



Prior Authorization and Retrospective Reviews

Prepared for:

Arkansas Department of Human Services

Submitted:

September 19, 2018

Clarification
Response Electronic

Solicitation #:
0710-19-1001



The Intelligent Choice for Arkansas

 Telligen[®]

afmcSM

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September 19, 2018

Ms. Nawania Williams, Procurement Coordinator
Department of Human Services
700 Main Street
Little Rock, AR 72201
Nawania.williams@dhs.arkansas.gov

Re: ***Request for Bidder Clarifications, Prior Authorization and Retrospective Reviews: 0710-19-1001***

Dear Ms. Williams:

In response to your email dated Sept. 13, 2019, requesting clarification from all RFP 0710-19-1001 bidders, we have enclosed Telligen's response as summarized below:

- Adjusted our implementation plan to address the revised timing between the Intent to Award and final Legislative review
- Updated the timeline to complete each phase's go-live by the first business day of the month
- Updated the AADT and EIDT services to be implemented in Phase I

These changes in the timetable do not alter or affect the pricing previously provided by Telligen. From an operations perspective, we understand the need for the synergies of review processes so there is not an interruption to services for the beneficiaries. Our partnership with AFMC provides the unique capability to quickly implement these services in a prompt and efficient manner.

If you have any questions, please feel free to contact me at 443-561-2548 or bphipps@telligen.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'William Phipps'.

William Phipps

Vice President, State Health Solutions

CLARIFICATION RESPONSES

1. As stated in Section 1.31 of the RFP, the Intent to Award is anticipated on or about 9/21/18 with a contract effective date (subject to State approval) of 01/01/19. The anticipated Intent to Award announcement date is now on or about 9/26/18 at which point begins a fourteen (14) day period where non-awarded respondents may file a protest. If no protest is filed or a filed protest is resolved quickly, contract preparations could be finalized by the end of October with possible final Legislative review mid-November. Assuming favorable review, the contract could be finalized. Does this information impact your proposed implementation plan and dates originally submitted? If so, please provide a revision to such and any cost adjustments. Any cost adjustments must be submitted on the original Official Bid Price Sheet.

We acknowledge the change in the intent to award date and have updated our implementation schedule (Table 1). These schedule adjustments do not require any changes to our original Bid Price Sheet.

Table 1. Updated Implementation Schedule

Task Name	Start	Finish	Assigned To
Arkansas Medicaid Implementation Plan	08/01/18	04/29/19	
Contract Commencement	09/26/18	04/29/19	
Intent-to-award announcement	09/26/18	09/26/18	DHS
Host kick-off meeting with the state post executed contract	11/15/18	11/15/18	DHS and Telligen
Identify responsible parties by area for Arkansas team and DHS	11/15/18	11/15/18	DHS and Telligen
Review and execute contract	11/19/18	11/19/18	DHS and Telligen
Sign contract (Telligen)	11/19/18	11/19/18	Telligen
Initiate weekly implementation meetings	11/19/18	04/29/19	DHS and Telligen
Provide certificate of insurance	11/15/18	11/26/18	Telligen
Provide performance bond (RFP Section 4.5)	11/15/18	11/26/18	Telligen
Provide proof of URAC certification	11/15/18	11/26/18	Telligen
Develop work teams for Phase I	11/15/18	11/26/18	DHS and Telligen
Develop work teams for Phase II	12/17/18	12/21/18	DHS and Telligen
Develop work teams for Phase III	01/03/19	01/08/19	DHS and Telligen
Phase I: January 2019	11/15/18	01/02/19	
Start portal buildout with interface to MMIS	11/26/18	12/28/18	Telligen
Create data transfer/file exchange plan	11/26/18	12/28/18	Telligen
Establish regular meeting with state IT resources	11/15/18	12/28/18	Telligen



Task Name	Start	Finish	Assigned To
Transfer incumbent data	11/26/18	12/21/18	Telligen, DHS, Incumbent
Obtain data file formats, data dictionaries and data models (when applicable) from incumbent	11/26/18	12/07/18	Telligen, DHS, Incumbent
Load database into Telligen system	12/10/18	12/14/18	Telligen
Initiate MMIS access/interface	11/26/18	12/11/18	Telligen
Secure file transfer access	11/26/18	12/11/18	Telligen
Import eligibility files	11/26/18	12/11/18	Telligen
Obtain eligibility file format and data dictionary	11/26/18	11/29/18	Telligen
Test receive eligibility files from state to Telligen	12/14/18	12/17/18	Telligen
Review test files with DHS make any adjustments	12/17/18	12/19/18	Telligen
Perform second test of receipt of eligibility files from DHS to Telligen	12/19/18	12/20/18	Telligen
Sign off/finalize eligibility file transfer rules & processes	12/20/18	12/21/18	Telligen
Load eligibility file into EDM to test	12/21/18	12/21/18	Telligen
Load eligibility file into EDM to prod	12/26/18	12/26/18	Telligen
Create daily import script	12/26/18	12/26/18	Telligen
Test daily add/change/delete	12/27/18	12/27/18	Telligen
Load to HIN	12/27/18	12/28/18	Telligen
Compare EDM to HIN	12/27/18	12/28/18	Telligen
Automate the load through EDM to HIN	12/21/18	12/21/18	Telligen
Ensure eligibility functionality ready for Phase I	12/27/18	12/27/18	Telligen
Import provider files	11/16/18	12/21/18	Telligen
Obtain provider file format and data dictionary	11/16/18	11/26/18	Telligen
Test receive provider files from State to Telligen	12/03/18	12/07/18	Telligen
Load provider file into EDM to test	12/10/18	12/14/18	Telligen
Load provider file into EDM to prod	12/17/18	12/19/18	Telligen
Create weekly import script	12/19/18	12/19/18	Telligen
Test weekly import	12/19/18	12/21/18	Telligen
Load to HIN	12/20/18	12/20/18	Telligen
Compare EDM to HIN	12/21/18	12/21/18	Telligen
Automate the load through EDM to HIN	12/21/18	12/21/18	Telligen



Task Name	Start	Finish	Assigned To
OT /PT/ ST REVIEWS	11/16/18	01/02/19	Telligen
Define specific criteria and format for Therapy Review types	11/19/18	11/21/18	Telligen and DHS
Define how member eligibility impacts review	11/19/18	11/21/18	Telligen and DHS
Determine how will submissions be accepted, e.g., portal, fax, mail or phone	11/16/18	11/21/18	Telligen and DHS
Configure reconsideration and appeal	11/21/18	12/10/18	Telligen
Define and process urgent requests	11/15/18	11/19/18	Telligen
Track late submissions	11/19/18	11/21/18	Telligen
Authorize number rules and transmittals	11/19/18	11/21/18	Telligen and DHS
Track turnaround timing tied to system programming	11/19/18	11/21/18	Telligen
Sequence reviews, e.g., initial, continued stay and flow process	11/19/18	11/21/18	Telligen
Create auto algorithm and review process rules	11/19/18	11/21/18	Telligen and DHS
Configure determination letters	11/19/18	11/21/18	Telligen
Review determination letters with DHS	11/27/18	11/30/18	Telligen and DHS
Incorporate edits from DHS and update letters	11/30/18	12/04/18	Telligen
Present final letters to DHS for approval	12/04/18	12/06/18	Telligen
Enter program letters into the system	12/07/18	12/14/18	Telligen
Inpatient Behavioral Health			
Define specific criteria and format for Inpatient Behavioral Health	11/26/18	11/30/18	Telligen and DHS
Define how member eligibility impacts review	11/26/18	11/30/18	Telligen and DHS
Determine submission acceptance method, e.g., portal, fax, mail or phone	11/26/18	11/29/18	Telligen and DHS
Configure reconsideration and appeal	11/26/18	12/05/18	Telligen
Define and process urgent requests	11/26/18	12/05/18	Telligen and DHS
Track late submissions	12/05/18	12/07/18	Telligen
Authorize number rules and transmittals	12/03/18	12/07/18	Telligen and DHS
Track turnaround timing tied to system programming	12/07/18	12/12/18	Telligen
Sequence reviews, e.g., initial, continued stay and flow process	12/07/18	12/12/18	Telligen
Create auto algorithm and review process rules	12/07/18	12/13/18	Telligen and DHS



Task Name	Start	Finish	Assigned To
Configure determination letters	12/13/18	12/17/18	Telligen
Review determination letters with DHS	12/17/18	12/19/18	DHS
Incorporate edits from DHS and update letters	12/19/18	12/21/18	Telligen
Present final letters to DHS for approval	12/21/18	12/26/18	Telligen
Enter program letters into the system	12/26/18	12/27/18	Telligen
Certifications of Needs and extension of Benefit Reviews for Inpatient Behavioral Health			
Define specific criteria and format for EOB reviews and CON extensions for Inpatient Behavioral Health	11/19/18	11/21/18	Telligen and DHS
Define how member eligibility impacts review	11/19/18	11/21/18	Telligen and DHS
Determine submission method, e.g., portal, fax, mail or phone	11/19/18	11/21/18	Telligen and DHS
Configure reconsideration and appeal	11/26/18	11/27/18	Telligen
Define and process urgent requests	11/26/18	11/27/18	Telligen and DHS
Track late submissions	11/19/18	11/21/18	Telligen
Authorize number rules and transmittals	11/19/18	11/21/18	Telligen and DHS
Track turnaround timing tied to system programming	11/19/18	11/21/18	Telligen
Sequence reviews, e.g., initial, continued stay and flow process	11/19/18	11/21/18	Telligen
Create auto algorithm and review process rules	11/19/18	11/27/18	Telligen
Configure determination letters	11/27/18	11/29/18	Telligen
Review determination letters with DHS	11/30/18	12/05/18	DHS
Incorporate edits from DHS and update letters	12/05/18	12/05/18	Telligen
Present final letters to DHS for approval	12/06/18	12/06/18	Telligen
Program Letters into the system	12/07/18	12/14/18	Telligen
Export decision files	12/08/18	12/14/18	Telligen
Obtain/develop decision file formats and protocols	11/19/18	11/21/18	Telligen and DHS
Determine decision file transmission schedules	11/19/18	11/21/18	Telligen and DHS
Finalize unique business rules for decision file	11/27/18	11/30/18	Telligen and DHS
Test export of decision file – Test 1	12/01/18	12/03/18	Telligen and DHS
Test export of decision file – Test 2	12/01/18	12/03/18	Telligen and DHS
Finalize decision file feedback report process	12/03/18	12/14/18	Telligen



Task Name	Start	Finish	Assigned To
Public Website Implementation	11/21/18	01/02/19	
Coordinate combination and coordination of existing website	11/01/18	11/09/18	Telligen and AFMC
Draft content for public website	11/01/18	11/09/18	Telligen
Review recommended public website content with state	11/26/18	11/27/18	Telligen and DHS
Obtain final approval from state of proposed content	11/27/18	11/28/18	DHS
Complete buildout/configuration of public website	11/29/18	12/03/18	Telligen
Present training PowerPoint(s) and schedule for DHS review and approval	12/03/18	12/06/18	Telligen
Edit PowerPoint and obtain final DHS approval	12/07/18	12/07/18	Telligen
Post provider notification on website for registration and upcoming training	12/07/18	12/28/18	Telligen
Public Website Go-Live and Provider Training	11/30/18	12/31/18	Telligen
Post training/webinar schedules for Phase I – OT/PT/ ST	12/10/18	12/28/18	Telligen
Post training/webinar schedules for Phase I – Inpatient BH	12/10/18	12/28/18	Telligen
Post training/webinar schedules for Phase I – EIDT/ADDT	12/10/18	12/28/18	Telligen
Set up security admin	12/06/18	12/31/18	Telligen
Obtain security registration packets	12/06/18	12/28/18	Telligen
Enter security administrators in the system	12/10/18	12/31/18	Telligen
Set up/configure state user groups	12/10/18	12/21/18	Telligen
Host webinars for provider training – OT/PT/ST dates	12/12/18	12/28/18	Telligen
Host webinars for training – Inpatient BH	12/12/18	12/28/18	Telligen
Perform UAT testing: select providers enter reviews for process as of 1/1/19	12/26/18	12/31/18	Telligen
Post final user guide on website	12/31/18	12/31/18	Telligen
Post recordings on website	12/31/18	12/31/18	Telligen
Update the FAQs from the training program feedback	12/31/18	12/31/18	Telligen
Turn on portal login on public website	01/01/19	01/02/19	Telligen
Initiate provider portal go-live and Phase I reviews	01/01/19	01/02/19	Telligen
Prior Authorization and Extension of Benefit Reviews for EIDT and ADĐT	11/19/18	01/02/19	



Task Name	Start	Finish	Assigned To
Define specific criteria and format for prior authorization and extension of benefit review for EIDT and ADDT	11/19/18	11/21/18	Telligen and DHS
Define how member eligibility impacts review	11/19/18	11/21/18	Telligen and DHS
Determine submission method, e.g., portal, fax, mail or phone	11/19/18	11/21/18	Telligen and DHS
Configure reconsideration and appeal as applicable	11/26/18	11/27/18	Telligen
Define and process urgent requests	11/26/18	11/27/18	Telligen and DHS
Track late submissions	11/19/18	11/21/18	Telligen
Authorize number rules and transmittals	11/19/18	11/21/18	Telligen and DHS
Track turnaround timing tied to system programming	11/19/18	11/21/18	Telligen
Sequence reviews, e.g., initial, continued stay and flow process	11/19/18	11/21/18	Telligen
Configure determination letters	11/19/18	11/27/18	Telligen
Review determination letters with DHS	11/27/18	11/29/18	Telligen and DHS
Incorporate edits from DHS and update letters	11/30/18	12/05/18	Telligen
Present final letters to DHS for approval	12/05/18	12/05/18	Telligen
Enter program Letters into the system	12/06/18	12/06/18	Telligen
Test export of decision file – Test 1	12/07/18	12/14/18	Telligen and DHS
Test export of decision file – Test 2	12/08/18	12/14/18	Telligen and DHS
Finalize decision file feedback report process	11/19/18	11/21/18	Telligen
Present training PowerPoint(s) and schedule for Phase II to DHS for review and approval	11/19/18	11/21/18	Telligen and DHS
Edit PowerPoint and obtain final DHS approval	11/27/18	11/30/18	Telligen
Post provider notification on website for registration and upcoming training	12/01/18	12/03/18	Telligen
Phase II: February 2019	12/01/18	02/01/19	
Prior Authorization/Extension of Benefits reviews for Outpatient Behavioral Health	12/01/18	02/01/19	
Define specific criteria and format for Prior Authorization and Extension of Benefit review for Outpatient Behavioral Health	11/30/18	12/14/18	Telligen and DHS
Define how member eligibility impacts review	12/14/18	12/14/18	Telligen and DHS
Determine submission method, e.g., portal, mail, fax or phone	12/17/18	12/21/18	Telligen and DHS



Task Name	Start	Finish	Assigned To
Configure reconsideration and appeal as applicable	12/17/18	12/21/18	Telligen
Define and process urgent requests	12/17/18	12/21/18	Telligen and DHS
Track late submissions	12/17/18	12/21/18	Telligen
Authorize number rules and transmittals	12/17/18	12/21/18	Telligen and DHS
Track turnaround timing tied to system programming	12/17/18	12/21/18	Telligen
Sequence reviews, e.g., initial, continued stay and flow process	12/17/18	12/21/18	Telligen
Create auto algorithm and review process rules	12/21/18	01/07/19	Telligen
Configure determination letters	12/21/18	01/07/19	Telligen
Review determination letters with DHS	01/07/19	01/11/19	Telligen
Incorporate edits from DHS and update letters	01/11/19	01/15/19	Telligen
Present final letters to DHS for approval	01/16/19	01/16/19	Telligen
Program Letters into the system	01/18/19	01/18/19	Telligen
Test export of decision file – Test 1	01/18/19	01/18/19	Telligen and DHS
Test export of decision file – Test 2	01/19/19	01/19/19	Telligen and DHS
Disseminate decision files	02/01/19	02/01/19	Telligen
Desk – Retroactive Reviews for Behavioral Health (inpatient and outpatient)	12/01/18	02/01/19	
Determine agreement on processes for claims process review and processes for randomized chart selection	01/04/19	01/11/09	Telligen and DHS
Determine and define protocol for reporting of results of review	01/11/09	01/13/19	Telligen and DHS
Determine method of transmission and protocol for transmission of findings and referrals to the fiscal agent	01/14/19	01/16/19	Telligen and DHS
Finalize standard operating procedure for retroactive review process	01/17/19	01/18/19	Telligen and DHS
Phase II review go live	02/01/19	02/01/19	Telligen
Phase III – March 2019	01/02/19	03/01/19	
Retrospective Reviews for OT, PT, St, and EIDT / ADDT			
Confirm criteria, percentages and random selection processes for retrospective reviews for all settings	01/02/19	01/11/19	Telligen and DHS
Define how member eligibility impacts review	01/11/19	01/11/19	Telligen and DHS
Define and develop provider notification protocols	01/11/19	01/18/19	Telligen



Task Name	Start	Finish	Assigned To
Determine submission method, e.g., portal, fax, mail or phone	01/11/19	01/18/19	Telligen and DHS
Define process for late or non-responsive provisions of records	01/22/19	01/24/19	Telligen
Configure determination letters	01/24/19	01/31/19	Telligen
Review determination letters with DHS	02/04/19	02/08/19	Telligen
Incorporate edits from DHS and update letters	02/08/19	02/12/19	Telligen
Present final letters to DHS for approval	02/12/19	02/12/19	Telligen
Review claims for all categories for chart selection	03/01/19	03/01/19	Telligen
DMS 640 Validation Reviews			
Confirm process for obtaining and reviewing DMS 640 forms and validation of prescriptions	01/02/19	01/11/19	Telligen and DHS
Define how member eligibility impacts review	01/11/19	01/11/19	Telligen and DHS
Define and develop provider notification protocols	01/11/19	01/18/19	Telligen
Determine submission method, e.g., portal, fax, mail or phone	01/11/19	01/18/19	Telligen and DHS
Develop notification letters for providers who have submitted incomplete forms	01/24/19	01/31/19	Telligen
Review notification letters with DHS	02/04/19	02/08/19	Telligen
Incorporate edits from DHS and update letters	02/08/19	02/12/19	Telligen
Present final letters to DHS for approval	02/12/19	02/12/19	Telligen
Use approved MMIS and data transmittal protocols established for Phase I services	03/01/19	03/01/19	Telligen
Begin DMS 640 validation reviews	03/01/19	03/01/19	Telligen
Prior Authorization Reviews for ABA Services Through EPSDT	01/14/19	03/01/19	
Define specific criteria and format and processes for ABA services through EPSDT	01/25/19	01/28/19	Telligen and DHS
Define how member eligibility impacts review	01/22/19	01/24/19	Telligen and DHS
Determine submission method, e.g., portal, fax, mail or phone	01/14/19	01/22/19	Telligen and DHS
Configure reconsideration and appeal as applicable	01/22/19	01/25/19	Telligen
Define and process urgent requests	01/25/19	01/26/19	Telligen and DHS
Identify existing providers	01/25/19	01/29/19	Telligen



Task Name	Start	Finish	Assigned To
Meet with stakeholder groups	02/01/19	02/08/19	Telligen and DHS
Host debrief from stakeholder group meetings and next steps	02/11/19	02/13/19	Telligen
Configure determination letters	02/01/19	02/15/19	Telligen
Review determination letters with DHS	02/15/19	02/18/19	Telligen
Incorporate edits from DHS and update letters	02/19/19	02/20/19	Telligen
Present final letters to DHS for approval	02/21/19	02/21/19	Telligen
Enter program letters into the system	02/21/19	02/21/19	Telligen
Test export of decision file – Test 1	02/21/19	02/21/19	Telligen and DHS
Test export of decision file – Test 2	02/21/19	02/21/19	Telligen and DHS
Disseminate decision files	03/01/19	03/01/19	Telligen
Retrospective Reviews for Behavioral Health (Inpatient and Outpatient)			
Retrospective Reviews for OT, PT, ST, and EIDT/ADDT			
Confirm criteria, percentages and random selection processes for retrospective reviews for all settings	01/02/19	01/11/19	Telligen and DHS
Define how member eligibility impacts review	01/11/19	01/11/19	Telligen and DHS
Define and develop provider notification protocols	01/11/19	01/18/19	Telligen
Determine submission method, e.g., portal, fax, mail or phone	01/11/19	01/18/19	Telligen and DHS
Define process for late or non-responsive provisions of records	01/22/19	01/24/19	Telligen
Configure determination letters	01/24/19	01/31/19	Telligen
Review determination letters with DHS	02/04/19	02/08/19	Telligen
Incorporate edits from DHS and update letters	02/08/19	02/12/19	Telligen
Present final letters to DHS for approval	02/12/19	02/12/19	Telligen
Review claims for all categories for chart selection	03/01/19	03/01/19	Telligen
All Activities Related to Non-Waiver Personal Care			
Define specific criteria and format and processes for non-waiver personal care services	01/14/19	01/18/19	Telligen and DHS
Define how member eligibility impacts review	01/14/19	01/18/19	Telligen and DHS
Determine submission method, e.g., portal, fax, mail or phone	01/14/19	01/18/19	Telligen and DHS



Task Name	Start	Finish	Assigned To
Configure reconsideration and appeal as applicable	01/14/19	01/18/19	Telligen
Define and process urgent requests	01/14/19	01/18/19	Telligen and DHS
Identify existing providers	01/14/19	01/18/19	Telligen
Meet with independent assessment vendor to discuss coordination steps	01/22/19	01/24/19	Telligen and DHS
Develop protocol with independent assessment vendor and DHS for referrals format and frequency	01/24/19	01/31/19	Telligen
Develop unable-to-contact letters for beneficiaries and providers	02/01/19	02/08/19	Telligen
Review letters with DHS	02/08/19	02/13/19	Telligen
Incorporate edits from DHS and update letters	02/14/19	02/14/19	Telligen
Present final letters to DHS for approval	02/18/19	02/20/19	Telligen
Enter program letters into the system	02/20/19	02/20/19	Telligen
Test dissemination of notification to independent assessment vendor	02/21/19	02/21/19	Telligen and DHS
Begin processing non-waiver reviews	03/01/19	03/01/19	Telligen
Present training PowerPoint(s) and schedule for Phase III to DHS for review and approval	02/04/19	02/08/19	Telligen and DHS
Edit PowerPoint and obtain final DHS approval	02/11/19	02/14/19	Telligen
Post provider notification on website for registration and upcoming training	02/15/19	02/15/19	Telligen
Post training/webinar schedules for Phase III services	02/15/19	02/15/19	Telligen
Host provider Webinar Trainings – Face to Face Trainings*	2/18/2019	2/28/2019	Telligen
Stakeholder Communication Plan	10/30/18	12/14/18	
Hold hospital association meeting	12/04/18	12/10/18	Telligen
Hold medical association meeting	12/10/18	12/14/18	Telligen
Develop Arkansas plan deliverables	11/27/18	12/04/18	Telligen
Resourcing Plan	08/01/18	01/10/19	
Interview medical director and physician panel	08/01/18	11/19/18	Telligen
Select medical director	11/01/18	11/12/18	Telligen
Identify physicians for panel	11/12/18	12/14/18	Telligen
Determine operations staffing	11/01/18	12/17/18	Telligen

Task Name	Start	Finish	Assigned To
Identify operations team staffing requirements	11/01/18	11/27/18	Telligen
Recruit, interview and select staff	11/19/18	12/30/18	Telligen
Onboard new employees	12/10/18	12/17/18	Telligen
Host job fair & attend local employment events.	12/03/18	12/05/18	Telligen
Host staff orientation and training	12/17/18	12/28/18	Telligen
Facilitate DHS orientation	12/12/18	12/14/18	Telligen and DHS
Arkansas Office Space	11/19/18	12/19/18	
Review floor plan and confirm wiring/electrical/data connectivity meets needs	11/19/18	11/30/18	Telligen
Review facility security system	11/19/18	11/30/18	Telligen
Verify office and staff equipment availability and set up	11/19/18	11/30/18	Telligen
Customer Service Plan	11/19/18	12/27/18	Telligen
Complaint Resolution and Tracking System	11/19/18	12/27/18	Telligen
Develop process for accepting complaints	11/19/18	11/21/18	Telligen
Develop resolution process	11/26/18	11/30/18	Telligen
Develop an escalation process	11/30/18	12/06/18	Telligen
Develop process for storing and tracking complaints	11/30/18	12/06/18	Telligen
Provide training on complaint resolution system	12/17/18	12/27/18	Telligen
Analyze complaint data to identify process improvement	12/17/18	12/27/18	Telligen
Deliver Reports for State Review	11/19/18	03/01/19	
Identify report requirements for all phases and services (priority for Phase I reports)	11/19/18	12/06/18	Telligen and DHS
Develop draft reports for DHS review for all services	12/06/18	12/17/18	Telligen and DHS
Obtain DHS feedback on reports and incorporate any changes	12/17/18	12/19/18	Telligen and DHS
Present revised reports to DHS for feedback	12/19/18	12/20/18	Telligen and DHS
Obtain final approval for all reports content and format	12/21/18	12/31/18	Telligen and DHS
Begin producing all contractual required reports	01/01/19	03/01/19	Telligen

2. As stated in Section 2.21 of the RFP regarding the expected implementation schedule, it is the intent the Arkansas Department of Human Services that each phase's go-live be completed by the first business day of the month listed in each phase. Does this information impact your proposed implementation plan and dates

originally submitted? If so, please provide a revision to such and any cost adjustments. Any cost adjustments must be submitted on the original Official Bid Price Sheet.

Our updated schedule (Table 1) takes into the account completing each phase's go-live by the first business day of the month. These updates to our schedule do not require any changes to our original Bid Price Sheet.

3. As stated in Section 2.4.B.1., the Contractor shall process PA reviews for EIDT and ADDT. This requirement is expected to be included in Phase I. Does this information impact your proposed implementation plan and dates originally submitted? If so, please provide a revision to such and any cost adjustments. Any cost adjustments must be submitted on the original Official Bid Price Sheet.

We have taken the EIDT and ADDT activities initially listed within Phase II of our implementation plan and moved them into Phase I (Table 1). These updates also do not require any changes to our original Bid Price Sheet.



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