1.8.1.1. Migration Requirements Matrix

The Contractor must develop, deliver, maintain, and execute conversion requirements that, at a minimum, identify the tasks necessary to complete migration activities from the FFM to the Contractor's Individual Exchange System including data conversion and migration. The migration phase includes defining data sources, types, months of history for specified data, destination, and changes. The Contractor must develop and produce a migration requirements matrix that outlines the requirements for conversion from the FFM platform to the Contractor's Individual Exchange solution. This plan must provide the totality of required data and services outlined in this SOW. The Contractor must hold migration-specific JAR sessions, as necessary, to complete this activity and must involve all appropriate NMHIX stakeholders and partners, specifically CMS/CCIIO.

1.8.1.2. Migration Plan

The Contractor must develop, deliver, maintain, and execute a migration plan that provides the overall description of how the Contractor will conduct conversion and migration activities for the project. The migration plan must include, at a minimum, the following sections: Overall Migration Strategy; Approach to Working with Federal Partners; Data conversion/migration work plan outline; Data migration preparation; and, Data migration specifications.

The migration plan must include, at a minimum, scope, approach, issue tracking, schedule, communication, resources and environments. The migration plan must address the conversion of both data and services from the FFM platform and, at a minimum, include:

Migration Detailed Specifications

The Contractor must develop, deliver, maintain, and execute migration detailed specifications that reflect the design and approach for the conversion and migration activities, and addresses how the migration requirements will be demonstrated successfully. The data conversion and migration specifications will follow IEEE library standards for data element conversion.

Data Cleanup

The Contractor shall perform data cleanup. Data cleanup includes executing modifications to the conversion and migration programs and all manual conversion of data, as necessary. This includes reconciling data that is converted and migrated from the FFM with the Individual Exchange.

Migration Test Plan

The Contractor must develop, deliver, maintain, and execute a migration test plan which includes the detailed description for how the Contractor will conduct conversion and migration testing for all data sets required. The migration test plan may require several iterations and must be updated by the Contractor as each data set is identified. The migration test plan will follow the current version of IEEE Standard for software and system test documentation, as appropriate.

1.8.1.3. Migration Test Results

The Contractor must produce and deliver conversion test results that present the results of data conversion and migration testing. Conversion and migration testing shall be an iterative process and may require several attempts, which shall each incorporate "lessons learned". The test results should include both the expected and actual values of data being converted and migrated.

The Contractor must produce and deliver migration test defect log/reports. Test defect logs/reports must be generated from a defect tracking tool, provided by the Contractor and included as a part of the Final Test Report deliverable.

1.8.1.4. Migration Quality Assurance Plan

The Contractor must produce and deliver a detailed migration quality assurance plan, which shall be specific to the migration activities outlined in this section. This plan can be included as part of the Quality Management component of the PMP. The migration quality assurance plan must include a summary of metrics to gauge the relative success of each conversion and/or migration attempt. The Contractor must ensure that all required data and services are properly converted and migrated. The Contractor must ensure that there is no undue risk to the integrity of the converted data or the eligibility/enrollment of the Individual Exchange participant.

1.8.2. Migration Deliverables

The Contractor must prepare the following deliverables in support of Migration activities:

- Migration requirements matrix;
- Migration plan;
- Migration test results;
- Migration quality assurance plan; and
- Updated RTM (Requirement Traceability Matrix).

2. Business and Systems Requirements Matrices (BSRMs)

As described in the requirements definition phase above, Contractor must develop, deliver, maintain and execute a requirements definition and validation plan which incorporates "map and gap" and other techniques as deemed appropriate, in accordance with Contractor's responses to the requirements outlined in the Business and Systems Requirements Matrices (BSRMs) found in Attachment A. hCentive's proposal included specific responses to each requirement and made part of hCentive's Proposal in Attachments A-3-1 through A-3-9. Contractor's obligations are described in detail in **Attachment A to this SOW.**

In Attachment A, each requirement marked OOB will be validated in Joint Application Requirements (JAR) sessions. The primary purpose of this validation will be to ensure mutual understanding of all parties. Each requirement marked CC, VC, or M will be validated in JAR sessions, with the configuration parameters and procedures defined and recorded in the Requirements Specification document. Each requirement marked C will be further elucidated during JAR sessions and scheduled for implementation on a mutually agreed upon timetable. Development and implementation of all requirements included in the BSRMs, including those marked C, will be at no additional cost to NMHIX. Any BSRM requirement identified by Contractor as needing additional specification will be addressed in the JAR sessions.

3. Work Product/Deliverables Summary

Contractor shall provide the following Deliverables, as described in Section 1, as set forth in Table 1 below. All deliverables are subject to the processes defined in the approved Deliverables Management Plan:

Table 1: Deliverables

Deliverables	Contractor's Obligations
1.Staffing Plan	Staffing Plan for each phase of the project to include: • Staffing requirements; • Location of staff; • Resumes of key personnel; • Project roles; • Project responsibilities; • Resource allocation; • Staff development and training; • Staff reporting/organizational structure; and, • How changes in staff will be handled throughout all phases of the project.
2.Project Management Plan; 3. Project Plan (Schedule)	The Project Team will use processes developed by the PMO for requirements, change, deliverable, communication, schedule, risk, and issue management. hCentive to submit weekly project plan updates to the PMO.
4. Procedural, compliance, and regulatory milestones (inspection, certification, reporting, auditing, etc.).	Planning work needed to identify compliance milestones and activities for the life cycle of the contract; e.g., audit support, security and privacy assessments and artifact updates
5. IV&V Health Check	Participation in IV&V led gate checks; IV&V acceptance; Updates and remediation of deficiencies identified by IV&V.
6. Requirements Definition and Validation Plan; 7. JAR session minutes; 8. Requirements traceability matrix (RTM); 9. Functional specification documents (FSD's)	The PMO Requirements Management Plan will govern this activity. Items #6 - #9 comprise what is elsewhere described as "Map & Gap Analysis". Section B. Business and Systems Requirements Matrices (BSRMS), herein, provides additional details of how requirements validation will occur. Requirements Definition and Validation to cover all RFP requirements, e.g., including Eligibility and Enrollment, Financial Management and Billing, Customer Engagement Center, Plan Management, Noticing, Mailroom, Technology and Administration, Privacy and Security and Web Portal UX areas.

Deliverables	**Contractor's Obligations**
11. Architectural diagrams; 12. Detailed system design plan; 13. JAD session minutes; 14. Detailed system design documents (DSD's); 15. CRM Software Value Proposition; 16. Diagram of call center technology	These deliverables shall be produced as outputs of JAR and JAD sessions to assist in confirming system requirements and solution designs. The JAR and JAD sessions will cover all RFP requirements, e.g., including Eligibility and Enrollment, Financial Management and Billing, Customer Engagement Center, Plan Management, Noticing, Mailroom, Technology and Administration, Privacy and Security and Web Portal UX areas.
17. Interface value proposition; 18. Interface control document(s)	Includes interface agreements with NMHIX partners, as needed (e.g., state departments, federal partners)
19. Database design document; 20. Data management plan; and,	These deliverables shall be submitted to NMHIX no later than the conclusion of the Design phase of the project.
21. Disaster recovery/business continuity plan	This deliverable shall be submitted to NMHIX no later than the conclusion of the Design phase of the project.
22. IV&V Health Check	Participation in IV&V led gate checks; IV&V acceptance of project status as reported in health checks
23. Migration requirements matrix; 24. Migration plan; 25. Migration detailed specifications	These deliverables shall be submitted to NMHIX no later than the conclusion of the Design phase of the project. Include all design activities.
26. Migration Data Clean-up; 27. Migration quality assurance plan; 28. Updated RTM	These deliverables shall be submitted to NMHIX no later than the conclusion of the Design phase of the project. Include all design activities.

Deliverables	Contractor's Obligations
29. Migration test results;	Interim versions of this deliverable shall be submitted to NMHIX at the end of each Migration test run iteration. Includes all migration and load activities through go-live. A final, formal version will be submitted to NMHIX after Cutover.
30. Individual Exchange environment plan;	This deliverable shall be submitted to NMHIX no later than the conclusion of the Design phase of the project.
31. Development environment	This deliverable will be submitted to NMHIX no later than the conclusion of the Design phase of the project.
32. System Test/System Integration Test environment	These environments shall be available prior to the conclusion of the Design phase of the project.
33. User Acceptance Testing environment 34. User Acceptance Testing - Conversion environment 35. User Acceptance Testing - Time Travel environment	These environments shall be available prior to the conclusion of the Design phase of the project.
36. Production environment, including Disaster Recovery capabilities	This environment will be available prior to the Testing phase of the project.
37. Training Environment	This environment will be available prior to the Testing phase of the project.
38. Unit test results	Unit test results will be recorded in the RTM and reviewed with NMHIX prior to commencing SIT testing.
39. SIT and UAT Test Plan, including Privacy and Security;	This deliverable will be submitted to NMHIX no later than the conclusion of the Design phase of the project.
40. System test cases;	This deliverable will be submitted to NMHIX no later than the conclusion of the Design phase of the project.
41. Final test report; including system integration 42. Updated RTM	These deliverables will be submitted to NMHIX for approval prior to System Cutover as part of the go/no-go decision by NMHIX.
43. UAT training plan; 44. UAT support to NMHIX UAT team; and, 45. Updated RTM.	These deliverables will be submitted in conjunction with the SIT and UAT Test Plan. Entrance criteria, as defined in the SIT and UAT test plan, needs to be met to start UAT. Exit criteria as defined in the SIT and UAT test plan, needs to be met to sign off on this payment milestone. In addition to UAT artifacts, hCentive to provide resources to support UAT execution.
46. IV&V Health Check	Participation in IV&V led gate check; IV&V acceptance

Deliverables	Contractor's Obligations
47. Security and Privacy Plan (SSP) 48. Privacy impact assessment (PIA) 49. Information security risk assessments (ISRA) 50. Plan of action & milestones (POA&M); 51. Final data use/data exchange/interconnection security agreement;	These deliverables to be delivered prior to UAT exit.
52. Implementation Plan, including Contingency Plans 53. Authority to Operate (ATO), if requested	Implementation Plan to be delivered prior to UAT exit
54. Operating Procedures and Manuals, including M&O Manual	To be delivered prior to Go-Live
55. Training Plan 56. Training Materials 57. Training Reports 58. User/Participant Guides	These deliverables to be delivered no later than the beginning of the Testing phase.
59. Final system of record notice (SORN); 60. IV&V Sign Off 61. Final Acceptance and System cutover	Includes participation in IV&V led final readiness review; IV&V acceptance
62. Cost to operate services and the Customer Engagement Center during the transition period (10/1-12/31/2021)	3 months of services prior to PY2022

4. Project Management Artifacts Summary

The following ongoing project management artifacts and service, as described in Section 1, are included in the deliverable cost. All artifacts will be subject to the processes defined in the approved PMO Deliverables Management Plan and will not be subject to the review and approval process as set forth for Deliverables.

Table 2. Artifacts

Artifacts and Services	Description
1. Weekly and Ad-Hoc Status Reports; 2. Meeting agendas and minutes (for meetings owned by the Contractor); 3. Reporting documents to NMHIX Board, as requested;	Ongoing project artifacts delivered throughout the life cycle of the contract and meeting materials for meetings owned by hCentive.
4. Deliverable Expectation Documents (DED), as requested	Part of deliverable pre-submission and the PMO deliverable management process.
5. Ongoing artifact updates	Project plans; project schedule; Control items: risks, issues, action items. Processes and procedures for ongoing updates to these project management artifacts will be determined collaboratively with the PMO, IV&V, and NMHIX.
6. Deliverable maintenance updates	Planned and ad-hoc deliverable updates not covered in an approved change request; e.g., Annual Work Cycle Plan items related to privacy and security documentation updates performed as part of M&O activities. All updates will be subject to approved Change Management and Deliverable Management procedures.
7. Turnover Plan(s) 8. Individual Exchange and related service system requirements statement 9. Turnover Results Report	Delivered as part of Termination Assistance, should a Termination event defined in this contract occur

5. Schedule/ Delivery Dates/ Project Plan Summary

The project will begin immediately upon full execution of the Agreement. The final Project Plan will be completed and agreed upon within sixty (60) days of the Effective Date of the Agreement and SOW # 1. A single integrated Project Plan will be maintained by the PMO. Contractor will provide detailed level tasks and milestones and weekly updates to the PMO to be integrated into the Project Plan. High-level, target milestones are listed below and are subject to any agreed upon changes.

The following Table sets forth an estimated schedule for the various phases of the project:

Table 3. Schedule

Phase	Start Date (Timeframe from Effective Date of Agreement)	End Date (Timeframe from Effective Date of Agreement)	All Phase Deliverables Due No Later Than (Estimated, yyyy-mm, will be further defined in the agreed-upon Project Schedule)

Phase	Start Date (Timeframe from Effective Date of Agreement)	End Date (Timeframe from Effective Date of Agreement)	All Phase Deliverables Due No Later Than (Estimated, yyyy-mm, will be further defined in the agreed-upon Project Schedule)
Initiation and Planning	1 days	4-5 months	2019-11
Design	6 months	9 months	2020-03
Development, Integration, Testing	6 months	24 months	2021-06
Implementation	18 months	26 months	2021-09

6. Deliverable Payment Milestones

Payment for Deliverables shall be made in accordance with the Agreement, Section 3.3, after delivery and acceptance of Deliverables.

The table below presents Deliverables and payment milestones for the design, development, and implementation of NMHIX's Individual Marketplace using hCentive's WebInsure State Exchange Product and providing support with the Customer Engagement Center and includes the following information in the table:

- Phase: project phase with associated deliverables and payments
- Deliverable Group: deliverable grouping by category
- Deliverables: Deliverables that need to be approved to meet the respective payment milestone; it is assumed that Deliverables associated with a given payment milestone, as well as accompanying work products and artifacts, will be submitted for review and approval by the appropriate party as they become ready, instead of as a single bundle.
- Payment Milestone: payment associated with the Deliverable Group; released upon approval of all Deliverables within that Deliverable Group
- Delivery Timeframe: anticipated delivery timeframe for Deliverables within a given Deliverable Group
- Due No Later Than (Estimate, yyyy-mm): expected due date for all Deliverables within a Deliverable Group;
- The Parties shall define Exact dates in the Project Schedule, which is to be delivered within 60 days from the start of the project.

Table 4. Deliverable Payment Milestones.

Phase	Deliverable Group	Deliverables	Payment Milestone	Delivery Timeframe from Effective Date	Due No Later Than (Estimate, yyyy-mm)
Initiation and Planning	**Project Management**	• Staffing Plan	$536,829.58	45 days	2019-08
		• Project Management Plan; • Project Schedule	$536,829.58	60 days	2019-09
	Annual Work Cycle Plan	•Procedural, compliance, and regulatory milestones (inspection, certification, reporting, auditing, etc.).	$268,414.79	4-5 months	2019-11
	Gate Check	• IV&V Health Check	$671,038.10	5 months	2019-11
Design	**Requirements**	• Requirements Definition and Validation Plan; • JAR session minutes; • Requirements traceability matrix (RTM); • Functional specification documents (FSD's)	$217,634.00	7-9 months	2020-03
	Functional Design	• Architectural diagrams; • Detailed system design plan; • JAD session minutes; • Detailed system design documents (DSD's); • CRM Software Value Proposition; • Diagram of call center technology	$290,179.06	7-9 months	2020-03
	Interfaces	•Interface value proposition; • Interface control document(s)	$36,271.93	6-9 months	2020-03

Phase	Deliverable Group	Deliverables	Payment Milestone	Delivery Timeframe from Effective Date	Due No Later Than (Estimate, yyyy-mm)
	Database	• Database design document; • Data management plan; and,	$36,271.93	6-9 months	2020-03
	DRBC	• Disaster recovery/business continuity plan	$36,271.93	6-9 months	2020-03
	Gate Check	• IV&V Health Check	$725,445.85	9 months	2020-03
Development, Integration, Testing	**Migration**	• Migration requirements matrix; • Migration plan; • Migration detailed specifications	$475,477.78	9 months	2020-03
		• Migration Data Clean-up; • Migration quality assurance plan; • Updated RTM	$313,216.67	18 months	2020-12
		Migration test results;	$400,000	18-25 months	2021-07
	Infrastructure	• Individual Exchange environment plan;	$64,192.45	6 months	2019-12
		• Development environment	$64,192.45	6 months	2019-12
		• System Test/System Integration Test environment	$128,384.91	12 months	2020-06
		• User Acceptance Testing environment • User Acceptance Testing - Conversion environment • User Acceptance Testing - Time Travel environment	$128,384.91	16 months	2020-10
		• Production environment, including Disaster Recovery capabilities	$128,385.40	18 months	2020-12
		• Training Environment	$128,385.40	18 months	2020-12
	Unit Testing	• Unit test results	$665,638.37	15 months	2020-09
	System and Integration Testing	• Test Plan, including Privacy and Security;	$77,264.89	9 months	2020-03
		• System test cases;	$270,427.62	15 months	2020-09

Phase	Deliverable Group	Deliverables	Payment Milestone	Delivery Timeframe from Effective Date	Due No Later Than (Estimate, yyyy-mm)
		• Final test report; including system integration • Updated RTM	$424,958.39	20 months	2021-02
	User Acceptance Testing	• UAT training plan; • UAT support to NMHIX UAT team; and, • Updated RTM.	$297,174.11	16-24 months	2021-06
	Gate Check	• IV&V Health Check	$594,348.21	24 months	2021-06
Implementation	**Security and Privacy**	• Security and Privacy Plan (SSP) •Privacy impact assessment (PIA) •Information security risk assessments (ISRA) •Plan of action & milestones (POA&M); •Final data use/data exchange/interconnection security agreement;	$732,925.62	18-24 months	2021-06
	Implementation Plan	•Implementation Plan, including Contingency Plans •Authority to Operate (ATO), if requested	$661,997.16	20-24 months	2021-06
	Procedures and Manuals	•Operating Procedures and Manuals, including M&O Manual	$992,996.13	20-24 months	2021-06
	Training	•Training Plan •Training Materials •Training Reports •User/Participant Guides	$992,996.13	20-24 months	2021-06
	Final Acceptance	•Final system of record notice (SORN); •IV&V Sign Off •Final Acceptance	$1,182,138.95	24-26 months	2021-09
		TOTAL	12,078,672.30		

Attachment A

Business and Systems Requirements Matrices (BSRMs)

The Contractor will design, develop, configure, and implement each requirement as agreed upon during the Map & Gap Analysis phase (i.e., Requirements Validation), which will be based on hCentive's responses to the requirements as outlined in the RFP. hCentive's proposal included specific responses to each Deliverable and requirement outlined in the Business and Systems Requirements Matrices (BSRMs) and Attachments A-3-1 through A-3-9. The BSRM tables included with Attachments A-3-1 through A-3-9 are provided in this Attachment A. Table 1 defines the acronyms used in the BSRMs.

In order to meet each requirement outlined in the BSRM, Contractor commits to undertaking the action described in the following tables, consistent with its response to the RFP, including the Best and Final Offer:

Table 1		
Approach to Meeting the Requirement	**Acronym**	**Additional Notes/Comments**
Requirement is met with "Out of Box" functionality in the base solution	OOB	"Out of the Box": System already meets requirement. Indicates no configuration or modification or customization required by Contractor.
Requirement is met with base solution functionality that will be configured by NMHIX	CC	"Customer Configurable": Indicates the requirement is supported and can be configured by Contractor's business users without support from the Contractor or other programmers.
Requirement is met with base solution functionality that will have to be configured by hCentive	VC	"Vendor Configurable": Indicates the requirement is supported and can be configured by the Contractor.
Requirement is met with functionality already available in the base solution which hCentive will have to modify beyond configurations already built into the base solution	M	"Modifiable": Indicates the requirement can be supported with some modifications by the Contractor.
Requirement can only be met by hCentive developing code and/or acquiring and configuring software which is not currently part of the base solution	C	"Custom": Indicates the functionality necessary to meet the requirement would need to be custom-built.

1. Eligibility and Enrollment (From RFP Attachment A-3-1, as captured in hCentive's Response)

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	1	Provide consumers with the ability to select a plan without applying for financial assistance.	Pre-Screening		X					WebInsure Exchange Market supports the ability for the consumer to shop plans without applying for financial assistance.
EE	2	Provide a consolidated online questionnaire screener that will determine basic Medicaid and beWellnm eligibility.	Pre-Screening		X					WebInsure Exchange Market supports basic eligibility determination for various programs by asking the consumer pre-screening questions.
EE	3	Provide preliminary screening and assessment tool for consumers to help determine eligibility.	Pre-Screening		X					Same as above.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	4	Inform the consumer of the results of the pre-screening and refer the consumer to HSD if it is determined they may be eligible for Medicaid.	Pre-Screening		X				X	WebInsure Exchange Market has built-in support to facilitate redirection to the Medicaid system if assessed as Medicaid-eligible although, the actual redirection to the HSD URL will be done as part of the implementation.
EE	5	Allow consumers to view plans (with subsidies applied) they may potentially be eligible for as a result of the anonymous pre-screening tool.	Pre-Screening		X					WebInsure Exchange Market supports the display of plan previews to consumers with estimated subsidies applied as a result of pre-screening.
EE	6	Determine if users have an existing account in the system based on email address, name/ DOB or SSN.	Create Account		X					WebInsure Exchange Market currently supports matching whether or not a user has an existing account in accordance with the matching criteria.
EE	7	Assist known consumers with recovering login	Create Account		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
		information and/or resetting password.								
EE	8	Assist new consumers with the setup of a new account.	Create Account		X					
EE	9	Create user accounts that include, but are not limited to the following: - User unique identifier - User demographic information - Application status (if returning client) - Enrollment status (if returning client) - Existing program eligibility for APTC/CSR (if returning client)	Create Account		X					WebInsure Exchange Market currently supports creating accounts including: - User unique identifier - User demographic information However, we need to discuss others in requirement discussions.
EE	10	Perform Remote Identity Proofing (RIDP) using external data sources as part of the account creation process. Provide instructions or contact information to the consumer for assistance if there are issues with completing the verification or if the identity cannot be verified.	Create Account / Log-In		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	11	Allow continuance of the application process for consumers without an SSN (e.g. newborns and undocumented consumers).	Create Account and Complete Application		X					WebInsure Exchange Market supports consumers who do not have a social security number due to various reasons.
EE	12	Intake applicant information and attachments to capture, at a minimum, all of the data elements captured within the New Mexico Single Streamlined Application.	Complete Application		X			X	X	WebInsure Exchange Market supports CMS's SSAP. During the requirement phase, a gap analysis will be performed with New Mexico's Single Streamlined Application. The gaps may be filled as part of modification to the product or as a custom implementation.
EE	13	Provide the capability to identify enrollment counselors and Brokers if they are completing applications on behalf of a consumer.	Complete Application		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	14	Provide the capability to identify Authorized Representatives if they are completing applications on behalf of a consumer.	Complete Application		X					
EE	15	Provide the capability for the consumer to attest that any information provided by an enrollment counselor, authorized representative or Agent/Broker is accurate.	Complete Application		X					
EE	16	Provide the capability for a consumer to record their CMS exemption certificate number through the single streamlined application process.	Complete Application		X					
EE	17	Process and attach documents received in the mail, via facsimile, web portal, and/or email to a consumer's application.	Complete Application		X					
EE	18	Provide capability to process information from the HSD Eligibility System about consumers who are transitioning into or out of Medicaid or may be eligible for beWellnm coverage in addition to current levels of Medicaid coverage.	Complete Application	Account Transfer	X					WebInsure Exchange Market supports Inbound Account Transfers.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	19	Provide ability for consumers to request further assistance via the beWellnm customer engagement center.	Complete Application						X	WebInsure Exchange Market will display the customer engagement center phone number for the consumer. Anything else will require further customization.
EE	20	Allow for consumers to save their application at various stages throughout the process so they can complete at a later time without starting over.	Complete Application		X					WebInsure Exchange Market supports the ability for the consumer to save the progress made at every step, enabling the consumer to resume where they left off.
EE	21	Validate consumer application information for completeness of data and prompt the consumer for additional information, if applicable.	Verification - General		X					WebInsure Exchange Market has built-in validations and prompts to ensure all required information is complete.
EE	22	Provide the capability to gather and display consumer and household eligibility data from external sources.	Verification - General		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	23	Validate physical and mailing addresses when provided in applications (using an external Postal Address validation service).	Verification - Residency		X				X	WebInsure Exchange Market has the capability to integrate with third party solutions to verify addresses provided by the consumer. Actual integration will be completed during Implementation.
EE	24	Provide the real time capability to submit application information to the Federal Data Services Hub for verification of items that require verification under the ACA.	Verification - Citizenship		X					WebInsure Exchange Market has the capability to submit application information to FDSH in real-time for items that require verification.
EE	25	Notify beWellnm staff when the federal services data hub is not available.	Verification - General		X					This will be supported via M&O processes.
	26	Notify beWellnm staff when third party verification services -- e.g., address verification -- are not available.	Verification - General		X					This will be supported via M&O processes.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	27	Allow for a manual verification process when the FDSH verification service is not available.	Verification - General		X					WebInsure Exchange Market has the capability to support manual verification when the FDSH service is not available.
EE	28	Update consumer accounts with the verification results as appropriate.	Verification - General		X					
EE	29	Allow beWellnm Staff, consumers, Agents/Brokers, and Authorized Representatives to provide alternative verification through multiple methods, --including but not limited to online, mail, phone, fax, e-mail, in person.	Verification - General		X					
EE	30	Provide the ability to allow consumers to view and confirm verification results and dispute and submit corrections.	Verification - General		X					
EE	31	Provide consumers the ability to have a reasonable opportunity (90-day period under ACA) to address inconsistencies reported by external entities (i.e. income, citizenship, etc.)	Verification - General		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	32	Provide the capability for a consumer to indicate or attest to affiliation with recognized Native American tribe during the application process.	Verification - Native American		X					
EE	33	Allow for a manual workflow for the verification of tribal affiliation.	Verification - Native American		X					
EE	34	Establish an electronic process (in one common file format) for the verification of tribal affiliation with external data sources (if available).	Verification - Native American		X				X	WebInsure Exchange Market currently supports the verification mechanism from an external source, but integration with the actual data source will be done as part of the implementation.
EE	35	Produce an immediate on-screen notification of a positive incarceration data match and notify the consumer of the ability to provide alternative documentation of incarceration status, predicated on getting receipt of real-time data from the FDSH or other state data sources.	Verification - Incarceration		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	36	Provide the capability for a consumer to provide a client statement or attestation of incarceration status (via online affidavit), if there is a discrepancy.	Verification - Incarceration		X					
EE	37	Provide the capability to make a consumer conditionally eligible based on determination of incarceration status.	Verification - Incarceration		X					
EE	38	Provide the ability for consumers to update user accounts with images, scans or files of documents required for verification purposes that support eligibility determination.	Verification - General		X					
EE	39	Determine whether verification is required for Minimum Essential Coverage (MEC).	Verification - General		X					
EE	40	Conduct periodic data matching with external data sources to perform federally required checks of MEC on a configurable frequency.	Verification - General		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	41	Update consumer account with household income data based on verification response provided from the FDSH after passing a reasonable compatibility test and record the result of the income compatibility test. Maintain the income data provided by the consumer.	Verification - Income		X					
EE	42	Provide capability for consumer to submit via multiple methods, alternative income verification documentation and associate the documentation provided to a user account / application.	Verification - Income		X					
EE	43	Be able to retrieve Federal Tax Income (FTI) data via the FDSH for income verification purposes and store FTI data appropriately following IRS 1075 guidelines.	Verification - Income		X					
EE	44	The system will provide functionality for authorized staff to review supporting documentation that has been electronically submitted to beWellnm and update a user account	Verification - General		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
		status.								
EE	45	Determine eligibility to participate in the purchase of QHPs as dictated by federal guidelines through beWellnm.	Eligibility Determination		X					
EE	46	Conduct an assessment of Medicaid and CHIP (MAGI or non-MAGI) eligibility based on configurable thresholds to be determined by beWellnm and HSD.	Eligibility Determination		X				X	WebInsure Exchange Market supports Medicaid and CHIP eligibility assessments based on federal rules. Some adjustments may be required to meet beWellnm and HSD requirements.
EE	47	If available, connect with HSD system for real-time Medicaid eligibility determination.	Eligibility Determination		X					WebInsure Exchange Market supports this functionality as part of the Account Transfer feature.
EE	48	Conduct a real time account transfer of an application and supporting documentation to HSD	Eligibility Determination		X					WebInsure Exchange Market supports this functionality as

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
		when a consumer is assessed Medicaid or CHIP eligible.								part of the Account Transfer feature.
EE	49	Accept and process account transfers from HSD for applicants that are determined not eligible for Medicaid to ensure applicant does not have to reenter application data.	Eligibility Determination		X					WebInsure Exchange Market supports this functionality as part of the Account Transfer feature.
EE	50	Calculate the Advanced Premium Tax Credit (APTC) amount and Cost Sharing Reduction (CSR) eligibility of the consumer.	Eligibility Determination		X					
EE	51	Based on the APTC calculation and other non-financial factors provide the capability to calculate the adjusted / reduced premium / cost sharing scenarios for the consumer.	Eligibility Determination		X					
EE	52	Provide consumers with the ability to acknowledge an eligibility determination.	Eligibility Determination		X					WebInsure Exchange Market shows the eligibility results to the consumer once the eligibility is determined. The consumer is also notified of the

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
										eligibility results. Consumers can raise appeals if they are not satisfied with the determination.
EE	53	Allow beWellnm Staff (based on their role) to submit case information for eligibility determination outside of the standard workflow.	Eligibility Determination		X					WebInsure Exchange Market will allow beWellnm staff to submit case information. This can be done by using the Back-Office Portal.
EE	54	Determine if consumer already has MEC, and if so, the system must deny the consumer from receiving APTC.	Eligibility Determination		X					
EE	55	Apply special rules that benefit Native American consumers (e.g. eligible for special monthly enrollment periods, and no cost sharing or limited cost sharing based on income levels) per federal and state guidelines.	Eligibility Determination		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	56	Generate written and on-screen notification of the results of a consumer's eligibility determination (including information such as consumers evaluated, MAGI used for basis of determination, period of eligibility, etc.).	Eligibility Determination		X					
EE	57	Initiate the plan selection and enrollment process for consumers that have been determined eligible to enroll in a qualified health plan through beWellnm.	Eligibility Determination		X					
EE	58	Display the status of a user's eligibility application, and when completed, the result.	Eligibility Determination		X					
EE	59	Provide the ability to configure the application to include or exclude exemption questions as policies and regulations change.	Exemptions		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	60	Capture exemption status of the following reasons: - Financial hardship - Native American status - Individuals without coverage for less than three months - Incarcerated individuals - Individuals who cannot meet the affordability standard - Religious beliefs, and other factors per federal regulations	Exemptions		X					
EE	61	Provide the capability for a consumer to provide client statement or verifications in order to determine exemption status.	Exemptions	-	X					
EE	62	The system will provide functionality for beWellnm operations staff to update the exemption status for consumers.	Exemptions		X		X			WebInsure Exchange Market supports this functionality as part of the integration with the CRM, enabling the operations staff to open a ticket for the exemption status for the customer. Setting up beWellnm specific workflows

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
										will be done as part of the implementation.
EE	63	Prepare an enrollment questionnaire to gather consumer preferences and help refine choices of plan to be displayed.	Plan Selection	-	X					
EE	64	Store enrollment questionnaire responses and display plan choices based on questionnaire / filtering criteria.	Plan Selection		X					
EE	65	Display plan cost and availability based on issuer and plan information gathered.	Plan Selection		X					
EE	66	Only display health plans that have been certified by the OSI, are open to additional enrollment, and are available in the consumer's geographic area.	Plan Selection		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	67	Display actual plan cost based on applicable rating factors (consumers covered, age, geography, etc.) provided by the consumer during the application process.	Plan Selection		X					
EE	68	If applicable, display the adjusted plan cost based on APTC or CSR eligibility.	Plan Selection		X					
EE	69	Provide a consumer the capability to accept any amount of the APTC (if eligible) to their monthly premium payment or decline the APTC.	Plan Selection		X					
EE	70	Generate on-screen notification for APTC eligible consumers of the requirement to reconcile the amount of APTC to their premium tax credit and report changes in circumstances to beWellnm that impact their income.	Plan Selection		X					
EE	71	Provide capability to display a detailed comparison of available health plans based on consumer choices.	Plan Selection		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	72	Provide capability for consumers to adjust individual preferences and update display / comparison of available qualified health plans. This capability includes the ability to further refine or constrain filtering criteria to either display a greater or lesser number of plan choices.	Plan Selection		X					
EE	73	Provide links to Issuer sites for consumers to obtain further information.	Plan Selection		X					
~~EE~~	~~74~~	~~Prevent consumers that have a current QHP selection pending from adding a new QHP or changing their pending selection.~~	~~Plan Selection~~		~~X~~	-	-	-	-	
EE	75	Direct the consumer to premium payment options once a QHP has been selected for enrollment.	Plan Selection		X					
EE	76	Provide capability for a consumer to select a QHP and initiate the enrollment process.	Enrollment		X					
EE	77	Update a consumers account to reflect plan selection and the effective plan-year.	Enrollment		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	78	After plan selection, initiate the plan enrollment process and electronic transaction to applicable issuers.	Enrollment							
EE	79	If consumers directly enroll in health plans through the issuer, update a consumer's account information based on enrollment information provided by the issuer.	Enrollment						X	This functionality is not available out-of-the-box. However, we can discuss the need of this requirement for future implementation.
EE	80	Generate and transmit daily 834 transactions to Issuers containing initial enrollment notification after the individual is determined eligible and a QHP selected. Separate transactions for each product (Medical & Dental).	Enrollment		X					
EE	81	Record and store current plan enrollment information for all consumers registered on beWellnm.	Enrollment		X					
EE	82	Process in real-time, the electronic confirmation / acknowledgement of receipt of enrollment transaction from Issuer.	Enrollment		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	83	Process in real-time, the electronic confirmation / acknowledgement of receipt of enrollment changes received by an Issuer.	Enrollment		X					
EE	84	Provide capability to receive electronic notifications from Issuers regarding disenrollment and initiate the disenrollment process within beWellnm.	Enrollment		X					
EE	85	Provide the capability for a consumer to request a voluntary disenrollment from a QHP.	Enrollment		X					
EE	86	Include terminations (voluntary and involuntary) and cancellation transactions in the daily 834 to Issuers.	Enrollment		X					
EE	87	When a plan is decertified, initiate the health plan disenrollment process for affected consumers.	Enrollment		X					This will be supported via the O&M processes.
EE	88	When a plan is decertified, initiate the health plan auto-enrollment process for affected consumers (based on special enrollment period rules).	Enrollment		X					This will be supported via the O&M processes.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	89	After a consumer has been determined eligible to select a QHP, determine the next available period for open enrollment. The open enrollment period should be tracked separately from timeframes for eligibility renewals for Medicaid/CHIP/BHP/Tax Credits.	Enrollment		X					
EE	90	Prepare written and on-screen notification to consumers regarding eligibility for enrollment periods.	Enrollment		X					
EE	91	Include changes to a consumer's information, including changes to APTC/CSR or a decision by a consumer to renew their enrollment in the QHP, in the daily 834 transactions to Issuers.	Enrollment		X					
EE	92	Update user accounts based on disenrollment notification from Issuers or disenrollment's initiated by beWellnm.	Enrollment		X					
EE	93	Enable consumer users to enroll in a plan for which they have been determined to be eligible.	Enrollment		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	94	Enable consumers to view current and historical data including enrollment, plan details and premium payment history.	Enrollment		X					
EE	95	Automatically remove eligibility for receiving APTC if a consumer becomes eligible for Medicaid (as a result of periodic data matching or self-reporting) but remains with the QHP.	Enrollment		X					
EE	96	Provide the capability and process for a consumer to request an appeal to their eligibility decision for APTC and CSR.	Appeals		X					
EE	97	Provide the ability for authorized staff to override a denial of an APTC and CSR eligibility decision.	Appeals		X					WebInsure Exchange Market supports this capability with the help of the Back-Office Portal where authorized staff can override APTC and CSR eligibility decisions along with overriding the APTC amount as well.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	98	Provide the capability to differentiate between appeals and complaints; default requests to complaints when received by consumers.	Appeals		X					WebInsure Exchange Market supports this functionality as a result of the integration with the CRM system.
EE	99	Provide capability for a consumer to request his/her eligibility appeal record (consumer details as well as key eligibility factors used to determine eligibility).	Appeals		X					
EE	100	Provide the capability to capture, track, and resolve eligibility appeals, grievances and complaints within the system (including status, assignments, and relevant case notes).	Appeals		X					
EE	101	Provide the capability to route appeals externally to HSD or other organizations, as applicable.	Appeals						X	As noted above, WebInsure Exchange Market will display the appeal details in the CRM system. External routing of the appeals will require custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	102	Provide the capability to record and report the detailed results and supporting documentation that result from or support an appeals decision.	Appeals		X					WebInsure Exchange Market supports this functionality as a result of our integration with CRM system.
EE	103	Display the Consumer's current monthly premium at the time of renewal.	Renewal		X					
EE	104	Based on the availability of QHP, determine availability of a consumer's current plan for the purposes of enrollment renewal.	Renewal		X					
EE	105	Assess and process responses from consumers at the time of renewal that may involve enrollment into a new QHP or adding additional consumers into an existing QHP.	Renewal		X					
EE	106	Redetermine eligibility during renewal periods and when there has been a qualifying event.	Account Update		X					
EE	107	Reassess and determine eligibility based on new circumstances. For every data field, the system must be configurable to force an eligibility determination/re-	Account Update		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
		determination based on revised data input.								
EE	108	Provide consumers the ability to view the new determination of eligibility after the change in circumstances and at renewal periods.	Account Update		X					
EE	109	Provide users the ability to choose new health plans after the re-determination process based on the new circumstances.	Account Update		X					
EE	110	Provide consumers with the ability to enter a Special Enrollment Period (SEP) when a consumer has a qualifying event, as defined by federal guidelines.	Account Update		X					
EE	111	Update user accounts based on disenrollment notification from issuers or disenrollment initiated by beWellnm.	Account Update		X					
EE	112	Provide capability for consumers/ authorized representatives to submit changes to household composition (add / remove	Account Update		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
		household members) and other life events in between redeterminations / renewals.								
EE	113	Provide the capability for applicant/ authorized representative to submit changes to household income (projected increase or decrease) from when initially reported at application or last renewal.	Account Update		X					
EE	114	Provide the capability for applicant/ authorized representative to submit changes to address information from when initially reported at application or last renewal.	Account Update		X					
EE	115	Generate a notification to CMS, consumers, and authorized representatives of any completed appeals decisions.	Notification		X					
EE	116	Generate communication to individual requesting additional documentation to support his/her attestation of annual / monthly income. This should only occur when the Exchange is	Notification		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
		not able to verify income via authoritative sources.								
EE	117	Notify CMS regarding reconciled periodic enrollment information. This information is used to generate payments to qualified health plan issuers for APTC and CSR, as well as for performance measurement and tax administration, as applicable.	Notification		X					
EE	118	Prepare a notice to CMS with a minimum dataset of information regarding an individual's disenrollment from a qualified health plan through the Exchange. This information is used to adjust payments to qualified health plan issuers for APTC and CSR, as well as for performance measurement and tax administration, as applicable.	Notification		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	119	Prepare an electronic notice to CMS with a minimum dataset of information regarding an individual's enrollment in a qualified health plan through the Exchange. This information is used to generate payments to qualified health plan issuers for APTC and CSR, as well as for performance measurement and tax administration, as applicable.	Notification		X					
EE	120	Prepare and provide communication to individuals about a mid-year plan decertification and notify need for plan selection / enrollment.	Notification	O&M Processes	X					This will be supported via the M&O processes.
EE	121	Produce a mailed, written notice to the individual to provide additional verifications; the automated written notice must include: - Individual name - Address - Unique identifier - Information requested - Due date based on date of initial application	Notification		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	122	Provide electronic notification to CMS of the result of an individual's eligibility determination.	Notification		X					
EE	123	Be capable of sending a formal, written notice to an individual’s mailing address summarizing eligibility determination for individual exemption.	Notification		X					
EE	124	Be capable of sending an automated transaction to individuals who have been determined as exempt or not exempt to CMS.	Notification		X					
EE	125	Send notification for change in individual's Eligibility Status.	Notification		X					
EE	126	When additional verification is required, provide on-screen notification to individual to supply additional verifications through beWellnm.	Notification		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	127	Provide/generate report of standard customer demographics – Subscriber and dependent level.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	128	Provide/generate report of subscriber mailing list.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	129	Provide/generate report of customers by plan.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	130	Provide/generate report of customers by issuer.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	131	Provide/generate report of customers with premium details	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	132	Provide/generate report of plan data by Issuer.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	133	Provide/generate report of plan data details down to the benefit level.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	134	Provide/generate report of EDI reporting for 834, XML and 820 data.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	135	Provide/generate report of new customers that completed the application.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	136	Provide/generate report of terminated customers/membership with termination reason.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	137	Provide/generate eligibility and enrollment reports to include: Number of applications; number of determinations; number of approvals and denials, with reasons; time to process applications; APTC/CSR determinations; exemptions requested, and exemptions approved, by type	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	138	Provide/generate eligibility reports with configurable demographic information, including but not limited to: FPL, zip code, county, ethnicity, and tribal affiliation	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	139	Provide/generate a report of account transfers to and from HSD.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
										or ad hoc) requires custom work.
EE	140	Provide/generate a report for monitoring appeal processing, to include: number, type, date, reason, status, and disposition of appeal.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	141	Provide/generate reports of SEP/QLE – number requested, approved and denied at subscriber and dependent levels.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	142	Provide/generate reports to a qualified health plan issuer and HSD regarding the Exchange's records of current enrollment with the qualified health plan issuer and Medicaid. These reports are used to reconcile enrollment records between the Exchange and the qualified health plan issuer and Medicaid.	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	143	Provide/generate report showing Zip Code by Marketplace Status: Consumer Eligible for QHP, Consumer Eligible for APTC, Consumer Eligible for CSR, Consumer Eligible for Medicaid/CHIP	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	144	Provide/generate report showing Plan Enrollment by Zip Code: Plan Enrollment by Age Group and by Age	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	145	Provide/generate report showing Plan Enrollment by Zip Code and Gender: Consumers with a Plan Selection by Zip Code, County and Gender	Reporting						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	146	Provide/generate report showing Plan Enrollment by Zip Code and Metal Level: Consumers with a Plan Selection by Zip Code, Metal Level	Reporting						X	WebInsure Exchange Market comes with a reporting tool. That tool can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	147	Provide/generate report: Consumers with a plan selection by Zip Code and County and Region	Reporting - Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	148	Provide/generate report: Consumer with a Plan Selection by zip code	Reporting - Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	149	Provide/generate report: By zip code, Metal Level, Gender and Issuers	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool. That tool can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	150	Provide/generate report: Zip Code, Consumer plan Selection count by Metal level plan with APTC's	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	151	Provide/generate report: Zip Code, Age Group, Metal level	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	152	Provide/generate report: By zip code, Race	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	153	Provide/generate report: Zip Code, County, by Ethnicity	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	154	Provide/generate report: Zip Code, County, by Written Language	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	155	Provide/generate report: Zip Code, County by preferred language	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	156	Provide/generate report: Zip code, County by preferred Method of Communication (Text, Emails or Mail)	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	157	Provide/generate report: Zip Code, County by Special Needs (Braille, Hearing assistance etc.)	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	158	Provide/generate report: Zip Code, County, Assister level (Agent, Broker, or Enrollment Counselor or IN person Assister)	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	159	Provide/generate report: NPN or License number and name of Assister and level per Each Plan Enrollment	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	160	Provide/generate report: By zip code, county total count	Reporting - Returning consumers with Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	161	Provide/generate report: By zip code and county, Metal level and Issuers	Reporting - New consumers with Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	162	Provide/generate report: Count by Zip Code, County, Auto Enrollment, Customer Engagement department rep, Direct Enrollment, beWellnm Online Enrollment (Proxy/Non-Proxy), Agent, Broker and Enrollment Counselor	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	163	Provide/generate report: Average Monthly APTC Amount for Consumers Receiving APTC, Per the State	Reporting - Average Monthly APTC Amount for Consumers Receiving APTC						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	164	Provide/generate report: Median on Monthly Allocated APTC Amount, Per the State	Reporting - Median on Monthly Allocated APTC Amount						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	165	Provide/generate report: Issuer Name, SCID Plan ID, Insurance Plan Name and Consumers with a Plan Selection	Reporting - Issuer						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	166	Provide/generate report: Consumer with a plan selection by County, Age Group, and total count with a Plan Selection.	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	167	Provide/generate report: Consumer with a plan selection by County, Gender and with Plan Selection Count	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	168	Provide/generate report: Consumer with a plan selection, by County, Metal, total count	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	169	Provide/generate report: Consumer with a plan selection, by County, total count	Reporting - Consumer with a Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	170	Provide/generate report showing plan enrollment, by County, Zip Code, Region, Race total count	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	171	Provide/generate report showing plan enrollment, by County, Zip Code, Region and Ethnicity	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	172	Provide/generate report showing plan enrollment, by County, Written language	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	173	Provide/generate report showing plan enrollment, by County, Assister	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	174	Provide/generate report showing applications, by County, Zip Code, Consumers Requesting coverage on Applications Submitted, App Channel - BeWellnm Online, Call Center worker, Direct Enrollment, Non-Proxy and Proxy, Other unknown, Mailed in, Active Application Members with an Agent, Broker or Assister	Reporting - Applications						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	175	Provide/generate report showing plan enrollment type: Returning, Auto Enrolled, New Consumers with plan Selections, New with no Prior year activity, New Consumer with no plan selection.	Reporting - Plan Enrollment Type						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	176	Provide/generate report showing plan enrollment, by Zip code, County, Metal, Rural or NON-Rural, total Consumers with Plan Selection.	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	177	Provide/generate report showing plan enrollment, by Zip Code, County, Metal, FPL _ Group, Consumer with a Plan Selection	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	178	Provide/generate report showing premiums: Average Monthly Premium, Average Monthly Premium after APTC, Plan Selections with APTC, Average Monthly Amount for Consumers Receiving APTC, Plan Selections with CSR, Plan Selection where the consumer is CSR Eligible, and Metal Level is NOT Silver	Reporting - Premiums						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	179	Provide/generate report showing plan enrollments: Dental, zip code County and Plan Selection	Reporting - Plan Enrollments						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	180	Provide/generate report showing plan enrollments: Dental, zip code County and Plan Selection, Age Group and Dental Carrier Name, plan design	Reporting - Plan Enrollments						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	181	Provide/generate report showing plan enrollments: Dental, Re-Enrolled plan selections, New Enrollment by Age, Zip Code, County and Region	Reporting - Plan Enrollments						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	182	Provide/generate report showing SEP plan enrollments: SEP Reason Code, plus Code Descriptions, Zip Code, County	Reporting - Plan Enrollments by SEP						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	183	Provide/generate report showing terminated consumers with plan selection: Zip Code, County, and Term Reason, Non-Payment, Medicare Eligible, Employer Coverage, Spouses Employer Coverage	Reporting - Terminated Consumers with Plan Selection						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	184	Provide/generate report showing plan enrollments: Zip Code, County, Metal Tier, Race, Consumer with a plan Selection	Reporting - Plan Enrollment						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	185	Provide/generate report: Number of User Accounts	Reporting - User Accounts						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	186	Provide/generate report: Newly Created User Accounts	Reporting - User Accounts						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	187	Provide/generate report showing Data Matching Type: Zip Code, County, DMI Type (Annual Income, Citizenship/Lawful Presence, ESC MEC, Indian Status, NON-ESC MEC, SSN,) DMIs with a Plan Selection and Total Consumers with DMI & Plan Selection	Reporting - Data Matching Type						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	188	Provide/generate report: DMI timelines, how many per month, and how many are going to expire, by county, zip code, plus detailed enrollment information to support outreach,	Reporting - DMI						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	189	Provide/generate report: DMI type Income, FPL Grouping, Age Bracket, Consumers with a DMI and Plan Selection by county, zip code	Reporting - DMI						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	190	Provide/generate report: County, Zip code, Effectuated Enrollments	Reporting - Plan Enrollments						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	191	Provide/generate report: Enrollees at risk of being terminated for NON-payment of premium. Prior to termination.	Reporting - Plan Enrollments						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	hCentive Response to Meeting Requirement
EE	192	Provide/generate report showing Agent and Broker: Last name, First Name, Phone, State, Zip Code, NPN, Web broker NPN, business NPN, Marketplace Certified, Registration Date, Valid NPN (Y or N), Mailing Address, e-mail, total enrollments by Carrier per A & B, Total Enrollments Pd Premium, Unpaid premium per A & B.	Reporting - Agent & Broker						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.
EE	193	Provide/generate report showing end users on 3rd party tools such as Broker Referral programs.	Reporting - Agent & Broker						X	WebInsure Exchange Market comes with a reporting tool that can be used to generate such reports. Generation of the report (scheduled or ad hoc) requires custom work.

2. Attachment A-3-2: Financial Management and Billing (From RFP Attachment A-3-2, as captured in hCentive's Response)

Note: All Financial Management and Billing requirements and responses are based off of hCentive's subcontractor, NFP Health, and their technology and services.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	1	All data received, processed, stored and created by systems used by the Exchange will remain the property of the Exchange. Such systems must also ensure data integrity.	Premium Billing		X					
FM	2	The system must be capable of providing, through underlying data structures or extracts, on-demand availability of data essential to Exchange functions, such as time stamps, posting periods, coverage periods, subscriber, and accounts receivable and accounts payable accounts. Data, extracts, reports and documentation should be self-identifiable, to avoid inappropriate consumption or reporting inaccurate data.	Premium Billing		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	3	Ability to print a barcode on the bill for policyholders making payment at point of sale vendors.	Premium Billing				X			Our solution supports this functionality out of the box and can configure to a payment vendor once provided configuration specifics.
FM	4	The system must allow a policyholder to opt out of receiving a paper bill and receive their bill electronically.	Premium Billing		X					
FM	5	The system must send invoice notification of monthly billing generation to policyholders that opt out of paper bill to include link to submit payment.	Premium Billing		X					
FM	6	The system must produce initial and ongoing monthly premium bill for policyholders. The bill will be itemized and include a separate line item for the policy holder and dependents. Each line item will include the policyholder subscriber/dependent name, ID, plan/tier, carrier, coverage month and any transactions generated from	Premium Billing				X			The system produces initial and ongoing statements with medical and dental line items Out of the Box. This statement needs to be designed per the required data elements.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		last billing cycle. Medical & dental will be billed on the same invoice.								
FM	7	The system must not allow re-billing of a coverage month. All transactions generated from last billing cycle must be included in the next bill as adjustments.	Premium Billing		X					
FM	8	A premium bill for new policyholders for the initial month of coverage will be generated in the next billing cycle after the binder payment is received and processed. If the binder payment is not made, a bill will not be generated.	Premium Billing		X					
FM	9	The bill will include a total amount due. This will be summarized to reflect the current amount due, any outstanding balance and the APTC amount. The Offeror must reduce the total amount due by the APTC.	Premium Billing				X			The system and statement currently support APTC Out of the Box. We will need to modify the statement to reflect the required layout specified.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	10	If it is discovered that a policyholder's premium was not reduced by the amount of the APTC, a notification must be sent to the policyholder within 45 calendar days of discovery. The excess premium credit will be applied to the policyholder for subsequent months or, if requested by the policyholder, refund the excess premium paid. If any excess premium remains at the end of the period of enrollment or benefit year, the excess premiums will be refunded within 45 calendar days of the end of the period of enrollment or benefit year, whichever comes first.	Premium Billing					X		We will create a workflow process that will send notification when APTC not applied to premium. Process will apply excess premium credit to next coverage month or make available for refund if requested.
FM	11	The bill header will indicate the run date, due date, invoice #, subscriber name, subscriber mailing address, payment remit information and Exchange information and logo.	Premium Billing		X					
FM	12	The system must provide capability for the policy holder and beWellnm staff to reprint and/or view a current or prior month	Premium Billing		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		invoice.								
FM	13	Billing will be run any day of the month as determined by the Exchange.	Premium Billing		X					
FM	14	Bills will be sent to enrolled policyholders only. Enrolled policyholders are defined as those that pay their first binder payment when signing up for coverage. It is expected that billed amounts reconcile to the enrollment system of record on a continuing basis, and subsidies for members are calculated accurately on each member's monthly bill.	Premium Billing		X					
FM	15	Processes must be in place to ensure bills are sent accurately and timely to policyholders.	Premium Billing		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	16	Refund requests will be processed daily by the Offeror and sent to the Exchange on a daily basis for processing. The requests will be triggered by the Call center identified in a refund report. The Offeror will provide a daily file to the Exchange with refund information and appropriate backup. The Exchange accounting staff will research the items and inputs the refunds into the accounting system for processing.	Premium Billing		X					
FM	17	All IT and other services used by the Exchange must meet the requirements of the Centers for Medicare and Medicaid Services 45 CFR 155.	Premium Billing		X					
FM	18	The system must provide an Accounts Receivable (AR) module separate from the enrollment module and be able to update the Accounts Receivable module as payments are received from policyholders and remitted to the carrier.	Premium Payments		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	19	The system must time stamp all payments, payment adjustments and enrollment changes.	Premium Payments		X					
FM	20	The Offeror must accept paper checks, cashier's checks, money orders, electronic fund transfers (EFTs), and all general-purpose prepaid debit cards as methods of payment. The system must present all payment method options for a policyholder to select the preferred payment method.	Premium Payments					X		System currently accepts checks, money orders and EFTs Out of the Box. We will need specifications in order to process prepaid debit cards in order to build payment processing function.
FM	21	The system must accept one-time (non-recurring) payments.	Premium Payments		X					
FM	22	The Offeror must print the mailing address (lock box) for premium payments on the bill.	Premium Payments		X					
FM	23	The Offeror will be responsible for the collection and processing of all premium payments received and tracking payments in the appropriate systems. This includes a daily deposit report listing all premium received by account and carrier.	Premium Payments		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	24	The Offeror will be responsible for making accurate and timely postings of all premium payments, NSF's recorded by the Exchange's bank to policyholder accounts in the financial management system. The system must be able to automatically claw back any payment remitted to carriers if an NSF is reported after the payment was remitted.	Premium Payments		X					
FM	25	Payments must be linked to the policyholder's policy and month of coverage.	Premium Payments		X					
FM	26	The Offeror must produce a comprehensive automated monthly reconciliation for all premium billing cash activity recorded by the Exchange's bank to all premium billing activity posted in the financial management/premium billing system.	Premium Payments		X					
FM	27	The system must allow policyholders and beWellnm staff to view and download premium payment history.	Premium Payments		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	28	The system must accept partial payments but not remit the payment or report it on an 820 to the carrier until the full amount has been paid.	Premium Payments		X					
FM	29	The system must allow recurring or scheduled premium payments to the Exchange.	Recurring Payments		X					
FM	30	The Offeror must provide tools for policyholders to make recurring or scheduled premium payments to the Exchange.	Recurring Payments		X					
FM	31	The ACH payment processing of recurring payments will occur on the date determined by the Exchange.	Recurring Payments		X					
FM	32	The system will require the policyholder to consent and agree to the terms and conditions related to accepting the fact that the Exchange is taking their payment as requested.	Recurring Payments		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	33	A statement must appear on the premium bill that the net billed amount will be deducted (and when) from the account the policyholder specified if they requested recurring payments.	Recurring Payments					X		We have the ability Out of the Box to provide specific message to recurring payment customers. We will just need to modify message that the net billed amount will be deducted and the payment date.
FM	34	The system will provide secure storage of bank information for policyholders that select recurring payment. The Offeror must comply with PCI requirements if the policyholder provided a credit card.	Recurring Payments					X		We will setup and comply with PCI info in order to process credit cards.
FM	35	The system must maintain recurring setup if policyholder changes plans, programs or Carriers.	Recurring Payments		X					
FM	36	If a policyholder's coverage/premium changes, the new amount will be charged to the account.	Recurring Payments		X					
FM	37	The Offeror must send policyholder subscribers a notification of upcoming payment.	Recurring Payments					X		We will setup an upcoming payment notification for subscribers on recurring payment.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	38	The system must cancel recurring payments when policyholder's policy is terminated.	Recurring Payments		X					
FM	39	The Offeror will submit an 820 in a Human Readable report format to the Exchange within 24 hours of processing the recurring payments.	Premium Aggregation		X					
FM	40	The system must remit aggregated premiums to carriers electronically (820).	Premium Aggregation		X					
FM	41	The Offeror must accept premium payments on behalf of policyholders by third-party entities (multi contributor option).	Premium Aggregation		X					
FM	42	In conducting electronic transactions with a carrier that involves the payment of premiums or an electronic funds transfer, the Offeror must comply with the privacy and security standards adopted in Attachment A-3-8 of the RFP.	Premium Aggregation					X		We will create support for user single sign on (SSO) with local network and/or SSO with other primary system and inherit system user ID and password.
FM	43	The system will aggregate premium payments for each carrier monthly at a minimum on a date determined by the	Premium Aggregation		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		Exchange								
FM	44	The system must provide automated process for identifying delinquent policyholders.	Non-Payment of Premiums		X					
FM	45	The system must generate and send delinquent notices to policyholder subscribers to include required information established by the Exchange if full payment is not received by the payment due date.	Non-Payment of Premiums		X					
FM	46	The system must allow a policyholder to cancel election of recurring payment 3 business days prior to the recurring process.	Recurring Payments		X					
FM	47	The system must allow a policyholder to update their bank information 3 business days prior the recurring process.	Recurring Payments		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	48	The system must generate and submit termination notices to policyholders that includes the termination effective date, reason for termination and required information established by the Exchange if full payment is not received by the payment due date.	Non-Payment of Premiums		X					
FM	49	The Offeror must provide the Exchange a report of policyholders receiving delinquent and termination notices.	Non-Payment of Premiums		X					
FM	50	The system must allow exclusions for the notification and/or termination process for non-payment of premium.	Non-Payment of Premiums		X					
FM	51	The system must provide an automated process to terminate policyholders and their dependents for non-payment of premiums after the exhaustion of the applicable grace period.	Non-Payment of Premiums		X					
FM	52	The system must maintain system records of termination due to non-payment or premium.	Non-Payment of Premiums		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	53	The system must calculate the potential premium termination date based on the month(s) of enrollment that is not paid (for both subsidized and non-subsidized policyholders): Grace period of 3 consecutive months for a policy holder subscriber receiving APTC; and Grace period of 1 month for policy holder subscribers not receiving APTC.	Non-Payment of Premiums		X					
FM	54	The system must allow reinstatement of a policy if full payment is received within 30 days following the termination.	Non-Payment of Premiums		X					
FM	55	The Offeror must transmit eligibility and enrollment information including the APTC amount and the cost-sharing reductions eligibility category to HHS in compliance with 45 CFR 155.340 a.	APTC Reporting		X					
FM	56	The Offeror must comply with the requirements of 26 CFR 1.36B-5 (c) regarding reporting APTC to the IRS.	APTC Reporting					X		We will create the required APTC report and process to generate and send APTC report to IRS.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	57	The Offeror must submit to the IRS the required annual report on or before January 31 of the year following the calendar year of coverage.	APTC Reporting					X		We will create the required IRS annual report.
FM	58	The Offeror must submit to the IRS the required monthly reports on or before the 15th day following each month of coverage	APTC Reporting					X		We will create the IRS required monthly reports.
FM	59	The Offeror must comply with the requirements of 26 CFR 1.36B-5 (f) regarding reporting to the policyholders.	APTC Reporting					X		We will create the required annual report for individuals.
FM	60	The system must make the 1095A available to policyholders online in addition to a paper copy.	APTC Reporting					X		We will create a screen to display 1095A and make available to policyholders for online viewing.
FM	61	The Offeror must provide the Exchange with the capability to produce data and generate reports needed for quality control, research, audits, and administration of the Exchange.	Reporting		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	62	The system must generate reports needed to comply with federal audit and oversight requirements.	Reporting					X		We will create the required reports needed to comply with federal audit and oversight requirements.
FM	63	Unless otherwise requested, all financial reports must be stated as of the last day of each month.	Reporting		X					
FM	64	The system must have ad-hoc financial reporting capability and be able to provide balances at any point in time.	Reporting		X					
FM	65	The system must have the ability to view and export reports in XLS, PDF, HTML and CSV formats.	Reporting		X					
FM	66	The system must generate accounts receivable aging report by policyholder and carrier: current, 30 days, 60 days and 90 + days.	Reporting		X					
FM	67	The system must generate a deposit report by policyholder split by carrier.	Reporting		X					
FM	68	The system must generate a billing history report by policy holder, carrier and month of coverage by billing run date.	Reporting					X		We will create a billing history report by policy holder, carrier and coverage month by billing run date.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	69	The system must generate a payment history report by policy holder, carrier, receipt date and month of coverage.	Reporting		X					
FM	70	The system must generate an accounts payable report by policyholder and carrier - this report should be the same as the AR report, modified by cash received but not remitted.	Reporting					X		We will create an accounts payable report by policyholder and carrier. Report will display receivables not remitted to carrier.
FM	71	The system must generate a report of policyholders' subsidies.	Reporting		X					
FM	72	The system must generate a report of members with active recurring accounts.	Reporting		X					
FM	73	The system must generate a report of payments submitted to carriers.	Reporting		X					
FM	74	The system must generate a report of individuals enrolled month along with the amounts of advance tax credits and cost sharing reductions.	Reporting		X					
FM	75	The system must generate report of payments by payment source.	Reporting		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
FM	76	The system must provide the ability to automate reports that include delivery mechanisms that include email distribution groups or upload to a shared folder.	Reporting				X			System is designed with ability to deliver reports via email or SFTP. We need configuration data on delivery method and destination address.
FM	77	The system must provide comprehensive billing reports supporting the billing activity.	Reporting		X					
FM	78	The system must provide payments by payment source report.	Reporting		X					
FM	79	The system must provide open credit report.	Reporting		X					
FM	80	The system must provide the ability to automate reports that include delivery mechanisms that include email distribution groups or upload to a shared folder.	Reporting				X			System is designed with ability to deliver reports via email or SFTP. We need configuration data on delivery method and destination address.
FM	81	The system must provide policyholder address listing by carrier.	Reporting					X		We will create a report to that lists the policyholder address by carrier.

3. Attachment A-3-3: Customer Engagement Center (From RFP Attachment A-3-3, as captured in hCentive's Response)

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAC	1	The CRM must manage contacts with, including but not limited to: providers, consumers, certified agents and brokers, certified enrollment counselors, in-person assisters, and other entities as identified by beWellnm.	CRM/Call Center Functionality		X					
CAC	2	Support multiple dedicated lines (e.g., brokers, enrollment counselors, consumers), as defined by beWellnm.	CRM/Call Center Functionality		X					
CAC	3	Support multimedia communications such as but not limited to: email, letter, phone, fax, web portal, chat, text messages.	CRM/Call Center Functionality		X					
CAC	4	Provide online access to customer support staff about caller information and real-time transaction activity (e.g. application status,	CRM/Call Center Functionality		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		premium payment).								
CAC	5	Provide the ability to archive and purge calls, contacts, correspondence from the CRM according to Exchange-defined criteria.	CRM/Call Center Functionality		X					
CAC	6	Have the ability to store the caller's preferred method of communication, including need for deaf or other language interpretation, and accommodate all ADA requirements associated with CMS and state requirements.	CRM/Call Center Functionality					X		Our Out-of-the-Box solution partially meets VPAT Section 508. Our solution can be modified to meet the rest of the requirements.
CAC	7	Provide speech and hearing-impaired customers with the ability to communicate through the National Teletypewriter (TTY) or Telecommunications Display Device (TDD).	CRM/Call Center Functionality		**X**					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAC	8	Have the ability to integrate with other Interactive Voice Response (IVR) systems, streamlining operational workflow for consumers. The CRM solution must seamlessly integrate with at least the following customer support technology systems and needs: - Call logging and resolution tracking - External IVR - Electronic document management - Training support - Workflow management - Reporting - Quality Monitoring - Premium Payment History	CRM/Call Center Functionality		X					
CAC	9	Maintain a record of inquiry and correspondence data online, with periodic backups managed by the CRM system administrator. The call center must be able to store recordings of	CRM/Call Center Functionality		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		assisted calls, for a time frame specified by the Exchange.								
CAC	10	Provide functionality that is capable of integrating with other systems, such as Enrollment/Eligibility rules engine, premium payment and billing, web portal, the security platform.	CRM/Call Center Functionality		X					
CAC	11	Interface with external IVR systems, as directed by the Exchange, and at a minimum, HSD's IVR system.	IVR Technology				**X**			Our solution interfaces with a wide variety of external IVR systems and is configurable based on the needs of the exchange.
CAC	12	Provide Automatic Call Distribution (ACD) capability to answer calls from customers in sequence and record and report metrics.	ACD Technology		X					
CAC	13	Provide capability to prioritize agents by availability, skill set, language, and overflow from other queues.	ACD Technology		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAC	14	Provide virtual hold and callback features when thresholds are met for wait time to allow consumers to hang up and receive an automated call when an agent is available. The System should accommodate call back hours and time zone to avoid call backs at unreasonable times.	ACD Technology		X					
CAC	15	Have the ability to provide consumers with estimated wait time to speak with an agent and prerecorded messaging that will remind consumer of other self-service options, such as web site.	ACD Technology		X					
CAC	16	Allow escalation of calls to beWellnm staff for resolution or assistance based on rules determined by beWellnm.	ACD Technology		X					
CAC	17	Alert management and staff when service levels are not being met.	ACD Technology		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAC	18	The ACD system must have the ability to monitor and provide real time reporting and forecasting software for: - Abandonment rate - Agent availability and productivity - Average speed of answer - Call length - Contact volume - Customer satisfaction - Handle time - One call resolution rate - Peak hour statistics - Identification of historical trends.	ACD Technology		X					
CAC	19	Allow authorized managers or supervisors, including beWellnm staff, to monitor active calls.	ACD Technology		X					
CAC	20	Provide the capability to record all call interactions.	ACD Technology		X					
CACM	1	Provide the ability to add multiple dated narratives to a case and track and maintain changes over time via the narratives.	Account Management		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CACM	2	Maintain a history of notices that have been sent to an individual, household, employer, agent, broker, enrollment counselor, or in-person assister.	Account Management		X					
CACM	3	Maintain a history of an individual's eligibility status over time.	Account Management		X					
CACM	4	Provide a mechanism for role-based access control for any changes to individual accounts, which must be applicable to all beWellnm contactors and beWellnm staff, as defined by beWellnm staff.			X					
CACM	5	Allow designated customer support staff to modify the eligibility/enrollment record to indicate beginning and ending dates of coverage and specify the program or product for which the individual is eligible.	Account Management		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CACM	6	Allow particular customer support staff, based on roll-based security, to, at a minimum conduct the following: - Deactivate a particular customer's case - Reactivate a client's case based on new information, new application or redetermination - Merge (and un-merge) multiple individual cases. - View, add to, modify, or change an individual's information	Account Management		X					
CACM	7	Provide a mechanism to check and flag duplicate individual cases.	Account Management		X					
CACM	8	Allow customer support staff to mark a case duplicate but remain unmerged.	Account Management		X					
CACM	9	Allow customer support staff to search for a specific individual's information.	Account Management		X					
CACM	10	Allow customer support staff to search	Customer Application		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		for the individual's eligibility details.	Intake Process							
CACM	11	Allow customer support staff to view the individual's eligibility details (e.g., income sources, citizenship, immigration status, etc.).	Customer Application Intake Process		X					
CACM	12	Allow customer support staff to add new data into the individual's eligibility details (income sources, citizenship, immigration status, etc.).	Customer Application Intake Process		X					
CACM	13	Provide a mechanism for role-based access control for any changes to the rules or parameters in the rules engine.	Account Management--Administration		X					
CACM	14	Track all changes made to an account in an auditable log. All electronic and manual transactions will be date and time stamped and user stamped.	Account Management--Administration		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CACM	15	Provide queries/reports to track and manage complaint workload, disposition, assignments and status.	Account Management - Administration		X					
CACM	16	Allow supervisors to enter the system through a customized portal to view and manage all the cases of the customer support staff under their jurisdiction.	Account Management-- System Access		X					
CACM	17	Allow administrators to enter the system through a customized portal to view, manage, and if necessary correct case data if a computer systems error has occurred, as long as there is sufficient documentation noted in the record. Any system errors that are identified will be reviewed through a quality assurance process.	Account Management-- System Access		X					
CACM	18	Call center staff must be certified and be able to complete enrollments and applications over the phone.	Account Management -- Staffing		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	1	Support complaints and appeals processes.	Complaints / Appeals		X					
CAG	2	Allow customer support representative to log customer complaints and appeals.	Complaints / Appeals		X					
CAG	3	Allow staff to attach relevant documents to complaint or appeal.	Complaints / Appeals		X					
CAG	4	Allow associated recorded calls/transcripts and online chat sessions to be logged with the appropriate appeal.	Complaints / Appeals		X					
CAG	5	Prompt customer support representative on complaints and appeals workflows by integrating with workflow/document management system.	Complaints / Appeals		X					
CAG	6	Track timeframes and deadlines for responding to complaints and appeals.	Complaints / Appeals		X					
CAG	7	Allow customer support representative to generate letters to consumer throughout complaints and appeals processes.	Complaints / Appeals		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	8	Track complaints or appeals throughout process so that specified staff can view status, see where it is in process and report back to consumer at any time.	Complaints / Appeals		X					
CAG	9	Support the process for sending complaints or appeals to be reviewed by appropriate parties within and outside the Exchange, including but not limited to the Human Services Department.	Complaints / Appeals		**X**					
CAG	10	Allow enrollment, coverage, and tax credits to be changed as the result of an appeal.	Complaints / Appeals		**X**					
CAG	11	Allow complaint and appeal staff to manage cases within the system using options including tickler files, response and review dates, document management, email, and fax.	Complaints / Appeals		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	12	Allow consumers to submit complaint or appeal via phone, web, chat session, email, and letter. The system must be able to differentiate between a complaint and an appeal and be able to accommodate for the different resolution and documentation processes for each. Each complaint, concern and appeal should be assigned a reference number and track the date and time of the call received, any past communication, consumer provided information, etc.	Complaints / Appeals		X					
CAG	13	Provide options to secure complaints and appeals for confidentiality reasons (e.g. hide consumer name) and allow access to cases by specified consumer support staff as defined by role-based security.	Complaints / Appeals		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	14	Monitor complaints and appeals due dates and alert staff or management of overdue status. This should include the ability to notify specific staff for certain alerts.	Complaints / Appeals		X					
CAG	15	Have the ability to be used by multiple agencies for complaints and appeals, including at a minimum the Exchange and the Human Services Department. The system must allow roles for external parties to be established by beWellnm. The system must also be able to facilitate use by external stakeholders as necessary and determined by the Exchange.	Complaints / Appeals		**X**					
CAG	16	Have the ability to assign a priority, or level to a complaint or appeal.	Complaints / Appeals		X					
CAG	17	Provide the capability to report complaint and appeals data in real time and on a historical	Complaints / Appeals		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		basis.								
CAG	18	Provide notifications to the appropriate parties upon the following key events in the complaint and appeal processes: - Receipt of complaint/appeal - Status Change - Resolution	Complaints / Appeals		X					
CAG	19	Support outreach initiatives using letters, emails, phone calls, text messages as described below.	Outreach / Education		X					
CAG	20	Ask and store consumers' preferred method of communication, including notices. If the consumer elects e-mail as their communication preference the notification should be sent via e-mail and mail as a one-time notice of their selection of communication preference. The consumer must	Outreach / Education		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		also have the ability to select if they will accept to receive communication via text. These communication lines could be used to support outreach communication attempts for renewal.								
CAG	21	Provide consumers with reminders to update their circumstances and renew eligibility for subsidies/assistance, enroll in coverage, etc.	Outreach / Education		X					
CAG	22	Generate communication to consumers, both in mass mail and individual notices, regarding any relevant updates or information to health care policy or laws in their state, tips on using the web, how to find a certified agent or broker, and other consumer assistance	Outreach / Education		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		services. These notices should be entered in as a consumer event in the CRM.								
CAG	23	Support multi-lingual communication in at least English and Spanish and must be able to support additional languages (including languages that use non-Western scripts). The system must gather and store the consumer's preferred language.	Outreach / Education		**X**					
CAG	24	Log and store materials about outreach and education events across the state and community to inform the CRM and call center staff.	Outreach / Education		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	25	Collect data on call center contacts, including call, chat and electronic inquires, for the purposes of identifying outreach and education opportunities. The data collected should include but is not limited to: zip codes; county; time of call; caller demographics, as feasible, and frequency of specific caller.	Outreach / Education		X					
CAG	26	Collect and report on website usage metrics including standard analytic metrics	Outreach / Education		X					
CAG	27	Collect and report on Broker/Agent and enrollment counselors management portals and call center interactions for the purposes of informing education and outreach opportunities.	Outreach / Education		X					
CAG	28	Provide the functionality to generate random surveys to consumers via online, email, letter or phone and then	Outreach / Education		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		compile data to assess consumer satisfaction.								
CAG	29	Capture information on outreach efforts (e.g. how did you hear about us?).	Outreach / Education		X					
CAG	30	Support collaboration and workflow driven processes among staff by integrating CRM with workflow, document management and document imaging technology	Workflow		X					
CAG	31	Have the ability to integrate voice and electronic transactions into a single workflow.	Workflow		X					
CAG	32	Have the ability to oversee and manage contacts through work item routing and queuing, sending online alerts to staff or supervisors if issues are high priority or overdue.	Workflow		X					
CAG	33	Support electronic document management (EDM) capabilities.	EDM		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	34	Provide the ability to upload attachments to all individual and correspondence records.	EDM		X					
CAG	35	Provide the ability to view related correspondence records from a single consumer's record.	EDM		X					
CAG	36	Provide standard letter templates and the ability to add free form text to customize a letter to the customer's specific issue.	EDM		X					
CAG	37	Generate ID to link scanned images to correspondence and records of a specific consumer to provide one view of all related material (images, letters, or contacts with staff).	EDM		X					
CAG	38	Assign a unique number to identify each instance of a contact.	Contact Tracking		X					
CAG	39	Accommodate the receipt and tracking of requests or inquiries via telephone, letter, fax, walk in, email, web, or any other channel used	Contact Tracking		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		by the consumers.								
CAG	40	Track and search on contacts with basic identifying information such as time and date of contact, member number, caller name, agent id, contact type, reason, status of issue, or any combination thereof.	Contact Tracking		X					
CAG	41	Generate ad-hoc and standard reports in real time as well as historical for incoming and outgoing contacts.	Reporting		X					
CAG	42	Report on multiple metrics, including but not limited to: volume of contacts, by contact type, reason for contact, type of consumer, complaints, appeals, resolution, transfers to other programs, consumer satisfaction, by agent, specified time frames.	Reporting		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
CAG	43	Have the ability to extract data in user friendly formats, such as Excel and dashboard view options.	Reporting		X					
CAG	44	Provide quality monitoring tools and processes to enable a continuous improvement cycle for the contact center staff that includes: - Join an existing call - Silent monitoring (including remote) - Record and review to assess whether call was answered accurately - Voice and screen/multi-media monitoring - Conferencing capabilities - Ability to assess or rate an agent's quality and service using grading system and to store that data	Quality Monitoring		X					
AGT/BKR	1	Provide a unique Portal dedicated to Agents/Brokers.							**X**	Our solution offers role-based views within the same portal for Brokers/Agents - we discuss the advantages of this approach in the Narrative Response section of

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										Attachment A-3-3
AGT/BKR	2	Provide the capability to administer the Agency – Broker relationship and respective user roles.			X					
AGT/BKR	3	Provide Agent / Broker training and Individual Exchange certification capability.			X					
AGT/BKR	4	Allow consumers using Enhanced Direct Enrollment platforms to manage their information, download notices, get status updates through the approved partner's website.			X					
AGT/BKR	5	Track Agent / Brokers performance metrics.			X					
AGT/BKR	6	Provide the capability for Agents / Brokers to upload qualification documentation as part of their user account.			X					
AGT/BKR	7	Provide the capability for Agents / Brokers to start and submit applications on behalf			X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		of customers.								
AGT/BKR	8	Provide the capability for Agents / Brokers to bring up and modify or complete consumers existing application on behalf of customers.			X					
AGT/BKR	9	Provide the capability for Agents / Brokers to identify their clients on the system.			X					
AGT/BKR	10	Provide the capability for Agents / Brokers to view key data about their clients such as application status, plan selection status, and status of enrollment in a dashboard format.			X					
AGT/BKR	11	Provide the capability for Agents / Brokers to transfer all or pieces of their book of business to other authorized Agents / Brokers with a notification to the new Agent / Broker and to the customer.			X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
AGT/BKR	12	If an application is initiated or completed by an Agent/Broker or Enrollment Counselor, the system must have the capability for the individual to attest that the information provided is accurate.			X					
AGT/BKR	13	Require Agents / Brokers to provide credentials and certification information in order to establish an account.			X					
AGT/BKR	14	Provide the capability for Agents/Brokers and Carriers to view a variety of different billing reports on a weekly, monthly, quarterly and annual basis for only their clients.			X					
AGT/BKR	15	Track the number of applications facilitated by specific Agents / Brokers.			X					
AGT/BKR	16	Track and provide visibility of premium payments status of "past due" for an Agent/Brokers roster of consumers.			X					

4. Attachment A-3-4: Plan Management (From RFP Attachment A-3-4, as captured in hCentive's Response)

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	1	Provide capability to support Exchange, State and federal Plan Management rules.			X				X	Supporting the state plan management rules will be a custom effort.
PM	2	Provide the ability define a begin and end date for a plan enrollment period.					X			The system provides the capability to define the OEP start date and end date. These dates have to be defined in the properties file. Hence, they can be configured.
PM	3	Allow for multiple enrollment periods during a calendar year.							X	The system supports one OEP and multiple SEPs (as applicable) for the consumers within a year. With respect to plan data load, plan data can be loaded anytime during the year. Normally, rates are refreshed quarterly.
PM	4	Provide the ability to open a special enrollment period to enable enrolling a plan outside the defined enrollment period.			X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	5	Provide the ability to receive and process Rate and Benefit Data for each product plan offered both inside and outside the Exchange.	Rate and Benefit Information Receipt		X				X	Support for off-exchange plans is not available. We can discuss the need of this requirement in the requirement sessions and plan for future implementation.
PM	6	Provide Issuers with the ability for Issuers to provide rate and benefit information in multiple formats including file upload in a format determined by the Exchange, and direct data entry.	Rate and Benefit Information Receipt		X				X	Our system supports receiving the plan data directly from OSI via SERFF APIs in the plan management system. This data comes in XML format. Any other format support will require custom development.
PM	7	Allow benefit data to be collected in discrete elements, as defined by federal guidance and state requirements. For example, each category and subcategory of Essential Health Benefits must appear, along with cost-sharing requirements associated with the benefit.	Rate and Benefit Information Receipt	45 CFR 147.150	X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	8	Provide the ability to receive rate tables *and/or* rating rules in multiple formats including electronic file in a format determined by the Exchange, and direct data entry.	Rate and Benefit Information Receipt	Support SERFF Format xml upload	X				X	Our system supports receiving the plan data directly from OSI via SERFF APIs in the plan management system. This data comes in XML format. Any other format support will require a custom development.
PM	9	Perform data validation on rate/benefit data to ensure accuracy and completeness of supplied data.	Rate and Benefit Information Receipt		X					
PM	10	Provide electronic notification to Issuers regarding data issues related to rate and benefit information submission(s).	Rate and Benefit Information Receipt						X	The system communicates the data issues to OSI (the agency sending the plans). Providing notification to issuers will require custom development.
PM	11	Provide electronic notification to Issuer to provide Final Attestation for Rate/Benefit Data and Information.	Rate and Benefit Information Receipt						X	Currently, there is no electronic notification. Issuer users can come online and provide final attestation.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	12	Allow Insurance Issuers the ability to provide premium information as part of the catalog in a batch upload.	Rate and Benefit Information Receipt	Amended per Amendment 1	X				X	Our system supports receiving the plan data directly from OSI via SERFF APIs in the plan management system. This data comes in XML format. Any other format support will require custom development.
PM	13	Issuers must be able to electronically communicate a plan enrollment change to the Exchange system. Data required will include: - Enrollment availability status - Change justification - Effective dates - Status indicating if new dependent enrollees are still allowed	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.
PM	14	The Insurance Division must be able to electronically communicate a plan enrollment change to the Exchange system. Data required will include: - Enrollment availability status - Change justification - Effective dates - Status indicating if new	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		dependent enrollees are still allowed								
PM	15	Provide the ability to record the request for change in product availability including: - Issuer Identifier - Plan Identifier - Plan Changes Effective Date - Changed Plan Information: - Enrollment close status - Enrollment open status - Justification information - Requestor information - Status of change request	Process Change in Plan Enrollment Availability					X		Our system supports a concept of a frozen plan where a plan is not available for new enrollments, but existing users can stay in their current plan. We plan to use the frozen plan feature to support this requirement. Additional details need to be captured as requested in the requirement.
PM	16	Provide automatic notification to authorized Exchange users indicating that an enrollment request has been received.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	17	Provide the Exchange Plan Account Manager with the ability to review enrollment change request data and electronically approve or disapprove the enrollment notification or request.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.
PM	18	Upon approval of the enrollment change request, generate an electronic notification to the Insurance Division indicating the plan enrollment status.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.
PM	19	Upon approval of the enrollment change request, generate an electronic notification to Exchange Issuers indicating the plan enrollment status.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.
PM	20	Upon approval of the enrollment change request, generate an electronic notification to certified agent/broker indicating the plan enrollment status.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	21	Upon approval of the enrollment change request, send an update transaction to the appropriate CMS system for plan management and fiscal management functions indicating the plan enrollment status change and other information required by CMS.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.
PM	22	Upon approval or disapproval of the enrollment change request, generate notification to the requesting Issuer.	Process Change in Plan Enrollment Availability		X					In our experience with the states, we have seen this as a rare scenario (if it happens at all). In the event this happens, we can handle it manually via M&O processes.
PM	23	Allow authorized agents/brokers to manage subscriptions to appropriate Exchange notification functions and features.	Process Change in Plan Enrollment Availability						X	This is not available and will require custom development.
PM	24	Provide regular reporting on Plan Data to CMS. Schema should include: - Enrollment - Cost and administrative per plan - Issuers - Plans - Benefit structure - Plan rates	Ability to support beWellnm Reporting requirements						X	This report can be generated with the help of the reporting tool. Generation of the actual report will be custom work.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PM	25	Provide the ability to report plan information on the public exchange view, including data such as: - Plan title and description - Plan quality rating - Plan providers - Out of pocket limits - Annual deductible - Doctor Choice - Prescription Choice - Monthly Premium - Applicants Denied - Plan Details - to be determined - Link to Issuer/Plan website - Medical loss ratio - Transparency in coverage - Summary in benefits and coverage - Levels of coverage - Availability of in-network and out-of-network providers			X				X	WebInsure Exchange Market supports the ability to show plan data received as part of a SERFF template to the consumers. Showing any other information will require custom development. Also, generation of any kind of report can be supported via the reporting tool which will be available for beWellnm staff. The actual generation of the report will require custom work.

5. Attachment A-3-5: Noticing (From RFP Attachment A-3-5, as captured in hCentive's Response)

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
NO	1	Users of the Exchange Web portal can view the history of all communication between the Exchange and the individual online.	UX		X					History of all notifications sent out by the system is maintained by the system.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
NO	2	Provide the capability to target noticing at a family/household or individual level as well as a targeted population/group.	Notification Engine		X		X			Notices can either be generated at the household level or the individual level. For an existing client, we generate some on the notices at the household level and others at individual level. Notice generation service responds to any request from any source. If the notice has to be generated only for a targeted population, we can provide notification generation can be requested for the target source using the client or insertion of request triggers in the data base.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
NO	3	Support the message body in a variety of formats including, but not limited to text, RTF, or HTML.	Notification Engine		X	X				The system can be configured to support the message body in any of the following formats: RTF, HTML, PDF, DOC and DOCX. New implementation to support any other format can be done too.
NO	4	Provide the capability to pass parameters to both the title and the body of the notification.	Notification Engine		X		X			Notices are rendered through templates and support dynamic texts, which is passed as a parameter. This dynamic text is applicable to both the title and the body of the message.
NO	5	Include graphics capability for notifications.	Notification Engine		X					Including graphics in notifications is supported OOB.
NO	6	Enforce size requirements on messages as defined by the Exchange.	Notification Engine		X	X				The size of the notice can be controlled using a configuration as well as the font size and fonts

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										specifically.
NO	7	Recognize "opt-out" flags attached to individual records and suppress notifications to those individuals.	Notification Engine		X					The HIX system currently uses the opt out flag to suppress notifications.
NO	8	Recognize and "invalid e-mail" flag and suppress notifications to those addresses.	Notification Engine		X	X				The notice system recognizes invalid email and, if configured, can send out paper notifications as a fall back.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
NO	9	Filter out and suppress live e-mails for notification test instances.	Notification Engine		X					We use Mail Trap for all test environments. Mail Trap simulates the work of a real SMTP server. It isolates the staging emailing from production and eliminates any possibility of a test email landing in a real customer's mailbox. For test instances, all email gets delivered to a dummy inbox within Mail Trap.
NO	10	Assign a notification ID (notification event) and include on all messages as determined by the Exchange.	Notification Engine		X					Every notice generated by the system is assigned a unique notice ID that is also included on all notices. The capability to not include this is also present.
NO	11	Support barcoding of outgoing notifications.	Notification Engine		X					The FOP library is used for bar code generation.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
NO	12	Provide the capability to produce both dynamic and static messages.	Notification Engine		X					The notice is rendered through templates and supports dynamic texts, which is passed as a parameter. This dynamic text is applicable to both the title and the body of the message.
NO	13	Allow for embedded links within notification message.	Notification Engine		X					Notices support embedded links irrespective of the format it was generated in.
NO	14	Provide tools to manage e-mail "bounce backs," including the ability to parse the "bounce back" message for actions.	Notification Engine		X					The notification system can recognize if the email has bounced back or is unread and can be configured to send out a paper notification instead.

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
NO	15	Provide the capability to include the message ID in the notification subject line.	Notification Engine		X					The notification system generates notices using templates and can generate dynamic texts for both the subject and headline using placeholders. Using the place holder, the message ID is already included in the subject of each notification that is sent out.

6. Attachment A-3-6: Mailroom (From RFP Attachment A-3-6, as captured in hCentive's Response)

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
MR	1	Provide Electronic Document Management; include a document repository in each consumer file that allows uploading of files in various format.	Account Management		**X**					A seamless Electronic Document Management system will be provided to allow the uploading of files in various formats.
MR	2	Support specific inserts in general mailings, e.g., outreach and education flyers.	Workflow		**X**					Specific inserts will be easily configurable using notice templating system.
MR	3	Support pre-sorting by zip code.	Design		**X**					All mail has the ability to be pre-sorted by certain fields including zip code.
MR	4	Support delivery of produced materials via contact method of choice; paper or electronic.	Design		**X**					Individuals have the ability to choose paper of electronic contact methods.
MR	5	Mailroom will support processing of inbound mail in all forms; postal delivery, fax and electronic submission.	Workflow		**X**					The mailroom has the ability to support a variety of inbound mail including postal,

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										fax, and electronic submission.
MR	6	Support digitization of incoming mail including receipt timestamp, document ID and customer ID.	Workflow		**X**					All incoming mail can be uploaded into the EDM system to support receipt timestamp, document ID and customer ID.
MR	7	Allow for seamless re-filing of documents in the event of incorrect attachment to a particular customer file and provide audit trail for document.	Workflow		**X**					With integration and upload of mail into the EDM system, all documents will have an audit trail attached.
MR	8	Allow integration of document visibility with CRM, including document creation, print, and send history.	CRM		**X**					Documents will be fully integrated with the CRM to allow a full view of document history.
MR	9	Provide accessible inventory of document templates.			**X**					Staff will have the ability to access an inventory of document templates.
MR	10	Retain record of all templates, both current and archived.			**X**					A record of all templates, both current and archived will be

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										maintained.
MR	11	Provide address cleansing using CASS certified software and NCOALink processing.			**X**					Address cleansing will be done by CASS certified software and NCOALink processing.
MR	12	Provide return file for records cleaned and updated, including New Address, Return Code, Move Type and Move Date.			**X**					This report will be generated after running the CASS/NCOA processing.

7. Attachment A-3-7: Technology and Administration (From RFP Attachment A-3-7, as captured in hCentive's Response)

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	1	Must be scalable and flexible in order to accommodate and be easily adaptable to changes required by state and/or federal statute, mandate, decision, or policy.	General		X					Our solution is based on open and flexible design that allows for easy modification and evolution of the system over time. The solution is also highly scalable, being able to currently support customers with twenty times the volume of New Mexico.
TC	2	Provide a business rules engine as specified by 42 CFR Part 433 and Section 1561 guidance to support state, federal rules, beWellnm policy and be easily configurable by a trained business analyst.	General				X			Our existing solution has a highly configurable rules engine that will be used to implement beWellnm's policy along with state and federal rules. This solution will easily be configured by our implementation team.
TC	3	Provide a workflow engine to support the routing of work items, work queues, etc.	General		X					Our solution will fully support the routing of work items and work queues via our implemented integration with the customer relationship management system.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	4	Provide an electronic document management system integrated with the workflow engine to support the handling of paper documentation.	General		X					As part of our solution, we provide an electronic data management system that supports the handling of paper documentation and notices. Users can upload documents and their status from within the exchange UI. The exchange document management system and the CRM system are connected together to provide users with a seamless user experience.
TC	5	Be deployable and maintainable with Service Level Agreements as defined by beWellnm and functionality to ensure operational capabilities and integrity.	General		X					Our solution utilizes a high level of automation to make deployments and maintenance a highly efficient process. We will easily be able to support and manage Service Level Agreements as defined by beWellnm.
TC	6	Support “plain language” as defined in the Plain Language Act of 2010.	General		X					Our solution supports "plain language" as defined in the Plain Language Act of 2010. All content must be reviewed by the state to make sure these requirements are satisfied.
TC	7	The Offeror must provide the ability for beWellnm to examine daily system and error logs to minimize and predict system problems and initiate appropriate action.	Auditing		X					Our solution has a thorough monitoring system that is constantly evaluating system and error logs. Because of this, we can easily provide daily system and error logs for beWellnm to examine.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	8	The Offeror must provide the ability to utilize alternative remote back-up sites that are at least 60 miles or as agreed upon by the Offeror and beWellnm and are separate and distinct from primary hosting facility with a ramp up period within the Recovery Time Objective defined by beWellnm.	Disaster Recovery		X					Our solution will host its disaster recovery site where remote backups will occur in a geographically diverse location from the production hosting location. These two locations will be more than the 60 miles apart from each other. This disaster recovery design will support beWellnm's Recovery Time Objective.
TC	9	The Offeror must provide the ability to recover lost or deleted data from backup in accordance with the Recovery Point Objective as defined by the Exchange.	Disaster Recovery		X					Our solution will fully support the requirement to recover lost or deleted data from backups in accordance with the defined Recovery Point Objective.
TC	10	The Offeror must provide planned outage notification within the limits defined by beWellnm.	Disaster Recovery		X					As part of our ongoing maintenance and operation duties, we will notify beWellnm of any planned outages within the time limits defined by beWellnm.
TC	11	The Offeror must provide the ability to rollover to an alternate / backup site during planned and unplanned maintenance.	Disaster Recovery		X					As part of our disaster recovery plan, we will provide a geographically dispersed backup site.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	12	The Offeror must store backed-up data at a site apart from the production data center that is at least 60 miles or as agreed upon by the Offeror and the Exchange to prevent simultaneous loss of production and backup data stores.	Disaster Recovery		X					Our solution will host its disaster recovery site where remote backups will occur in a geographically diverse location from the production hosting location. These two locations will be more than the 60 miles apart from each other.
TC	13	The Offeror must establish an alternative recovery location for business users in the event of a significant interruption to the production system environment.	Disaster Recovery		X					Our disaster recovery solution will provide an alternative hosting location in the event of a significant interruption to the production system environment. Once this disaster recovery environment is activated as the new production environment, all business users would automatically be directed to this new environment.
TC	14	The solution must support small personal computing devices that will include the following mobile phone and tablet platforms (examples below): - iPhone - iPad - Android phones and tablets	General		X					Our solution supports web pages that are mobile friendly thanks to responsive design being a foundational piece of our overall UI/UX design. This support covers a wide variety of mobile devices including iPhones, iPads and Android phones and tablets.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	15	The solution must meet ADA and LEP requirements set by the ACA.	General		X					Our solution supports ADA and LEP requirements set by the ACA. All content must be reviewed by the state to make sure these requirements are satisfied.
TC	16	The solution must provide the ability to receive, store, display, and print documents sent to beWellnm.	General				X			Our solution will provide the ability to receive, store, display, and print documents sent to beWellnm.
TC	17	The Offeror must ensure that the solution and Contact Center complies with all applicable State Information Security Policy	General				X			Our overall implementation and solution will comply with all applicable state information security policies. Our security team will review New Mexico's policies, identify any inconsistencies with our current policies, and devise a strategy to remedy any of the found inconsistencies.
TC	18	The Offeror must provide a method to test the solution compliance against Section 508(c) of the Rehabilitation Act for all types of user interface screens (static, dynamic, Web, client-server, mobile, etc.).	General		X					All documents loaded via UI or via admin users, will reside in a document management system and corresponding tickets will be logged in the CRM system. The consumer will be able to see the tickets and their status from the HIX system.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	19	The solution must provide the ability to support commonly used Internet browsers with backwards compatibility as defined by beWellnm.	Hosting Services		X					Our solution supports the most commonly used internet browsers and versions.
TC	20	The solution must utilize a service management framework such as ITIL v3 or equivalent framework to manage IT services and infrastructure.	Hosting Services		X					hCentive follows a customized management process that is similar to ITIL v3 for managing its IT services and infrastructure.
TC	21	The solution must include hosting services for the development, testing/verification, training, certification and production environments that will be used to develop, maintain, and operate the solution.	Hosting Services		X					Our solution includes different environments for multiple purposes. There will be a separate environment for development, testing/verification, training, certification, and production.
TC	22	The solution must provide a standardized mechanism for Conflict Management and data integrity.	Hosting Services		X					Our solution provides multiple levels of protection to maintain data integrity. There is enforcement of referential integrity that is enforced at the database level and then another layer of enforcement at the business logic level within the application. From the viewpoint of Conflict Management, our solution is MARS-E compliant, which ensures we log all events carried out by members. These logs are fully available to CSR agents from within the system UI, allowing these

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										reps to resolve any conflicts and/or appeals.
TC	23	The solution must be hosted in an environment that ensures that servers are housed in a climate-controlled environment that meets industry standards including, fire and security hazard detection, electrical needs, and physical security.	Hosting Services		X					Our solution is hosted in Amazon Web Services datacenters. These datacenters are state of the art, providing full support for industry standards around climate control, fire detection, security detection, electrical requirements, and physical security.
TC	24	The Offeror must completely test and apply patches for all third-party software products before release.	Hosting Services		X					As part of our testing process, we will fully test all required patches for third party software that is part of the overall solution. This testing will occur in lower environments that are upstream of production. These patches will only be released to production after a thorough round of testing has occurred.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	25	The Offeror must notify beWellnm prior to the application of any testing or application of modifications to third-party software products.	Hosting Services		X					We will work closely with beWellnm on any modifications or testing related to third party software products.
TC	26	The Offeror must ensure that non-critical system management, virtualization, and administrative operational and system administration controls are isolated on the network layer that would contain protected health information (PHI) to prevent unnecessary administrative access to PHI.	Hosting Services		X					We are hosted in AWS cloud, where we don't access the hypervisor directly but work on cloud compute capacity where isolation is established at the network layer by the cloud provider. However, we do ensure there is isolation between production data, and tertiary services like monitoring, auditing, and supporting services like AD/Splunk/Chef/Jenkins systems which will be accessed by different teams and are completely isolated from the PHI/ePHI data's subnet.
TC	27	The Offeror must ensure that all data center operations and technical staff must be located within the United States.	Hosting Services						X	All data center operations and technical staff that have access to production data will be located within the United States. There will be some offshore staff that are responsible for monitoring the health of the overall system, but they will not have access to sensitive data.
TC	28	The Offeror is required to host, maintain, and operate the solution in production for the contract term.	Hosting Services		X					We will host, maintain, and operate our solution in production on behalf of beWellnm for the entire contract term.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	29	The Offeror will be responsible for providing, installing, and maintaining all hardware, software, network components, and other infrastructure elements for the solution.	Hosting Services		X					As part of the ongoing implementation of our solution, we will be responsible for providing, installing, and maintaining all hardware, software, network components and other infrastructure that is required by the solution.
TC	30	The Offeror must maintain reliable business operations in accordance with the agreed upon SLA.	Hosting Services		X					hCentive will maintain reliable business operations in accordance with the mutually agreed upon SLA.
TC	31	The Offeror must provide a system with response times and transaction volume as defined by agreed upon SLA.	Hosting Services		X					Our solution will be configured to fully comply with all of the system response time and transaction volume SLAs agreed upon by us and beWellnm.
TC	32	The system must enforce a single system identify for each unique user involved with beWellnm.	Identity Management and Authentication		X					Our solution enforces user uniqueness via the member reference ID field.
TC	33	The solution must be able to establish family or household linkages between individual accounts.	Identity Management and Authentication		X					Our solution provides the capability to maintain family or household linkages between individual accounts.
TC	34	The solution must provide intrusion detection and prevention services.	Identity Management and Authenticatio		X					Our identity management solution provides intrusion detection and prevention services.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
			n							
TC	35	The solution must provide Certificate Authority for secure server-side transactions.	Identity Management and Authentication		X					Our solution uses GoDaddy as our Certificate Authority for all server-side transactions which are secured using Wildcard SSL Certificates featuring SHA-2 and 2048-bit encryptions.
TC	36	The solution must provide a complete user provisioning and de-provisioning solution to support achievement of the privacy and security requirements as defined by beWellnm.	Identity Management and Authentication		X					Our solution will fully support the provisioning a de-provisioning of users to support the privacy and security requirements of beWellnm.
TC	37	The solution must support user account authentication procedures with configurable parameters (time, cipher strength, logon attempts, etc.).	Identity Management and Authentication		X					Our identity management solution fully supports all the industry standard configurations with regards to user authentication, including password strength, password expiration periods, and number of invalid login attempts before locking an account.
TC	38	The solution must support account retirement and deactivation requirements as determined by Exchange identity management policies and procedures.	Identity Management and Authentication				X			Our identity management solution supports account retirement and deactivation. Our solution team will work closely with beWellnm to understand their requirements and to configure our solution to meet these requirements.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	39	The solution must support issue and manage public key certificates for secure transactions.	Identity Management and Authentication				X			Our solution can support transactions that require public key certificates as defined by beWellnm.
TC	40	The solution must support the ability to verify and validate system identity via public key certificates for secure transactions.	Identity Management and Authentication				X			For special users, our implementation can create and manage public key certificates to ensure secure transactions.
TC	41	The solution must support the ability to delegate or utilize 3rd party authentication services for specific transactions via an external trust and authentication.	Identity Management and Authentication					X		Our solution has the ability to support third party authentication services for specific transactions.
TC	42	The Offeror must be held accountable to issue resolution standards as defined by the agreed upon SLA.	Information Technology Help Desk		X					Our solution will be able to meet this requirement out-of-the-box.
TC	43	The Offeror must operate and incident management system that provides reporting in line with agree upon SLA.	Information Technology Help Desk					X		Our solution will be able to meet this requirement after some modifications.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	44	The solution must provide real-time interfaces to transfer data between the Exchange's solution and existing systems (such as the Eligibility Rules Engine, state Medicaid systems, Case Management systems, Identity Access Management systems, SERFF, HIOS, Federal Data Services Hub, etc.), databases and financial systems.	Interfaces		X					Our solution provides a rich set of integration infrastructure allowing for real-time interfaces to be supported between the exchange and other systems.
TC	45	The solution must provide new and or update existing two-way, real-time interfaces to transfer data between the system and 3rd party vendors (i.e. Insurance Division, insurance carriers, federal databases, etc.).	Interfaces		X					Our solution supports real-time two-way integrations between itself and third-party vendors.
TC	46	The solution must provide interfaces to existing State systems that leverage existing interface designs to incorporate extensible markup language (XML) to support the	Interfaces		X					For integrations, our system can support a variety of formats as required by the third-party systems it will integrate with. XML is one of the most commonly utilized and supported formats. Due to this, our solution can easily integrate with pre-existing integrations with state systems that utilize XML.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		requirements of the solution and associated applications.								
TC	47	The solution must provide functionality that knows how, and when, to communicate with interfacing systems.	Interfaces		X					Our solution for integration supports both on-demand and scheduled integrations with third party systems. The solution can schedule integrations to occur on a routine basis ranging from multiple times per day to only occurring once a year. The integrations can be configured to communicate with third parties on a variety of protocols and transmit data in a variety of formats.
TC	48	Provide flexibility to interface using industry standard protocols (e.g. XML, ASC X12, etc.).	Interfaces		X					Our integration solution supports a wide variety of standard protocols as required by our customers. XML and EDI are the most common formats, but our solution can support other standards-based protocols like ASC X12.
TC	49	The Offeror must provide routine maintenance periods as defined by the agreed upon SLA.	Maintenance and Operations		X					In order to maintain the system, we will provide routine maintenance periods that are in adherence with the SLAs agreed upon with beWellnm.
TC	50	The Offeror must conduct non-routine maintenance during a mutually agreeable timeframe as defined by the agreed upon SLA.	Maintenance and Operations		X					In the event that non-routine maintenance is required, our operations team will perform that maintenance during a timeframe as defined within the SLA and that is mutually agreed upon between ourselves and beWellnm.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	51	The Offeror must conduct testing on any changes, upgrades to hardware or patches applied to ensure backward compatibility of its solution and integration within and outside beWellnm.	Maintenance and Operations		X					As part of the ongoing maintenance of our solution, we will conduct testing on any patches and upgrades to hardware to ensure backwards compatibility.
TC	52	The Offeror must work with the beWellnm team in advance of any release or changes to allow the beWellnm team to adequately test, verify and train to support the smooth operation of the beWellnm and its solutions.	Maintenance and Operations		X					Our implementation team will work closely with beWellnm in advance of any release to fully support them as they test, learn, and create training plans related to the system upgrade.
TC	53	The Offeror must provide access for appropriate and authorized Exchange team members to the test and training environments to ensure correct implementation of changes before the changes are released to the production environment.	Maintenance and Operations		X					As part of our implementation, we will provide access to appropriate and authorized exchange team members to the test and training environments. These environments will provide a fully functioning environment where the exchange team members can rigorously test the solution to ensure all changes are adequately tested prior to being released to production.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	54	The Offeror must provide version control management capability. All changes to the solution must be reported and approved by the beWellnm, be maintained in the Offeror's version control management solution, which must be available to the beWellnm for review and audit as needed.	Maintenance and Operations		X					All of our implementations utilize Subversion, an industry standard version control system. All changes to the solution must be committed to version control before they can be included in a package that will be deployed to production. All commits to version control require a corresponding tag that associates the change to a JIRA ticket that is either for a new feature or a defect. This helps ensure that only approved changes will be promoted to production.
TC	55	Must maintain the loading processes and procedures to accept Customer demographic, Eligibility, Enrollment and account information into the system(s).	Hosting Services		X					Our solution will implement and maintain processes and procedures to support the integration of customer demographic, eligibility, enrollment, and account information data.
TC	56	Must obtain and load, or interface through web services, updated Customer information as needed, but no less frequently than on a daily basis.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	57	Must enable and support regular bi-directional data feeds between the Financial Management and Exchange systems to support Customer account management (e.g., transmit updated information related to Broker (and associated Employer) data as well as premium billing information to associated Qualified Individual, Qualified Employer, Qualified Employee or Broker accounts).	General		X					Our solution possesses a rich set of integration infrastructure. This infrastructure enables and supports bi-directional integrations between the exchange and financial management systems.
TC	58	Must provide notification of scheduled or pending notices generated from the Exchange systems that need to be mailed to Customers according to respective Interface Control Documents (ICD).	Maintenance and Operations		X					Our solution will provide notifications of scheduled or pending notices that need to be mailed to customers.
TC	59	Must provide testing and verification of Customer information loading processes and support User Acceptance Testing of the Customer	Maintenance and Operations		X					We will provide thorough testing and verification of customer information loading processes. We will also fully support user acceptance testing of customer information loading processes by beWellnm as user acceptance testing is performed.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		information processes by beWellnm or its designees.								
TC	60	Must notify beWellnm or its designee immediately or as soon as feasible of any issues with completing any batch jobs associated with systems or updates to systems. The Offeror must keep beWellnm informed of progress being made to correct the situation.	Maintenance and Operations		X					As part of Maintenance and Operations, there are pre-configured monitoring reports for the batch process and, in case of failures, the system triggers automatic notifications. Also, as part of standard M&O monitoring, designated personnel will be responsible for monitoring and reporting the batch failures.
TC	61	Must conduct training for any Offeror systems used in the delivery of Services.	Training		X					Our Training Team, led by our Training Manager, will conduct all training necessary across all portals and systems – from beWellnm Administrators to Brokers and even Customer Service Representatives (CSRs) – to ensure full knowledge transfer and readiness prior to the start of Open Enrollment.
TC	62	Must provide and support troubleshooting activities with other vendors, carriers, and beWellnm, related to any and all interfaces, data exchanges, data inconsistencies, data	Maintenance and Operations		X					As part of the standard M&O practice there will be a dedicated team to support the ongoing operations. This includes working on customer reported issues, internal monitoring, and interfacing with all external vendors for issue resolution.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		discrepancies, and data remediation.								
TC	63	Must operate and maintain beWellnm's payment data for Qualified Individuals enrolled through the Exchange and transmit the information to the Carriers as required to properly effectuate and provide payment information, and according to appropriate integration control documents.	Maintenance and Operations		X					All the data will be retained per beWellnm's retention policy. The M&O team will be responsible for monitoring all payment transactions.
TC	64	Must notify beWellnm or its designee immediately or as soon as feasible, of a problem with completing any nightly jobs associated with Lockbox vendor updates to Offeror systems. The Offeror must keep beWellnm informed of progress being made to correct the situation.	Maintenance and Operations		X					As part of Maintenance and Operations, there are pre-configured monitoring reports for the batch process and, in case of failures, the system triggers automatic notifications. Also, as part of standard M&O monitoring, designated personnel will be responsible for monitoring and reporting the batch failures.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	65	Must maintain integrations with beWellnm-designated data warehouse/data store including all vendor managed data including, but not limited to, customer, account, enrollment, billing, payment, effectuation, 834 EDI, 820 EDI, errors, integration exceptions.	Maintenance and Operations						X	Our product supports the capability of extracting incremental data for the data warehouse and tools to create the custom extract per the data warehouse needs. All the data is available in the database and versioned appropriately for custom data warehouse extracts.
TC	66	Must provide data, or access to all data, based on a beWellnm-designated frequency and through an integration method determined by beWellnm.	Maintenance and Operations		X					We will work closely with beWellnm's staff to design integrations to give access to all the system data based upon the frequency and integration method requirements of beWellnm.
TC	67	Must provide support for any Offeror owned and/or operated systems and supporting components or technology.	Maintenance and Operations		X					As part of our solution, we will provide support for all our systems, components, and technologies.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	68	Must develop, maintain, update and demonstrate, as requested by beWellnm, IT protocols/documentation, subject to beWellnm review and approval.	Maintenance and Operations		X				X	Our implementation team will work closely with beWellnm to share our existing CMS approved IT protocols and documentation, for beWellnm's review and approval. Any additional protocols and documentation that beWellnm requires will be added to the existing list. Going forward, hCentive will be responsible for developing, maintaining, updating, and demonstrating any of the items within this list when requested by beWellnm.
TC	69	Must provide oversight and monitoring of core IT systems as defined by beWellnm.	Maintenance and Operations		X					Our operations team will provide administration, management, oversight, and monitoring for all components of the overall exchange solution.
TC	70	Must support troubleshooting and diagnostic efforts related to latency, connectivity or other issues related to the display of or interface with the Offeror owned and/or operated systems.	Maintenance and Operations		X					Our monitoring teams will provide 24*7*365 coverage for all Infrastructure related issues and will comply with client SLAs for response and resolution. As we are hosted on AWS, we will also use an AWS provided native toolset like CloudWatch/CloudTrail/Enhanced Monitoring Dashboards with which we can provide detailed analysis on any infrastructure issues. In addition to AWS provided tools, we also employ the use of Dynatrace, Nagios for performance and URL SLA related custom checks, which keeps us informed about our performance SLAs and reports. We also use synthetic checks using New Relic which provides us with insight into software performance from the end-user perspective and helps us in establishing latency patterns and alerts.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	71	Must provide relevant beWellnm IT staff to provide appropriate coordination and scheduling of testing and system enhancements.	Maintenance and Operations		X					We will work closely with beWellnm's IT staff to plan and schedule testing and the release process of system enhancements.
TC	72	Must provide ad hoc management reporting, automated tracking and processing systems as necessary to perform the responsibilities of the Services. This must include providing, maintaining and enhancing, when necessary, all hardware, software and linkages to other vendor's systems.	Maintenance and Operations		X					As part of the management of our ongoing solution implementation, we will provide ad hoc management reports. In addition, we will constantly administer and manage all hardware, software, and linkages to other vendor systems so that the overall system runs at a high efficiency and compliance level.
TC	73	Must provide all necessary hardware and software required to meet industry standards, such as anti-virus/anti-malware protection and secure Internet email.	Maintenance and Operations		X					Our solution implementation follows industry standards with regards to hardware and software. We apply routine software patch management on a monthly basis, provide anti-virus/malware protection, and provide secure email that utilizes TLS. With regard to our email solution, for messages that contain sensitive data we elect to not send them via email. Instead, we utilize our secure inbox feature, where the user is sent a link via email and this link will return the user to the system where they can view the sensitive information after being authenticated.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	74	Must work with beWellnm to test and evaluate new or enhanced systems changes to provide that they are implemented based on specifications and other operating processes.	Maintenance and Operations		X					We will work closely on new or modified system changes with beWellnm. This partnership will include the planning, scheduling, and execution of testing and evaluations to ensure the changes are tied to specifications and other operating processes.
TC	75	Must maintain, update and make available to all Offeror staff a comprehensive systems' manual as a training and reference tool.	Training							Our Product and Training Teams already have established documentation in place. Wherever necessary, this documentation can be further updated during the implementation to reflect any enhancements or configurations made specifically for beWellnm. All training materials will be distributed to the beWellnm leadership staff for review and approval prior to the start of any training sessions.
TC	76	Must provide any computer equipment necessary to allow the Offeror, at its discretion, to hire and maintain qualified blind or otherwise disabled staff to perform their duties.	General		X					In the event hCentive hires a qualified blind or otherwise disable staff member to perform duties related to beWellnm, hCentive will provide any computer equipment that is necessary for the individual to perform their job.
TC	77	Must effect the successful transmission, management, and visibility of incoming enrollment data from HIX system, according to requirements, HIX	General		X					Our solution will be able to meet this requirement out-of-the-box.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		Enrollment ICD, and Integration Specifications.								
TC	78	Must effect the successful transmission, management, and visibility EDI enrollment transactions, according to requirements, Carrier 834 EDI-ICD, and Integration Specifications.	General		X					Our solution will be able to meet this requirement out-of-the-box.
TC	79	Must effect the successful transmission, management, and visibility required EDI payment transactions, according to requirements specified, Carrier 820 EDI-ICD, and Integration Specifications.	General		X					Our solution will be able to meet this requirement out-of-the-box.
TC	80	Must effect the successful transmission, management, and visibility to effectuation data to HIX system according to requirements specified, HIX Enrollment ICD,	General					X		Our solution will be able to meet this requirement after some modifications.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		and Integration Specifications.								
TC	81	Must provide that any system or technology updates, upgrades or releases have limited disruption to Customer Service Operations.	Maintenance and Operations		X					Our software development and release process was created to ensure minimal, if any, disruption to our systems when updating or upgrading the core system or its underlying components.
TC	82	Must notify beWellnm of any foreseeable service disruptions no later than five (5) Business Days prior to any scheduled disruptions.	Maintenance and Operations		X					As part of our implementation, we agree to notify beWellnm of any foreseeable service disruptions no later than five business days prior to the scheduled disruption.
TC	83	Must document quality measures for all systems and business processes.	General		X					hCentive will fully document all mutually agreed upon quality measures related to the system and business processes.
TC	84	Must document current functions, requirements and configurations and are made available to beWellnm in writing.	General		X					Our implementation team will provide documentation for current function, requirements, and configuration when requested by beWellnm.
TC	85	Must demonstrate traceability of requirements into production.	General		X					hCentive's functional team will maintain a requirements traceability document to map all requirements to product features, to test cases, and then to sign-offs.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	86	Must produce demonstrable proof of completeness, correctness and timeliness for all system processes.	General		X					Our system processes can provide proof of completeness and timeliness as needed when requested by beWellnm.
TC	87	Must maintain and make available multiple integrated environments to support testing, training, etc..	Hosting Services		X					As part of our implementation, we will provide several environments to support the entire release lifecycle. This will include environments for training, testing, integration, and acceptance testing.
TC	88	Must make available data diagram document(s) inclusive of data fields available, definitions, and relationships.	General		X					We can provide data diagrams that include the listing of data fields, definitions, and relationships.
TC	89	Must ensure quality confirmations before batch jobs are posted (applies to bills, jobs, payments, etc.) including the ability to stop batch jobs before fully posted.	Maintenance and Operations		X					Our solution will ensure quality confirmations before batch jobs are posted and will include the ability to stop batch jobs before fully posted.
TC	90	Must provide the ability to pause, stop, cancel restart and/or resume batch jobs where and when reasonable and appropriate.	Maintenance and Operations		X					All batch jobs have the ability to stop and be restarted. The product is developed using spring batch framework which provides the capability of logging, stopping, and restarting the records. All the batch interactions are logged in the database.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	91	Must ensure that any and all end-user or external facing systems provide less than 3 seconds response time, measured under the load of 500 concurrent users and measured as round trip from user action until completed response to user.	General		X					Our solution will ensure that all end-user or external facing systems have response times averaging less than 3 seconds when tested under a load of at least 500 concurrent users. This test will be for the time measured for the round trip - from user action until the completed response comes back to the user.
TC	92	Must coordinate any and all system maintenance, upgrades, and planned outages in advance, with beWellnm, and not less than 15 days in advance of such outage.	Maintenance and Operations							As part of our ongoing implementation, our support team will coordinate with beWellnm for all system maintenance, upgrades, and planned outages. This coordination will occur at least 15 days in advance for these items.
TC	93	Must make every reasonable effort to schedule planned outages during non-peak time periods, and at least disruption to business activities.	Maintenance and Operations		X					Our standard practice is to schedule planned outages during time periods that have the least impact for beWellnm's customers and staff, minimizing any disruption to business activities.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	94	Any and all data received, processed, stored and created by vendor's systems used by beWellnm or its customers, must remain the property of beWellnm, and must be maintained so as to ensure appropriate data integrity. Data, extracts, reports and documentation should be self-identifiable, to avoid inappropriate consumption or reporting of both line of business and data warehouse data stores.	General		X					All data received, processed, stored, and created by our system will be the property of beWellnm. All data, extracts, reports, and documentation will be made to be as self-identifiable as possible.
TC	95	Must provide, through underlying data structures or extracts, regular availability of data determined essential to Exchange functions, such as enrollment, billing, payments, adjustments, posting periods, coverage periods, member, subscriber, and A/R, at a cadence and timing determined by	General		X					As part of our solution, we can provide regularly available integrations that provide essential exchange data. Our implementation team will work closely with beWellnm to determine the exact requirements and the frequency of these data extracts.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		beWellnm.								
TC	96	Process member change events (MCE) from the eligibility system, according to provided HIX integration control documentation.	General		X					Our solution can process member change events (MCE) from the eligibility system.
TC	97	Communicate member change events (MCE) and payment status to carriers using EDI-834, according to provided EDI integration control documentation.	Maintenance and Operations		X				X	These events are communicated to carriers using Standard 834 and 820 EDIs. Any customizations from the standard EDI definitions to support carrier specific needs will require custom development.
TC	98	Communicate carrier effectuation, delinquency states, and enrollment states to beWellnm, according to provided integration control documentation.	Maintenance and Operations		X					Our solution will communicate carrier effectuation, delinquency states, and enrollment states to beWellnm according to the integration control documentation.
TC	99	Ensure the majority of processes are automated where appropriate and require minimal manual	General		X					As part of our best practices, we aim to automate as many management and administration processes as possible in order to make our overall solution as efficient,

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		intervention.								accurate, and consistent as possible.
TC	100	Should provide beWellnm real-time visibility to running batch jobs, job status, job errors and exceptions.	General		X					All the batch jobs are driven by control tables where all the relevant information is logged. Information includes the records in queue, records being processed, status of processed record, and if there is an error, then the error reason. Our product supports reports on these control tables to provide real-time visibility into batch jobs.
TC	101	Provide a contact center to service consumers, brokers, and beWellnm workers.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	102	Provide a toll-free phone number for the contact center	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	103	Provide an IVR that is available 24 hours a day / seven days a week.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	104	During Normal business hours, answer all inbound calls including those initiated by TTY/TDD in accordance with approved Service Level Agreements with beWellnm.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	105	Provide responses to email, voicemail and web chat inquiries in a timely fashion in accordance with approved SLA.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	106	Provide capability to send notifications and information to consumers, and brokers upon request.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	107	Provide a secure web chat system available on the Exchange web portal in accordance with beWellnm privacy and security requirements.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	108	Utilize the CRM system to record all consumer, broker, and other call and chat encounters.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	109	Capture all call center metrics needed to demonstrate performance within SLAs.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	110	Have the ability to make outbound calls and conduct outbound calling campaigns as determined is necessary by beWellnm.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	111	Be available to receive and respond to inquiries from 8:00 am to 5:00 pm (MTN) Monday through Friday and as agreed upon by beWellnm.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	112	Provide high-quality customer service representatives capable of handling phone, web, chat, email and TDD/TTY channel interactions.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	113	Be located in the Continental United States.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	114	Provide bi-lingual services in English and Spanish.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	115	Have the capability to utilize language line services for all other languages besides English and Spanish.	Consumer Assistance		X					Our solution will be able to meet this requirement out-of-the-box.
TC	116	Perform periodic analysis of data for accuracy and potential individual contact for verification, and potentially, follow-up on incomplete information (e.g., dummy DOB or SSN).	Audit		X					We perform periodic data match on a configurable interval, which is a backend process and triggers notices to reach out to the user for follow up.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	117	Maintain data to produce a report of the outcomes of rules execution for all eligibility determinations (positive or negative) for appeals research and to analyze correctness of eligibility functionality.	Audit		X					We log the outcome of rule execution in human readable format and the same is accessible from the portal for agents and back office. It helps to clearly identify why any action was taken by the system.
TC	118	The Exchange must make certain claims and encounter data collected for the purposes of risk adjustment calculation are available to support other activities including, but not limited to: recalibrating Federally-certified risk adjustment models; verifying of risk corridor submissions; and verifying and auditing reinsurance claims.	Audit		X					We will support the state with necessary reports and data extracts.
TC	119	Retain sufficient data to allow periodic sampling and analysis to identify potential fraud, waste, and abuse.	Program Integrity		X					Any changes to the application, eligibility, or enrollment is versioned and stored in the system until the retention period expires and after that it is archived. So, the data is retained for any kind of analysis for sufficient time.
TC	120	Retain sufficient data to allow periodic analysis of potentially duplicate individuals.	Program Integrity		X					Any changes to the application, eligibility, or enrollment is versioned and stored in the system until the retention period expires and after that it is archived. So, the data is retained for any kind of analysis for sufficient time.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	121	Provide the ability to successfully merge/unmerge potential duplicate individual records.	Program Integrity		X					The HIX system has the capability.
TC	122	The Exchange needs to keep track of all individual identity changes (e.g., marriage, legal name change, etc.) so that name searches under any name an individual has been know will be successful.	Program Integrity		X					The product assigns a member reference ID to the member. This ID is uniquely used to identify the member across the application. This allows the application to handle individual identity changes and still uniquely identify the applicant.
TC	123	Provide the ability to process retroactive eligibility changes including the reconciliation of insurance coverage payments.	Program Integrity		X					The exchange provides this facility.
TC	124	Provide web analytics tools comparable to Google Analytics.	Web Analytics		X					
TC	125	Provide the capability to review raw web logs for usability and security analyses.	Web Analytics		X					Usability logs can be generated as part of Google Analytics.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	126	The specific BI requirements for Exchange data have not been identified, but it will involve KPI definition, trend analysis, forecasting, statistical analysis, and aggregation of eligibility, enrollment and plan data. This data will include, but is not limited to: - Cost breakdown per individual - Cost breakdown per employee (SHOP) - Cost breakdown per employer - Plan data - Individual and employee financial data - Premium and CSR subsidy data - Enrollment data - Enrollee demographics	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	127	The business analytics solution for the Exchange should not impact transactional database performance.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	128	The system must provide the ability to generate ad hoc reports.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	129	The system must provide the ability to download and save report data to individual workstations and applications.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	130	The system must provide the ability to transmit reports to various designated recipients in a secure manner.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	131	The system must provide the ability to roll-up (summarize data) and drill-down (view details) in reports online.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	132	The system must provide the ability to schedule the generation of reports at specific times.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	133	The system must provide the ability to notify and distribute reports based on user specified criteria.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	134	The system must provide the ability to organize reports into a shared list (library).	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	135	The system must restrict access to the shared list (library) or items within a shared list (library) to designated users.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	136	The system must provide the ability to sort data within reports in multiple ways.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	137	The system must provide the ability to present data in graphical or chart format.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.

Ref	ID	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
TC	138	The system must provide the ability to limit report views based on user security / access rights.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	139	The system must allow the user to export formatted reports from the system in industry standard formats.	Business Analytics		X					WebInsure Exchange Market comes with a reporting tool which works on a reporting database. That tool will be able to satisfy this requirement. Generation of the report and setting up distribution lists (scheduled or ad hoc) requires custom work.
TC	140	Allow uploads from authorized sources of data necessary to operate the Exchange.	Data Processing		X					Our solution possesses a rich set of capabilities and infrastructure to support a wide variety of integrations. Due to these capabilities, the solution can support the uploading of data from authorized sources to support the operations of the exchange.

8. Attachment A-3-8: Privacy and Security (From RFP Attachment A-3-8, as captured in hCentive's Response)

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	1	The system must enable role-based security to allow designated beWellnm or Offeror security staff to assign and repeal roles from authorized user accounts, as needed.	Application Security		X					
PS	2	Maintain an audit trail of all system activity to aid in recreating a security incident and determining the extent of the security breach.	Auditing		X					
PS	3	The system must require passwords to be changed at a set interval in compliance with MARS-E, IRS 1075 and NIST standards.	Application Security		X					
PS	4	The system must support user single sign on (SSO) with local network and/or SSO with other primary system and inherit system user ID and password.	Application Security		X					
PS	5	The system must support field and data-level security.	Application Security		X					
PS	6	The system must comply with beWellnm, State, federal and HIPAA Privacy and Security requirements for all electronic data transfers and access.	Regulatory Compliance		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	7	The system must allow users to reset passwords if not SSOed with another system.	Application Security		X					
PS	8	The system must allow the deactivation of user accounts only by authorized staff.	Access and Control		X					
PS	9	The system must encrypt all stored passwords.	Access and Control		X					
PS	10	The system's online user interface must function in a secure, encrypted session.	Access and Control		X					
PS	11	The system must support encryption of data in motion or at rest.	Security - General		X					
PS	12	The system must employ an access management function that restricts access to varying hierarchical levels of system functionality and information; this access management function must: - Restrict access to information on a "need-to-know" basis, e.g. users permitted inquiry privileges only will not be permitted to modify information; - Restrict access to specific system functions and information based on an individual user profile, including inquiry only capabilities, and global access to all functions will be restricted to specified staff jointly agreed to by beWellnm and the Offeror; and - Restrict attempts to access system functions to three (3), with a system function that automatically prevents further access attempts and records these occurrences.	Access and Control		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	13	The Offeror must provide for the physical safeguarding of its data processing facilities and the systems and information housed therein; the beWellnm must have access to data facilities upon request and these physical security provisions must be in effect for the life of this Contract.	Security - Physical		X					While access to hCentive's offices can be provided, access to the AWS Data Center will not be possible.
PS	14	The Offeror must restrict perimeter access to system equipment sites, processing areas, and storage areas through a card key or other comparable system, as well as provide accountability control to record access attempts, including attempts of unauthorized access.	Security - Physical		X					
PS	15	The Offeror must include physical security features designed to safeguard system processor site(s) through required provision of fire-retardant capabilities, as well as smoke and electrical alarms, monitored by security personnel.	Security - Physical		X					
PS	16	The Offeror must ensure that the operation of all of its systems is performed in accordance with State and federal regulations and guidelines related to security and confidentiality of the protected information managed by the Offeror and must strictly comply with HIPAA Privacy and Security rules, as amended, and with the Breach Notification Rules under the HITECH Act.	Regulatory Compliance		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	17	The Offeror must ensure compliance with: - 42 CFR Part 431 Subpart F (confidentiality of information concerning applicants and enrollees of public medical assistance programs); - 42 CFR Part 2 (confidentiality of alcohol and drug abuse records); and - Special confidentiality provisions in state or federal law related to people with HIV/AIDS and mental illness.	Regulatory Compliance		X					
PS	18	The system must, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following agencies/entities: - Health & Human Services (HHS) Center for Medicare & Medicaid Services (CMS) - NIST 800-53r4, MARS-E - Federal Information Security Management Act (FISMA) of 2002 - Health Insurance Portability and Accountability Act (HIPAA) of 1996 - Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 - Privacy Act of 1974 - e-Government Act of 2002 - Patient Protection and Affordable Care Act of 2010, Section 1561 - New Mexico State law and administrative rule	Regulatory Compliance		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	19	The system must adhere to the principle of "Fail Safe" as discussed in NIST 800-53 (Rev 4) control SI-17 - Fail-Safe procedures - to ensure that if it is in a failed state it does not reveal any sensitive information or leave any access controls open for attacks.	Security - General		X					
PS	20	The software used to install and update the system, independent of the mode or method of conveyance, must be certified free of malevolent software ("malware"); the Offeror may self-certify compliance with this standard through procedures that make use of commercial malware scanning software.	Application Security		X					
PS	21	The system, when storing PHI or PII on any device intended to be portable/removable (e.g., smartphones, portable computers, portable storage devices), must support use of a standards based encrypted format using Advanced Encryption Standard (AES) or its successor.	Data Security		X					
PS	22	The Offeror must review and analyze the key risks to the important assets and functions provided by the system to certify that the Common Weakness Enumeration (CWE)/SANS Institute Top 25 Most Dangerous Software Errors (http://cwe.mitre.org/top25) have been mitigated and document the mitigation.	Security - General		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	23	The Offeror must review the system and certify that the code and any new development meets or exceeds the Open Web Application Security Project (OWASP) Application Development Security Standards outlined on the www.OWASP.org site (currently https://www.owasp.org/images/4/4e/OWASP_ASVS_2009_Web_App_Std_Release.pdf) and document in writing that they have been met.	Security - General		X					
PS	24	The system servers must have hardened operating systems by eliminating any unnecessary system services, accounts, network services, and limited user access rights throughout all of the environments.	Hardware and Software Security		X					
PS	25	Maintain an audit trail of all information requests that contain Personal Identification (PII) or Personal Health Information (PHI) data as specified by the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA).	Privacy		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	26	Provide the ability to audit and log the network system/application and detailed user activity including data available to the user, data viewed by user, data downloaded by user, data uploaded by the user, and all actions taken by user while in the system) in accordance with policy defined by the Exchange.	Auditing		X					The HIX system logs the detailed user activity and, if the user has authorized any other user to view his/her data, then the data that was seen by each user is logged too.
PS	27	Provide and retain transaction logs in accordance with the National Institute of Standards and Technology (NIST) requirements and CMS Harmonized Security and Privacy Framework.	Auditing		X					
PS	28	Provide and retain transaction logs in accordance with the Health Insurance Portability and Accountability Act (HIPAA).	HIPAA		X					
PS	29	The system must support the use of the Federal Data Service Hub Remote Identity Proofing Service, or an alternative similar service(s) used by beWellnm, to authenticate consumers/applicants when setting up an account on the web portal.	Access and Control		X					All online users are allowed to go ahead with the application only when they are ID proofed.
PS	30	Provide reporting for security audits and compliance activities based on designated timeframes.	Auditing						X	This will be mutually decided upon on

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										the project start and will be adhered to.
PS	31	Provide ability to set security controls for audit logs via role-based access controls.	Auditing		X					
PS	32	Provide flexible audit report function (including on demand feature) and audit logging ability.	Auditing				X			While some level of reporting can be made available on the portal, complex queries can be configured on the backend and made available.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	33	Support an audit of data center operations by a 3rd party vendor.	Auditing						X	hCentive will host the system on AWS, which doesn't allow audits by customers. AWS is audited against multiple industry standards like ISO9001, ISO27001, ISO 27017, PCI-DSS, SO1, SOC2, and SOC3 and maintains compliance to US-specific regulations like FedRAMP, FIPS, FISMA, HIPAA, and NIST, etc. Any relevant reports can be made available to beWellnm as and when requested. AWS's Compliance

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										Quick Reference Guide can be provided for more details on AWS's compliance programs.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	34	Provide primary and disaster recovery hosting in a Tier-3 or better facility.	Hosting		X					The solution will be hosted on Amazon Web Services (AWS) cloud environment. AWS operates its data centers in alignment with the Tier III+ guidelines.
PS	35	Be hosted in a climate-controlled environment that meets industry standards including, fire and security hazard detection, electrical needs, and physical security.	Hosting		X					The solution will be hosted on Amazon Web Services (AWS) cloud environment, which meets the mentioned Physical and Environmental requirements.
PS	36	Ensure that non-critical system management, virtualization, and administrative operational and system administration controls are isolated on the network layer that would contain protected health information (PHI) or Personally Identifiable Information (PII) to prevent unnecessary administrative access to PHI.	Hosting		X					All critical systems will be segregated from non-critical systems on the network level and will be hosted in a separate network segment.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	37	Utilize industry standard security protocols for transmitting data over networks (e.g. SSL, TLS, etc.)	Hosting		X					hCentive utilizes TLS 1.2 to provide encryption for data in transit.
PS	38	Implement network protection capabilities to detect and eliminate malicious software and/or unauthorized external connection attempts on network monitoring devices, servers, peripheral devices, and desktop workstations.	Hosting		X					
PS	39	Provide all hosting services at data center(s), including back-up and recovery, at sites located within the Continental United States.	Hosting		X					
PS	40	Support routine external penetration testing, threat identification and appropriate corrective action.	Security - General		X					
PS	41	Maintain strict access controls to safeguard all areas where Exchange data could be accessed.	Access and Control		X					
PS	42	Implement corrective action plans from internal and external risk assessment and vulnerability testing and/or external (3rd Party) HIPAA audit/review that discusses threats, vulnerabilities and impacts, including network and web application.	Security - General		X					
PS	43	Manage user profiles including defining access to data types and security credentials.	Access and Control		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	44	Provide the capability to set automatic alerts to system administrators/authorized Exchange personnel when a breach pattern, threshold, or unauthorized use activity is detected.	Security - General		X					
PS	45	Provide security administration functionality to apply user permissions based on roles to accommodate access controls that align with federal (ANSI) standards for Role Based Access Controls.	Security - General		X					
PS	46	Ensure that all health information in transit and at rest is unusable, unreadable, or indecipherable to unauthorized individuals through use of a technology or methodology specified by the Secretary of the Federal Department of Health and Human Services in the guidance issued under section 13402(h)(2) of the American Recovery and Reinvestment Act of 2009 (P.L. 111-5), or any update to that guidance.	Security - General		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	47	Provide the same security provisions for all system environments.	Security - General						X	The Production environment hosting live PHI and PII will have all security controls as specified in the mentioned standards and regulations. The non-Production environment will be protected and secured with controls as applicable.
PS	48	Ensure that the Exchange solution system documentation is protected from unauthorized access.	Security - General		X					System documentation will be hosted on a secured environment like SharePoint and will be accessed by authorized users only.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	49	The system must have technology to allow for secure access and information exchange with beWellnm-designated systems, including, but not limited to Exchange systems, in conjunction with beWellnm staff and designees and systems required for printing, noticing and outreach.	Security - General		X					
PS	50	The system must transfer data only via Secure File Transfer Protocol (SFTP), or another secure method consistent with MARS-E, NIST 800-53 FIPS 140-2 and beWellnm security policies, as applicable, to CMS/CCIIO in order to transmit HIPAA 834 and 820 information.	Security - General		X					Data transfer will happen via SFTP or other secured methods as mutually agreed between beWellnm and hCentive.
PS	51	Must comply with CMS/CCIIO security requirements as stated in MARS-E for any and all information exchanges.	Security - General		X					
PS	52	Must provide a role-based method to enable and restrict system access (e.g., use, change or view) to Offeror-owned computer systems; must provide evidence to beWellnm, not less than monthly, demonstrating the last login date and state of all users with access to systems proposed herein.	Access and Control				X			A monthly report can be shared with beWellnm with this information.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	53	The Offeror must provide secure access via Citrix Sharefile or VPN or something similar to the solutions reporting server or data warehouse to enable beWellnm staff to run reports in the environment or generate and extract data to be securely downloaded to beWellnm for data analysis and reporting.	Security - General		X					Reporting is available as a feature in the system.
PS	54	Must create and maintain an access matrix that will apply to all users' access to all beWellnm and Offeror systems and seek beWellnm approval for this matrix. The matrix must include Offeror staff, beWellnm staff, Carrier staff, certified agent/broker staff, HSD staff if deemed appropriate by beWellnm or other entities holding contracts or Interagency Service Agreements (ISA) with beWellnm or otherwise designated by beWellnm. Systems to be included are systems outlined in this Agreement and other systems to be determined by beWellnm.	Access and Control						X	A formal process can be agreed upon with respect to this requirement and executed on an agreed-up frequency.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	55	Must maintain secure connectivity to systems, including Exchange systems and other systems as identified by beWellnm, using acceptable technology to support such connectivity. The Offeror must request user IDs and passwords for Offeror workforce members for these systems, following applicable security procedures, including MARS-E and NIST 800-53. The Offeror must inform beWellnm when any employee who has password protected access to PII ends employment. The Offeror must establish and enforce policies that monitor employees for sharing or misusing passwords and establish sanctions (up to and including terminations) for such behavior.	Access and Control						X	A formal process can be agreed upon with respect to this requirement and executed on an agreed-up frequency.
PS	56	Must manage Customer user account information, including, but not limited to, setting up and maintaining user accounts and passwords, and providing technical (navigational) support to all Customers, where applicable.	Access and Control		X					
PS	57	Must maintain secured connectivity with beWellnm via a VPN or similar connection (Citrix, SFTP, etc..) to allow the beWellnm staff to access designated Offeror systems.	Security - General		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	58	Must maintain secured connectivity/interface to any other beWellnm systems or beWellnm-designated systems identified by beWellnm such as NM OSI SERFF platform; NM HSD ASPEN system.	Security - General		X					Any connections to an external system are secured and data transfer to and from the systems are always encrypted.
PS	59	Must provide all necessary hardware and software for Offeror systems required to meet industry standards, such as anti-virus/anti-malware protection and secure Internet email. These are related to Offeror systems and not applicable to beWellnm infrastructure.	Security - General		X					
PS	60	Must equip all Offeror staff, as appropriate, with desktop PCs and related necessary software and equipment to perform the functions and services covered in this RFP.	Hosting		X					
PS	61	Must maintain and update passwords for all Offeror staff and beWellnm staff and stakeholders (such as certified agents and brokers, consumers), as appropriate, consistent with beWellnm password standards and security policies.	Access and Control				X			The system is capable of having a custom password policy which will be configured in line with compliance requirements and beWellnm's guidelines.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	62	Must maintain up-to-date virus protection software on all Offeror servers and workstations and firewalls as appropriate	Security - General		X					
PS	63	Must provide that all Offeror systems, technologies, components, integrations and processes adhere to MARS-E, NIST 800-53, FIPS 140-2, and beWellnm security policies, as applicable.	Regulatory Compliance		X					
PS	64	Must provide audit capability for all transactions, every change to eligibility determination and enrollment should be trackable, auditable, easily reviewable and easily identifiable. The information must be available in human readable format. The transactions must include all changes included but not limited to adds, terms, cancels, voids.	Auditing		X					HIX has a transaction log which has logging in human readable format.
PS	65	The system must allow unauthenticated users access to anonymous and un-protected website features and application functions as appropriate.	User Interface Application Security		X					
PS	66	The system must address the IRS Publication 1075 requirements restrictions, in particular, the ones regarding the use of co-mingled data.	FTI Security		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	67	The Offeror must follow all IRS required processes during the stages prior to go-live including, but not limited to, required agreements to protect Federal Tax Information, training and other handling requirements of FTI during the system development.	FTI Security		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	68	The system must provide sufficient capabilities, automating as many as possible, to enable beWellnm to maintain and/or implement operational, management, or procedural security controls as specified by NIST SP 800-53 Rev. 2 High Control Baseline. The specific families of controls identified by this requirement are: - Awareness and Training (AT); - Certification, Accreditation, and Security (CA); - Configuration Management (CM); - Contingency Planning (CP); - Incident Response (IR); - Maintenance (MA); - Media Protection (MP); - Physical and Environmental Protection (PE); - Planning (PL); - Personnel Security (PS); - Risk Assessment (RA); - System and Services Acquisition (SA); and - System and Information Integrity (SI). The system's implementation of these security controls must incorporate the guidance described by the relevant publications of the NIST and the SANS Institute.	Regulatory Compliance - MARS-E		X					All controls will be implemented in accordance with guidance provided in MARS-E 2.0 which is slightly different from those specified in the NIST SP 800-53 Rev 2 High control baseline.

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	69	The vendor must demonstrate how the proposed solution will integrate with beWellnm for user provisioning and credentialing of certified agents/brokers and other third-party external users acting in an outreach or support role with elevated system privileges.	Security - General		X					The system can integrate with any user provisioning system and supports association ID role and permissions with the user. Roles and permission can be obtained from any other user provisioning system too.
PS	70	The system must require and enforce authentication measures commensurate with the risk associated with a user's authorized role and privileges within the system.	Authentication		X					
PS	71	The system must support authentication mechanisms for batch or web-service based interfaces for data exchange with the federal government and other business partners.	Authentication		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	72	The system must require unique authentication credentials for each user of the system, and must not permit "group" or "corporate" logins (e.g., single shared agent/broker account for an agent/broker agency, single shared household account, etc.)	Authentication		X					
PS	73	The vendor must identify and explain the use of any multi-factor authentication techniques within the proposed solution and when they are applicable.	Authentication		X					The system can support MFA for administrative users if required by beWellnm.
PS	74	The vendor must explain how the solution will authenticate certified agents/brokers, and other third-party external users acting in an outreach or support role.	Authentication		X					The system can integrate with any user provisioning system and supports association ID role and permissions with user, using the actions the user can perform is which are restricted. Roles and permission can be obtained from any other user

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										provisioning system too.
PS	75	The system must record an immutable audit log of security role assignment and revocation activities performed within the application.	Auditing		X					
PS	76	The system must provide the capability to permit or restrict access to sensitive documents, generated forms, and other content based on a user's assigned security roles.	Access and Control		X					
PS	77	The system must require message-level encryption (signed, encrypted messages) between application tier boundaries to mitigate against the risk of any one tier being comprised by malicious intent.	Security-Encryption		X					Communication happens over HTTPS
PS	78	The system must provide for database-level encryption at multiple levels (e.g., instance, tablespace, table, column.)	Security-Encryption		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	79	The system must support file-based encryption of flat or XML files received from external entities and must be able to encrypt 1095A files generated and sent to the IRS.	Security-Encryption		X					
PS	80	The system must provide transport-level encryption of data submitted from client to server devices using Secure Sockets Layer encryption over HTTP.	Security-Encryption		X					
PS	81	The system must implement message-level security in support of multiple node message delivery, including reliance on standards specified in MITA version 3.0, such as WS-Security, XML encryption, XML Signature, WS-Trust, WS-Secure Conversation and WS-Security Policy, and SAML.	Security-Encryption		X					
PS	82	The system must encrypt data in motion and at rest that contains personally identifiable information or personal health information using encryption processes that are FIPS 140-2 validated or compliant with NIST SP 800-52, 800-77, and 800-113, as outlined in the Office of National Coordinator for Health Information Technology's ACA Section 1561 Recommendations, Recommendation 5.3 for Privacy and Security.	Security-Encryption		X					
PS	83	The system must provide the ability to produce sortable audit logs on-demand.	Auditing		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	84	The system must capture, maintain and dispose of data in accordance with applicable federal and state standards and policies to protect the privacy of beWellnm stakeholders and the integrity of the information on the system.	Privacy		X					
PS	85	The system must have security warning banners, headers and footers, adhering to federal, beWellnm and other applicable standards that are prominently displayed on all screens and reports and be readily customizable by beWellnm support staff.	Privacy		X					
PS	86	The system must provide the capability for auditing user (application and administration operations) access to PHI/PII data, including logging of events and user dialogs explaining access.	Privacy		X					
PS	87	The system must provide the capability to produce an immutable audit log in sufficient detail (e.g. access date and time, user identification, machine or IP identification, event actions/activity identification and chronology) for PII/PHI data related events in compliance with Office of National Coordinator for Health Information Technology's ACA Section 1561 Recommendations, Recommendation 5.3 for Privacy and Security.	Privacy		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	88	The system must provide for data classification strategies of privacy protected information for use during design and implementation activities.	Privacy		X					
PS	89	The system must be protected against unauthorized access to computer resources and data in order to reduce erroneous or fraudulent activities and protect the privacy rights of individuals against unauthorized disclosure of confidential information.	Privacy		X					
PS	90	The system must provide the ability to warn the user about accessing sensitive data (e.g. PII/PHI, Domestic abuse protected individuals, etc.) and allow the user to confirm and proceed with such actions.	Privacy				X			This can be customized in accordance with the requirements.
PS	91	The system must provide the capability to monitor, log, and report access to Privacy Protected data. Reporting by protected person, as well as by system user, must be provided.	Privacy		X					
PS	92	The system must notify and require users to read and accept privacy policies and rules with regard to application use.	Privacy		X					
PS	93	The system must inform users of privacy policy regulations enforced by the application - including the logging of user's access attempts to PII/PHI and other actions taken within the application that are subject to privacy reporting and disclosure notification.	Privacy		X					A privacy policy will be designed in conjunction with beWellnm and will be made available to users online

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										while accessing the application.
PS	94	The system must provide the ability to apply format masks to sensitive data that is displayed on the screen (e.g. PHI, SSN).	Privacy		X					
PS	95	The system must provide mechanisms that prevent XML-specific security vulnerabilities, including: - Whether the solution will rely on XML-aware networking devices; - Protection against XML Denial of Service Attacks (invalid or non-well-formed messages, self-referencing entity definitions, large number of nodes, etc.); and - Protection against XML attachments that may contain malware (viruses, worms, etc.).	Security - Vulnerability		X					
PS	96	The system must provide mechanisms that prevent SQL-specific security vulnerabilities, such as SQL injections.	Security - Vulnerability		X					
PS	97	The system must provide mechanisms to prevent against client-side specific security vulnerabilities (e.g. cross-site scripting.)	Security - Vulnerability		X					

Ref	#	Requirement Description The system (or Offeror) must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
PS	98	Provide monthly audit reports for tracking users, associated security groups, roles, settings, passwords and duplicate IDs.	Reporting						X	A report can be facilitated on an agreed upon frequency regarding an intrusion or hacking incident on the beWellnm systems/environment.
PS	99	Provide reports, at a frequency agreed upon by beWellnm and the Offeror, of any incidents of intrusion and hacking regardless of outcome. The report must include the type of incident, how long it occurred prior to detection and when it was resolved.	Reporting						X	A report can be facilitated on an agreed upon frequency regarding an intrusion or hacking incident on the beWellnm systems/environment.
PS	100	Provide weekly report showing all Offeror's employees who have left the project and demonstrating Offeror's evidence of removal of all access to the beWellnm solution. The report must show the employees name, system identification number, data that they had access to, date of termination from the project and the date that their security profile was deactivated.	Reporting						X	We can facilitate a custom report on terminated and transfer employees to facilitate this request.

9. Attachment A-3-9: Web Portal UX (From RFP Attachment A-3-9, as captured in hCentive's Response)

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	1	Provide role-based portal administration function.	Administration		X					
WP	2	Provide content-specific help on screen for users.	Design		X				X	Content creation will be implementation work.
WP	3	Provide additional language support features. At a minimum, the system should provide language "flag" icons to direct consumes in their native language to Enrollment Counsellor and/or Translation services.	Design		X					
WP	4	Support Spanish language version of all consumer facing portals, screens, and content.	Design		X					
WP	5	Persist live chat and telephone support options on all portal views.	Design		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	6	Provide portal content management capabilities to designated beWellnm user roles.	Design						X	Content management can be done by offeror's staff in message resource files without requiring any code changes. However, no content management capabilities exist which can be used by beWellnm staff on the UI.
WP	7	Provide for website accessibility compatible with Chapter 5 of the Americans with Disabilities Act Best Practices Tool Kit for State and Local Governments.	Design		X					
WP	8	Support embedding video content and video content links.	Design		X					
WP	9	Support anonymous plan comparison by consumers without required registration or log-in.	Design		X					
WP	10	Provide the following functionality: content search capability, FAQ, web portal statistics, tracking and reporting.	Design		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	11	Provide capabilities for users to upload images into the system.	Design		X					
WP	12	Provide a customizable graphical user interface (skin) that follows beWellnm branding and style guidelines.	Design		X					
WP	13	Provide a dynamic application entry engine to collect information required to determine eligibility for health and human service programs. The system must tailor the application process based upon user response to questions.	Eligibility		X					
WP	14	Provide a progress bar to show users where they are in the application process.	Eligibility		X					
WP	15	Enable individual users to submit information for eligibility determination and verifications, for example: - SSN - Address - Date of birth - Name - Household income	Eligibility		X					
WP	16	Provide status of eligibility request received from the eligibility service.	Eligibility		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	17	Display eligibility results received from the eligibility service	Eligibility		X					
WP	18	Enable individual users to apply for benefits eligibility using alternate verification method (e.g.., paper verification of income).	Eligibility		X					
WP	19	Enable individual users to self-declare income information for use in plan comparison. Persist this information for later sessions if the user has created an Exchange Web Portal account.	Enrollment		X					
WP	20	Enable individual users to compare plans based on factors such as: - Price/premium payment - Deductible - Medal Rating (bronze, silver, gold, platinum) - Quality assessment - Provider availability - Benefit structure - Product Type (e.g. Vision, Dental, etc.) - Consumer-provided feedback rating	Enrollment		X					
WP	21	Provide multiple summary and detail levels of plan comparison information.	Enrollment		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	22	Enable users to link to issuer provider directories.	Enrollment	Amended per Amendment 1	X					
WP	23	Provide ability for Carriers to upload supporting documentation to the plan selection tool.	Enrollment		X					
WP	24	Provide a plan selection recommendation engine or wizard that can filter initial results based upon additional user preference and input.	Enrollment		X					
WP	25	Provide capability for users to download additional supporting plan documentation as provided by the Issuer.	Enrollment		X					
WP	26	Provide calculator functionality for individuals to estimate their premiums including potential premium tax credit subsidies and cost sharing reductions.	Enrollment		X					
WP	27	Enable individual users to enroll in a plan which they have selected.	Enrollment		X					
WP	28	Enable individual users to reenroll (renew) in a plan which they have selected.	Enrollment		X					
WP	29	Enable users of all plans to view their enrollment and payment status, plan	Enrollment, Financial Management		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
		details, and notification history.								
WP	30	Allow users to set up payment options for their selected plan(s).	Financial Management		X					
WP	31	Allow users to make recurring and scheduled electronic premium payments through the Exchange portal.	Financial Management		X					
WP	32	Allow authorized users the ability to view their payment histories on the Web Portal.	Financial Management		X					
WP	33	Display and provide browsing capabilities on the various health options and plans available to users without requiring a login.	General		X					
WP	34	Provide robust search capability for information contained on the portal without requiring a login.	General		X					
WP	35	Provide capability for users to search for Agents, Brokers, and Enrollment Counsellors using a variety of criteria without requiring a login.	General		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	36	Provide information on the procedures, including materials that will be needed to complete the application process for signing up for health coverage without requiring a login.	General		X				X	Content creation will be implementation work.
WP	37	Provide users (including authorized representatives) the option to complete a pre-screening of potential eligibility for state health and human services programs via a configurable module.	General		X					
WP	38	Provide an expedited expert level pre-screening function to certified agents and brokers, call center staff, and caseworkers.	General		X				X	The pre-screening function is available on the Individual Portal and does not require account creation. The pre-screener is a very short flow that shares eligibility estimates very quickly. Any expedited expert level flow (which further shortens the flow available to individuals) needs discussion

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
										and would require custom development.
WP	39	Accept input from Agents, Brokers, and Enrollment Counsellors, beWellnm staff, Call Center staff and customers necessary for pre-screening.	General		X					
WP	40	Display the results of the pre-screening assessment of eligibility to Agents, Brokers, and Enrollment Counsellors, beWellnm staff, Call Center staff and customers.	General		X					
WP	41	Support additional data-gathering regarding user experience with QHPs and/or quality of care (i.e. surveys, questionnaires, etc.)	General		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	42	Provide unverified exchange web portal login accounts. Enable user to save information and return to the site without providing identity verification data (e.g. SSN, name, etc.)	Identity		X				X	Account creation requires name and date of birth as mandatory elements. Providing SSN and email is optional and can be provided later. Modification to this system behavior will require discussion and custom development.
WP	43	Provide verified Exchange web portal login/accounts with appropriate system access according to system assigned role.	Identity		X					
WP	44	Provide a basic mobile web app functionality for consumer facing portals to support mobile browsers for Android 6.0 and higher and iOS 10.2 and higher.	Mobile Device Support		X					The WebInsure Exchange Market website can be accessed on mobile devices as the UI is responsive.
WP	45	Enable users to upload eligibility documents using their camera equipped mobile device.	Mobile Device Support		X					

Ref	#	Requirement Description The system must:	Sub Topic Area	Note/Comment	OOB	CC	VC	M	C	Vendor Response to Meeting Requirement
WP	46	View notification history for Individuals.	Noticing		X					This feature is supported for all the notifications sent to the individuals.
WP	47	Provide role-based access to Exchange Portal content.	Security		X					
WP	48	Provide capacity for help screens for each stage of web portal usage.	User Support		X					
WP	49	Prevent unauthorized users from set up, changing or terminating payment options and bank information on behalf of a consumers for both one-time and recurring payments.	Financial Management		X					
WP	50	Prevent unauthorized users from viewing consumers payment options and bank information.	Financial Management		X					
WP	51	Store payment information for customers selecting recurring payment option.	Financial Management		X					