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Memorandum

To: JJ Farook & Angela Madera, InfoMC

From: Jason Radmacher, TBD Solutions

cc: Ione Myers, Lakeshore Regional Entity
Amanda Horgan & Forest Goodrich, Mid-State Health Network

Date: December 14th, 2016

Subj: Follow-up questions, demonstration items for conference call/Web Ex with LRE & MSHN

The following questions and demonstration items are requested for your meeting with Lakeshore Regional Entity and Mid-State Health Network, 8 a.m. – 9 a.m. on Friday, December 16th, 2016:

<u>Demonstration Items</u>

- Provider Connect and Care Connect (patient portal)
- Ability to have case rates (single rate, multiple services) and value-based purchasing
- *Other demonstration items as needed under questions*

<u>Questions</u>

- What is the earliest that development could begin on this effort?
- Realistically, what is the earliest go-live date possible?
- A key factor is the ability to electronically interchange data with the provider network, including: sending and receiving of authorizations and auth requests; current service utilization; IBNR, etc. Much of New Avenues interchanges were still manual or fax-based. How does EDI get established – by InfoMC or configured by the customer?
- Can you use a single template for sending and receiving EDI? Or does it require multiples?
- Does every EDI file require InfoMC to evaluate issues when there are errors on receipt and/or load?
- Data interchange with provider network is critical to avoid duplicate data entry. Does this have to be built by LRE/MSHN? Or is this developed by InfoMC?
- Can Incedo user administration occur through Azure or AD for the hosted solution?
- How will InfoMC meet Michigan-unique constraints: MMBPIS, BH TEDS, etc.?
- Can a 3rd-party HIE engine be integrated without rebuying the software?

- New Avenues showed some substantial differences between the client version of Incedo and the desktop version. Can you expound on these variations and explain if they will become unified? Or will there always be a need for the desktop version? Benefits management looked much more robust under the desktop version.
- Does the attachment of files (pdf) always occur through the file open dialog box? Or is drag-n-drop or other automated mechanism of getting .pdf files tied to records supported?
- The ERW solutions is very important for data reporting. It sounds like the data in this warehouse lags 1-to-2 days. Can you confirm?
- Are HEDIS and Accreditation reports (i.e. NCQA, URAC, etc.) included? Or do you have to build these yourself?
- Is there a mechanism to close tasks (RTAs) when a client closes?
- The PDF files come in what appears to be modular windows that do not expand – making it hard to read the attached file. Will this be addressed?
- How do you build imports for non-standard data?
- For Credentialing, can you build links to auto-check information with Michigan Department of Licensing (LARA) and the HHS OIG Exclusions List? Get notifications when changes occur?
- Affirm HIPAA Security & encryption of hosted solution
- Are there any performance impacts based on users (up to 25-30 concurrent) or import processes for the hosted solution? Would you recommend an on-site solution instead?

If you have any questions or concerns, please direct those to jasonr@tbdsolutions.com. We look forward to speaking with you.