

# Information Technology (IT) Systems Demonstration – Evaluation Considerations

Exchange	Question (as outlined in the Response Templates and Related Documentation)	Expected Response	Bidder	IT Demo Evaluation Team Summary of Incorrect Responses
<b>Initial Daily 834</b>	<b>2 - Number of Recipients with Prospective Enrollments added</b>	Number value equal to 29, representing the number of AHCCCS IDs with Prospective Enrollments added	United	Bidder indicated a number value of 1 for the number of qualifying AHCCCS IDs. There are 29 AHCCCS IDs in this file with Prospective Enrollment – 1 AHCCCS ID with Prospective enrollment only and 28 AHCCCS IDs with both PPC and Prospective enrollment.
<b>Initial Daily 834</b>	<b>2a - Recipient ID #s for Recipients with Prospective enrollment</b>	List of 29 specific AHCCCS IDs with Prospective enrollment	Centene	Bidder indicated 28 correct AHCCCS IDs and 1 incorrect AHCCCS ID. Bidder included AHCCCS ID A98431752 for a member with Prior Period enrollment only in the listing of AHCCCS IDs with Prospective enrollment, and was missing expected AHCCCS ID A98784733.
<b>Initial Daily 834</b>	<b>2a - Recipient ID #s for Recipients with Prospective enrollment</b>	List of 29 specific AHCCCS IDs with Prospective enrollment	United	Bidder indicated 1 correct AHCCCS ID. Bidder included only one AHCCCS ID A98784733 for a member with Prospective enrollment only, and did not include 28 AHCCCS IDs (see documentation for full listing) with both PPC and Prospective enrollment.
<b>Provider Extract 1</b>	<b>2 – When was provider ID 446246 enrollment terminated as of</b>	The date value of 1/1/2015, representing the enrollment termination as of date for the provider	Mercy	Bidder indicated the date the prior enrollment segment ended (12/31/14). Question was specific to the as of date the provider’s enrollment terminated as of (1/1/15).
<b>Claims Processing Group 1</b>	<b>1a – Number Paper</b>	Number value equal to 25,	Centene	Bidder did not provide a response to this question.

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representing the number of paper claims received

**Claims Processing Group 1**      *1b – Number 837*      Number value equal to 8, representing the number of 837 claims received      Centene      Bidder did not provide a response to this question.

**Second Daily 834**      *3 – Number of Recipients with Prospective Enrollment added*      Number value equal to 5, representing the number of AHCCCS IDs with Prospective Enrollments added      Mercy      Bidder did not provide a response to this question.

**Second Daily 834**      *7 – Number of Recipient with Demographic Changes*      The number value equal to 4, representing the number of AHCCCS IDs with Demographic changes      Mercy      Bidder indicated a number value of 2. There are 4 AHCCCS IDs in this Exchange that have Demographic changes.

**Second Daily 834**      *7a – Recipient ID #s for Recipients with Demographic Changes*      List of 4 specific AHCCCS IDs with a Demographic changes      Mercy      Bidder included two correct AHCCCS IDs, Bidder included correct AHCCCS IDs A98503942 and A98784733, but did not include expected AHCCCS IDs A98434526 and A98445840 who also had Demographic Changes.

**Encounter Response 1**      *1 – Total Number of Encounters Submitted (Paid Claims Only)*      Number value equal to 18, corresponding to the number of Paid Claims      Centene      Bidder indicated a number value of 20. There were 18 Scenarios identified by the Bidder in its Response to Claims Group 1 as paid. The number of Encounters Submitted should be equal to those in the related Claims Group.

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Scenarios in the individual Bidder's Claims Processing Group  
1 Response

<b>Encounter Response 1</b>	2 – Number Professional	Number value 7, corresponding to the number of Paid Professional Claims Scenarios in the individual Bidder's Claims Processing Group 1 Response	Centene	Bidder indicated a number value of 9. There were 7 professional Scenarios identified by the Bidder in its Response to Claims Group 1 as paid. Bidder included each line for two scenarios 1500-13 and 1500-14 incorrectly, resulting in inflation of the count of Professional scenarios. The number of Encounters Submitted should be equal to those in the related Claims Group.
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<b>Encounter Response 1</b>	8 - How many Encounters were submitted for Provider 1558759498	Number value of 0, corresponding to the number of qualifying Paid Claims Scenarios in the individual Bidder's Claims Processing Group 1 Response	United	Bidder indicated a number value of 2. Bidder did not identify any Scenarios as paid in its Response to Claims Group 1 for NPI 1558759498. Therefore the Bidder response was expected to be 0. The number of Encounters Submitted should be equal to those in the related Claims Group.
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<b>Encounter Response 1</b>	8a – Corresponding Claim Scenario #s	Blank or N/A, corresponding to the number of qualifying Paid Claims Scenarios in the individual Bidder's Claims Processing Group 1 Response	United	Bidder included two Scenario numbers UB02 and UB03. Bidder did not identify either of these Scenarios as paid for NPI 1558759498 in its Response to Claims Group 1, therefore the Bidder response was expected to be blank or none. The number of Encounters Submitted should be equal to those in the related Claims Group.
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**Third Daily 834**      3 – Number of      Number value of      Centene      Bidder did not provide a response to this question.

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# Information Technology (IT) Systems Demonstration – Evaluation Considerations

Recipients with Prospective Enrollments added

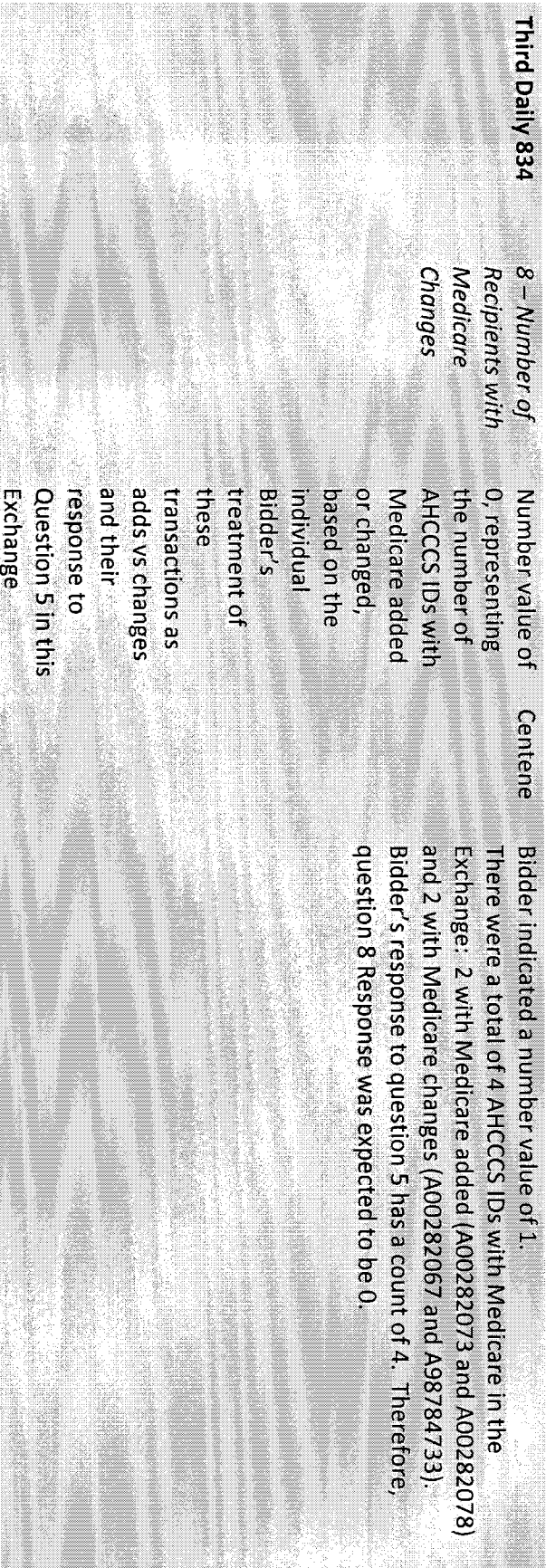
AHCCCS IDs with Prospective Enrollments added

4, representing the number of AHCCCS IDs with Prospective Enrollments added

8 – Number of Recipients with Medicare Changes

Number value of 0, representing the number of AHCCCS IDs with Medicare added or changed, based on the individual Bidder’s treatment of these transactions as adds vs changes and their response to Question 5 in this Exchange

Bidder indicated a number value of 1. There were a total of 4 AHCCCS IDs with Medicare in the Exchange: 2 with Medicare added (A00282073 and A00282078) and 2 with Medicare changes (A00282067 and A98784733). Bidder’s response to question 5 has a count of 4. Therefore, question 8 Response was expected to be 0.



8a – Recipient ID #s for Recipients with Medicare Changes

Blank or None for AHCCCS IDs with Medicare changed based on the individual Bidder’s response to Question 5a in this Exchange.

Bidder indicated AHCCCS ID A98784733. There were a total of 4 AHCCCS IDs with Medicare in the Exchange: 2 with Medicare added (A00282073 and A00282078) and 2 with Medicare changes (A00282067 and A98784733). Bidder’s response to question 5a listed all 4 AHCCCS IDs as Medicare adds; therefore, question 8a response was expected to be blank or none.

10 – Number of Recipients with

Number value of 4, representing

Bidder indicated a number value of 5. There were a total of 4 AHCCCS IDs with Behavioral Health

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	<i>Behavioral Health Changes</i>	the number of AHCCCS IDs with Behavioral Health changes.		changes in the Exchange (A00282073, A00282074, A00282077 and A00282078).
<b>Third Daily 834</b>	<i>10a – Recipient ID #s for Recipient with Behavioral Health Changes</i>	List of 4 specific AHCCCS IDs, representing those AHCCCS IDs with Behavioral Health changes	Mercy	Bidder indicated a response of 5 AHCCCS IDs (A00282073, A00282074, A00282077, A00282078 and A98441027). There were a total of 4 AHCCCS IDs with Behavioral Health changes in the Exchange (A00282073, A00282074, A00282077 and A00282078). Bidder incorrectly included AHCCCS ID A98441027 which is a termination not a change.
<b>Eligibility Status 1</b>	<i>4 - Is Recipient A98503044 eligible on date of service 1/15/2017 and is he or she enrolled for full services</i>	Response of Yes, Member is eligible and is enrolled for full services for the specified date	United	Bidder indicated the AHCCCS ID is eligible on the date of service (1/15/2017) and that the member was not enrolled for full services on this date. However, member is eligible and enrolled with a contract type indicating enrollment inclusive of full services on the specified date of 1/15/2017.
<b>Claims Processing Group 2</b>	<i>1a – Number Paper</i>	Number value equal to 17, representing the number of paper claims received	Centene	Bidder did not provide a response to this question.
<b>Claims Processing Group 2</b>	<i>1b – Number 837</i>	Number value of 3, representing the number of 837 claims received	Centene	Bidder did not provide a response to this question.
<b>Claims Processing Group 2</b>	<i>2a – Scenario #s and Paid Amount</i>	List of up to 17 specific Paid Claims scenarios based on the number of Claims Group 2	Centene	Bidder indicated a response of 13 specific scenarios. Bidder included 12 appropriate scenarios (1500-2, 1500-15, 1500-16, 1500-17, 1500-21, UB12, UB17, UB24, UB25 UB26, AD03 and AD08). Bidder also included 1 scenario (UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.

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Scenarios the individual Bidders evaluated as paid and their related Bidder specific paid amounts

<b>Claims Processing Group 2</b>	<b>2a – Scenario #s and Paid Amount</b>	Mercy	Bidder indicated a response of 14 specific scenarios. Bidder included 13 appropriate scenarios (1500-15, 1500-16, 1500-21, UB12, UB13, UB17, UB24, UB25 UB26, AD03, AD06, AD07 and AD08). Bidder also included 1 scenario (UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.
		United	Bidder indicated a response of 10 specific scenarios. Bidder included 9 appropriate scenarios (1500-15, 1500-16, 1500-21, UB12, UB17, UB24, UB25 and UB26). Bidder also included 1 scenario (UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.

<b>Claims Processing Group 2</b>	<b>2a – Scenario #s and Paid Amount</b>	United	Bidder indicated a response of 10 specific scenarios. Bidder included 9 appropriate scenarios (1500-15, 1500-16, 1500-21, UB12, UB17, UB24, UB25 and UB26). Bidder also included 1 scenario (UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.
		Centene	Bidder indicated a response of 7 specific scenarios. Bidder included 7 appropriate scenarios (1500-5, 1500-20, UB7, UB13, UB20, AD06 and AD07), but did not include 1 scenario

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<p><b>Claims Processing Group 2</b></p> <p>3a – Scenario #s</p> <p>List of at least 3 specific Denied Claims scenarios corresponding to the number of Claims Group 2 Scenarios the individual Bidders evaluated as Denied and their Bidder specific Denial Reasons</p>	<p>(UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.</p> <p>Bidder indicated a response of 6 specific scenarios. Bidder included 6 appropriate scenarios (1500-5, 1500-20, 1500-21, UB7, UB12 and UB20), but did not include 1 scenario (UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.</p>
<p><b>Claims Processing Group 2</b></p> <p>3a – Scenario #s</p> <p>List of at least 3 specific Denied Claims scenarios corresponding to the number of Claims Group 2 Scenarios the individual Bidders evaluated as Denied and their Bidder specific Denial Reasons</p>	<p>United</p> <p>Bidder indicated a response of 10 specific scenarios. Bidder included 10 appropriate scenarios (1500-2, 1500-5, 1500-17, 1500-20, UB7, UB20, AD03, AD06, AD07 and AD08), but did not include 1 scenario (UB06) for which a denied status was expected due to the inclusion of an invalid Recipient ID for the scenario as provided by AHCCCS.</p>

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Claims Status 1	5 – Please provide the status for the following claim.	Expected status equal to the Bidder's Claims scenario	Banner	Bidder indicated that the qualifying scenario (UB10) was paid. However, in the Bidder's responses related to Claims Group 1 the response for scenario UB10 indicated that UB10 was denied.
	Provider – 1376580357 Recipient – A98593102 Dates of Service – 7/1/2016 – 7/29/2016	processing for the qualifying scenario UB10		
<b>Claims Processing Group 3</b>	<b>3a - Scenario #s and Original Scenario #s</b>	List of up to 4 specific Replaced Claims scenarios and the Claims scenarios which they were replacing, based on the number of Claims Group 2 Scenarios the individual Bidders evaluated as Replacements	Banner	Bidder indicated that scenarios UB29 (original scenario UB04) and 1500-27 (original scenario 1500-24) were replacements. Bidder's response was correct that scenarios UB29 and 1500-27 were replacements; however, Bidder indicated that scenario UB29 was a replacement of scenario UB04 rather than the correct response that it was a replacement of scenario UB05.
<b>Claims Processing Group 3</b>	<b>4a – Scenario #s and Original Scenario #s</b>	List of up to 2 specific Voided Claims scenarios and the Claims scenarios which they were voiding, based on the number of Claims Group 2 Scenarios the	United	Bidder indicated that scenario UB30 (original scenario UB06) was a void. However, Bidder also indicated that scenario UB30 was denied under Bidder's response to 2a. Scenarios must be included as either denied or voided, but a scenario cannot be both denied and voided.

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individual Bidders  
evaluated as  
Voids

<p><b>Encounter Processing 2</b></p>	<p>1 – Number of Professional Encounters Submitted</p>	<p>Number value 9, based on the number of Paid Professional Claims Scenarios in the individual Bidder's Claims Processing Group 2 and 3 Responses</p>	<p>Centene</p>	<p>Bidder indicated a number value of 10. However, Bidder identified 9 scenarios as Paid Professional Claims in its Responses to Claims Groups 2 and 3. The number of Encounters Submitted should be equal to those in the related Claims Groups 2 and 3.</p>
<p><b>Encounter Processing 2</b></p>	<p>1 – Number of Professional Encounters Submitted</p>	<p>Number value 6, based on the number of Paid Professional Claims Scenarios in the individual Bidder's Claims Processing Group 2 and 3 Responses</p>	<p>United</p>	<p>Bidder indicated a number value of 13. Bidder identified 6 scenarios as Paid Professional Claims in its Responses to Claims Groups 2 and 3. However, Bidder included both paid scenarios (6) and denied scenarios (7) in its Response to this question. Only paid Claims scenarios were expected as Encounters, resulting in a number value of 6.</p>
<p><b>Encounter Processing 2</b></p>	<p>2 – Number of Institutional Encounters Submitted</p>	<p>Number value 9, based on the number of Paid Institutional Claims Scenarios in the individual Bidder's Claims Processing Group 2 and 3 Responses</p>	<p>United</p>	<p>Bidder indicated a number value of 13. Bidder identified 9 scenarios as Paid Institutional Claims in its Responses to Claims Groups 2 and 3. However, Bidder included both paid scenarios (9) and denied scenarios (4) in its Response to this question. Only paid Claims scenarios were expected as Encounters, resulting in a number value of 9.</p>

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<b>Encounter Processing 2</b>	<b>3 – Number Dental</b>	Number value 0, based on the number of Paid Professional Claims Scenarios in the individual Bidder’s Claims Processing Group 2 and 3 Responses	United	Bidder indicated a number value of 6. Bidder identified 0 scenarios as Paid Dental Claims in its Responses to Claims Groups 2 and 3. However, Bidder included denied scenarios (6) in this Response. Only paid Claims scenarios were expected as Encounters, resulting in a number value of 0.
<b>Last Daily 834</b>	<b>3 – Number of Prospective Enrollments added</b>	Number value of 2, representing the number of AHCCCS IDs with Prospective Enrollments added	Banner	Bidder indicated a number value of 3. There were only 2 AHCCCS IDs in the Exchange with Prospective Enrollment added (A00282082 and A00282083).
<b>Last Daily 834</b>	<b>3a – Recipient ID #s for Recipients with Prospective enrollment</b>	List of 2 specific AHCCCS IDs representing the number of AHCCCS IDs with Prospective Enrollments	Banner	Bidder indicated a response of 3 AHCCCS IDs. Bidder included 2 appropriate AHCCCS IDs (A00282082 and A00282083 both of whom had Prospective enrollment) and one inappropriate AHCCCS ID (A00282074). AHCCCS ID A00282074 indicated only a Medicare change and Rate Code change in this Exchange.
<b>Last Daily 834</b>	<b>7 – Number of Recipients with Demographic Changes</b>	Number value of 0, representing the number of AHCCCS IDs with Demographic changes	United	Bidder indicated a number value of 1. There were no AHCCCS IDs with Demographic changes in the Exchange, therefore expected response was 0.
<b>Last Daily 834</b>	<b>7a – Recipient ID #s for Recipients with</b>	No specific AHCCCS IDs with Demographic	United	Bidder indicated a response of 1 AHCCCS ID (A98503942) and a note that it was a Marital Status change. There were no qualifying Demographic changes in the Last Daily

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*Demographic* changes 834 Exchange for this or any other AHCCCS ID; further, the Marital Status for AHCCCS ID A98503942 was not changed from its initial add.

**Last Daily 834** 10 – Number of Recipients with Behavioral Health Changes Number value of either 1 or 3, representing the number of AHCCCS IDs with Behavioral Health Category changes, based on the individual Bidder’s treatment of these transactions as adds vs changes Bidder indicated a number value of 2. There were a total of 3 AHCCCS IDs with either Behavioral Health adds or changes, 2 AHCCCS IDs with adds (A00282082 and A00282083) and 1 AHCCCS ID with a change (A98503942).

**Last Daily 834** 10a – Recipient ID #s for Recipients with Behavioral Health Changes List of either 1 or 3 specific AHCCCS IDs, representing those AHCCCS IDs with Behavioral Health changes, based on the individual Bidder’s treatment of these transactions as add vs changes United Bidder indicated a response of 2 AHCCCS IDs (A98503942 and A00282083). Bidder included 1 AHCCCS ID with a Behavioral Health change (A98503942) and 1 AHCCCS ID with a Behavioral Health add (A00282083), but did not include AHCCCS ID A00282082 which also had a Behavioral Health add.

**Claims Status 2** 4 – Please provide the status for the following claim. No scenario matching the search criteria Mercy Bidder indicated a response that the scenario was matched to UB14. The specified matched scenario (UB14) did not contain an End

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<p><i>Provider – 1841224870</i>  <i>Recipient – A98593733</i>  <i>Dates of Services – 9/27/2016 – 10/4/2016</i></p>	<p>(based on exact match to all criteria including Begin and End DOS)</p>	<p>Date of service of 10/4/2016 equal to the criteria specified in the Claims Status Inquiry, but instead contained an End date of service of 10/7/2016. Therefore, no matching scenario exists.</p>
<p><b>Claims Status 2</b></p> <p>4 – Please provide the status for the following claim.  <i>Provider – 1841224870</i>  <i>Recipient – A98593733</i>  <i>Dates of Services – 9/27/2016 – 10/4/2016</i></p>	<p>No scenario matching the search criteria (based on no exact match to all criteria including Begin and End DOS)</p>	<p>Bidder indicated a response that the scenario was matched to UB14.          The specified matched scenario (UB14) did not contain an End Date of service of 10/4/2016 equal to the criteria specified in the Claims Status Inquiry, but instead contained an End date of service of 10/7/2016. Therefore, no matching scenario exists.</p>
<p><b>Claims Status 2</b></p> <p>4 – Please provide the status for the following claim.  <i>Provider – 1841224870</i>  <i>Recipient – A98593733</i>  <i>Dates of Services – 9/27/2016 – 10/4/2016</i></p>	<p>No scenario matching the search criteria (based on no exact match to all criteria including Begin and End DOS)</p>	<p>Bidder indicated a response that the scenario was matched to UB14.          The specified matched scenario (UB14) did not contain an End Date of service of 10/4/2016 equal to the criteria specified in the Claims Status Inquiry, but instead contained an End date of service of 10/7/2016. Therefore, no matching scenario exists.</p>
<p><b>Eligibility Response 2</b></p> <p>3 - Is Recipient A98780351 eligible on date of service 1/20/2017 and what is his or her Behavioral</p>	<p>Indication that specified AHCCCS ID is Eligible on the date of service through a responses of Yes;</p>	<p>Bidder indicated the AHCCCS ID is eligible on the date of service (1/20/2017) with a behavioral health category of G (GMHSA). Bidder was correct that the AHCCCS ID is eligible on the specified date of service, however, the correct behavioral health category for that AHCCCS ID on the specified date of 1/20/2017 is S (SMI) which was effective for this AHCCCS ID on 1/19/2017.</p>





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	<i>Health category?</i>	and that the		
		AHCCCS ID has a Behavioral Health Category on date of service of S (SMI)		
<b>2</b>	<b>3 - Is Recipient A98780351 eligible on date of service 1/20/2017 and what is his or her Behavioral Health category?</b>	Indication that ID is Eligible on the date of service through a responses of Yes, and that the AHCCCS ID has a Behavioral Health Category on date of service of S (SMI)	Banner	Bidder indicated the AHCCCS ID is eligible on the date of service (1/20/2017) with a behavioral health category of G (GMHSA). Bidder was correct that the AHCCCS ID is eligible on the specified date of service, however; the correct behavioral health category for that AHCCCS ID on the specified date of 1/20/2017 is S (SMI) which was effective for this AHCCCS ID on 1/19/2017.
<b>2</b>	<b>4 - Is Recipient A98431752 eligible on date of service 1/5/2017?</b>	Indication that specified AHCCCS ID is Not Eligible on date of service through a response of No	United	Bidder indicated the AHCCCS ID is eligible on the date of service (1/5/2017). Bidder response was incorrect, AHCCCS ID A98431752 eligibility ended on 12/20/2016 due to a posted date of death.
<b>2</b>	<b>4 - Is Recipient A98431752 eligible on date of service 1/5/2017?</b>	Indication that specified AHCCCS ID is Not Eligible on date of service through a response of No	Banner	Bidder indicated the AHCCCS ID is eligible on the date of service (1/5/2017). Bidder response was incorrect, AHCCCS ID A98431752 eligibility ended on 12/20/2016 due to a posted date of death.

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# Information Technology (IT) Systems Demonstration – Evaluation Considerations

Evaluation Team Member	Signature	Date
Julie Nieder		3/2/2017
David Rudnick		3/2/2017
Gina Aker		3/2/2017
Lori Petre		3/2/2017

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