

# 0621-102 Request for Information (RFI)

State of Alaska

Department of Health and Social Services  
Division of Behavioral Health



**Date Issued:** June 1, 2022

**Response Deadline:** June 22, 2022, 2:00 p.m. (AKDT)

## Medicaid Billing and Clinical Documentation Information Management System

### **Introduction:**

The State of Alaska (State) Department of Health and Social Services (DHSS), Division of Behavioral Health (DBH) is seeking letters of interest and additional information from qualified parties capable and interested in providing a comprehensive behavioral health Medicaid billing and clinical documentation information management system (subsequently referred to as the “behavioral health information management system”).

### **Background Information:**

DBH is the federally designated state agency responsible for providing a continuum of statewide mental health and substance use services ranging from prevention and screening to brief intervention through acute psychiatric care. The mission of DBH is to manage an integrated and comprehensive behavioral health system based on sound policy, effective practices, and partnerships. DBH has a commitment to improving the quality of life of Alaskans through the right service to the right person at the right time.

DBH currently uses Alaska’s Automated Information Management System (AKAIMS) as its primary behavioral health information technology (IT) and data management system. Developed for the State of Alaska in 2004, AKAIMS serves a dual purpose:

- As an information management system, AKAIMS enables DBH and its stakeholders to collect data for State and federal reporting requirements, such as reporting on a quarterly basis, submitting Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Episode Data Set (TEDS) reports, fulfilling Government Performance and Results Act (GPRA) data needs, and meeting requirements for the Mental Health Block Grant (MHBG), the Substance Abuse Block Grant (SABG), and National Outcome Measures (NOMs).
- As an electronic health record (EHR), AKAIMS offers providers a Health Insurance Portability and Accountability Act (HIPAA)- and 42-CFR Part 2-compliant management tool on a secure, web-based framework.

Over the years, DBH has purchased and developed multiple State-specific enhancements to create an enterprise solution for the State that encompasses multiple areas of data collection for various federal reporting requirements, EHRs, and Medicaid billing. Although the system has undergone enhancements, changing technology in the industry creates the need for DBH to evaluate alternative modernized information management systems.

DBH’s vision for the modernized information management system is that Alaska “DHSS DBH has an integrated and comprehensive behavioral health information management system that is intuitive, modernized, and efficiently

serves users across a continuum of statewide behavioral health and ancillary services.”

DBH’s goals for a modernized alternative are to:

- Improve customer service and the client experience
- Improve efficiency in data processing and maintenance
- Reduce administrative burden
- Improve overall technology services
- Support stronger alignment with Medicaid and other Centers for Medicare & Medicaid Services (CMS) activities, leading to improved outcomes and compliance

**Desired Experience and Qualifications:**

DBH intends to engage a reputable Contractor with extensive behavioral health experience in implementing information management systems in the health and human services (HHS) sector. These qualifications may be met via the Contractor’s and any associated Subcontractors’ experience. DBH desires that the behavioral health information management system Contractor have the following experience and qualifications:

1. Minimum of five (5) years of experience with design, development, and implementation (DDI) and maintenance and operations (M&O) of behavioral health information management systems similar in scope and scale to the information management system required by DBH.
2. Minimum of three (3) years of experience working with a SAMHSA TEDS submission engine that includes both mental health and substance use disorder and/or co-occurring disorder to TEDS.
3. Minimum of three (3) years of experience working with a GPRA submission engine.
4. Minimum of three (3) years of experience working with an electronic therapeutic court case management system with direct interoperability to the treatment agency.
5. Minimum of three (3) years of experience working with the Alcohol Safety Action Program (ASAP) with direct interoperability to treatment agencies.
6. Minimum of one (1) year experience with the American Society of Addiction Medicine (ASAM) CONTINUUM™ assessment that integrates with a clinical EHR system.
7. Minimum of three (3) years hosting cloud-based solutions.
8. Minimum of three (3) years providing customer support services.

**Anticipated Scope of Work:**

The anticipated scope of work for the Contractor includes DDI, M&O, and hosting services for an integrated and comprehensive behavioral health information management system—including an Office of National Coordinator (ONC) Certified Electronic Health Record Technology (CEHRT) EHR component. DBH expects that the information management system will be intuitive and modernized and will efficiently serve users across a continuum of statewide behavioral health and ancillary services. DBH expects that the number of users will be greater than 4,200 and will include DBH staff, staff from other DHSS divisions, and community behavioral health providers.

DBH anticipates that the initial contract with the behavioral health information management system Contractor will span 10 years, with M&O services starting upon stabilization and acceptance of the information management system by DBH.

The solution and services are anticipated to include:

- A behavioral health information management system that includes, but is not limited to, the following components:
  - Client management
  - Admission, Discharge, and Transfer
  - Assessment Screening and Referral
  - Consent Management
  - Stand-alone analytics/business intelligence (BI)/data warehouse platform
  - Interoperability (e.g., with the State health information exchange, TEDS, GPRA)
  - Replication of the hosted database on a State server database
  - Document management
  - Treatment plan management
  - Service management
  - Financials including claims processing and payment management
  - Medication administration
  - Scheduling
  - Critical incidents
  - Client portal
  - Provider portal
  - EHR
  - Workflow (business process) automation
- M&O services
- Transition and data conversion services
- Vendor-hosting services
- Customer support services

DBH expects that the information management system will comply with State and federal requirements, including, but not limited to:

- HIPAA/42 CFR Part 2/CJIS security requirements
- NIST 800-63 r4 and National Cybersecurity Framework requirements
- State Behavioral Health Regulation standards for documentation per 7 AAC 105.230, 7AAC 135.100 – 7 AAC 139.900
- Statewide IT standards, from Enterprise Technology Services ([oit.alaska.gov/home/](http://oit.alaska.gov/home/))
- CMS standards, including, but not limited to, Medicaid Information Technology Architecture (MITA) 3.0 and

other requirements to achieve CMS certification

- Medicaid Enterprise Certification Lifecycle, as required by the Medicaid Enterprise Certification Toolkit, and including approaches such as Outcomes-Based Certification
- ONC CEHRT requirements (for the EHR)
- 21<sup>st</sup> Century Cures Act, Health Information Technology for Economic and Clinical Health Act (HITECH), and updated rules associated with HIPAA
- Accessibility standards and assistive/adaptable technology accommodations for users with disabilities under the latest or most current federal and State regulations, including but not limited to: Americans with Disabilities Act (ADA) ([section508.gov](http://section508.gov)) and the World Wide Web Consortium (W3C) ([w3.org](http://w3.org))
- Other federal requirements for all DDI and M&O tasks and deliverables

Specific tasks and deliverables related to the scope of work that DBH expects might be required include, but are not limited to:

- Task 1: Establish Project Management Requirements
- Task 2: Facilitate Project Initiation and Kickoff Meeting
  - Deliverables: Meeting Agenda and Presentation
- Task 3: Conduct Project Planning
  - Deliverables: Project Management Plan, Project Work Plan/Schedule
- Task 4: Perform Business Requirements Analysis
  - Deliverable: Requirements Traceability Matrix
- Task 5: Develop and Implement Security Plan
  - Deliverable: DHSS Security Office Approved Security Plan
- Task 6: Perform Data Migration
  - Deliverable: Final Data Conversion and Data Migration Plan, Successful Testing Report
- Task 7: Develop Interfaces
  - Deliverable: Successful Real-Time Upload of TEDS and GPRA
- Task 8: Facilitate System Design
  - Deliverable: System Design Document, Accessibility Plan, Internal Fraud and Abuse Control Plan
- Task 9: Develop System
  - Deliverable: Configured System, System Deployment Tasks
- Task 10: Conduct System Testing
  - Deliverable: Test Management Plan, System Test Plan, Certification of Successful Test Completion
- Task 11: Develop User Guide, Reports, and Provisioning
  - Deliverable: Role-Based User Guides, Reporting User Guide, Standardized Reports

- Task 12: Perform User Acceptance Testing
  - Deliverable: Test Cases, Test Scripts, Test Scenarios, Updated RTM
- Task 13: Conduct Training
  - Deliverable: Training Plan, Training Materials, Outreach Materials
- Task 14: Conduct Operational Readiness Review (ORR)
  - Deliverable: ORR Plan, ORR Checklist, ORR Corrective Action Plan, ORR Certification Report
- Task 15: Initiate Pilot Operations
  - Deliverable: Pilot Operations Results, Disaster Recovery Test Results, Production Readiness Certification
- Task 16: Perform Project Closeout Activities
  - Deliverable: Post-Production Support Plan, Performance Metrics and Targets
- Task 17: Implement Maintenance and Operations (M&O) Activities
  - Deliverable: M&O Plan, Operations Task List, Monthly Operational Status Reports, Annual Risk Assessment, Updated Training and Outreach Materials
- Task 18: Establish Hosting
  - Deliverable: Hosting Plan, Backup and Recovery Plan, Hosting Performance Metrics and Targets
- Task 19: Provide Customer Support Services
  - Deliverable: Customer Support Services Plan, Scripts, Customer Support Services Performance Metrics and Targets
- Task 20: Conduct Transition Planning
  - Deliverable: Transition Plan, Transition Inventory and Assets

**Response Information:**

**How to Participate**

Interested applicants/firms must indicate their interest by submitting an electronic response (.pdf format is preferable) with the following information:

- Applicant/firm name
- Mailing and physical addresses
- Phone number
- Email address
- Responses to the following:
  1. A summary that clearly describes if/how the applicant/firm meets or exceeds the experience requirements shown in the desired experience and qualifications above
  2. An estimated budget that the applicant/firm anticipates they will need to complete the project scope of work, tasks, and deliverables for the initial 10-year contract (including both DDI and M&O services)

3. A description of strategies the applicant/firm might use to incorporate CEHRT into the overall information management system, e.g., by leveraging third-party software
4. A summary of any risks or concerns regarding the project as described, as well as any recommendations that the applicant/firm has for DBH to consider related to procurement and modernization of DBH's behavioral health information management system

**Submission Instructions:**

Applicants/firms must submit their response as a PDF file, sent via email, by 2:00 p.m. (AKDT) on June 22, 2022.

Responses should be attached and sent via email to the following:

Annalisa Haynie  
Procurement Specialist  
Alaska Department of Health and Social Services  
[annalisa.haynie@alaska.gov](mailto:annalisa.haynie@alaska.gov)

**Important Notice:**

This RFI does not constitute a formal solicitation. The purpose of the RFI is to determine if there are qualified offerors who would be interested in bidding on these services. The State will use this information to potentially develop a future solicitation.

The State is not responsible for any costs associated with the preparation of responses. The issuance of the RFI does not obligate the State to purchase any goods or services, extend any rights to prospective vendors, or guarantee that the State will proceed with a formal solicitation.