Gold Coast Health Plan℠
A Public Entity

ICD-10 (International Classification of Diseases) Services RFP FAQs

Q. Who performed Phase I – Readiness and Impact Assessment and Phase II – Strategy Development? Is the company who performed Phase I and II in consideration for this work?

A. The company who performed Phase I is in consideration for this work.

Q. Did the Readiness and Impact Assessment generate any work estimates for Phase III-VII? If so, what is work effort?

A. Intent of readiness assessment was to set the groundwork for 100% internal work effort. Due to resource constraints within GCHP, it was determined we needed to work with an outside vendor to ensure completion of ICD-10 readiness.

Q. What is the timeline for each of the items within Phase III-VII?

A. We are looking for vendor to assist in determining the timeline for each of the items to meet the CMS deadline of 10/1/2014.

Q. What are the lists of applications being impacted as identified per Phase I and II?

A. Core transaction systems, MMS, Claims, etc. are purchased products and are ICD-10 compliant. We are looking for someone to build, manage and execute the testing between our providers and these systems to ensure we can accurately process claims and exchange ICD-10 data. Additionally, we are looking for assistance in addressing reporting impacts – i.e. crossover from ICD-9 to ICD-10 for our historical reporting (BI and Datawarehouse).

Q. What SLAs are tied to Phase III for each area of requirements, development, testing and implementation?

*A. **Requirements** – Functional requirements document approved by GCHP*
***Development** – Task list, governance and management of any remediation activities that may need to occur based on test results*
***Testing** – Must produce and GCHP sign off on the following:*
***Test Strategy Document** to include GCHP contracted providers/medical groups, TPAs (VSP, Xerox/ACS,), exchange of encounter data with DHCS, and any internal/external report remediation*
***GCHP approved test** plan with milestones, tasks, task owners, and due*

dates for above listed entities.
GCHP approved test scenarios *for each provider/medical group and TPA and Regulators (i.e. DHCS)*
GCHP approved documented test results *to defined scenarios*
– Pass/Fail Rate
Executive Test Summary

Q. Have any of the deliverables been identified with the assessment?
A. No.

Q. If the vendor identifies additional deliverables, can those be added?
A. Yes, and agreed upon by GCHP

Q. Where on the spectrum do you stand? Resource management only or a fully outsourced program?
A. Resource augmentation – we will have some resources available to support the work to be done.

Q. If assumed, what are the types of resources/resource counts will be needed to assist the effort and who will manage?
A. To Be Determined

Q. What commitment of SME time will be available from all ICD-10 workstreams?
A. To Be Determined

Q. What automated test tools exist?
A. None

Q. Does a dedicated testing environment exist for internal and external testing?
A. There is an ICD-10 ready test environment for the core transaction system, as well as testing environments for the MMS and BI tool.

Q. Have any external entities agreed to partner for testing? Who are these partners?
A. At this point, No.

Q. Did the assessment plan for external testing account for formats and technical components of how external testing would function?
A. No.

Q. Are there any assumptions or projections on the number of test cases/scripts that need to be generated?

A. No.

Q. What is the desired end date for unit testing?

A. We do not anticipate any code changes to our systems for ICD-10 remediation – these are purchased systems that are already ICD-10 compliant. We are defining unit testing as the testing of changes to actual code.

Q. What is the plan to integrate UAT and align the business units for appropriate sign offs?

A. We are looking for the vendor to provide this.

Q. What is the desired end date for all other system testing?

A. Prior to 10/1/2014, based on the vendor's plan.

Q. Are you looking for a "boxed" training solution, or are you looking for a vendor to develop content with your organization and to perform the training?

A. We are looking for the vendor to develop the content and perhaps provide a "train the trainer" solution that GCHP will execute.

Q. Have training profiles/users been established yet?

A. No.

Q. Have training modules been identified?

A. No.

Q. How much time is being permitted at the beginning of Phases III – VII to allow for the consumption and review of previously generated artifacts, such as the Readiness and Impact Assessment?

A. TBD, to be agreed upon with the chosen vendor.

Q. How formalized are your PMO processes/artifacts? Would you be assuming the vendor would take on PM ownership over the program?

A. Program owner will be internal, but it is expected that vendor PM will manage day-to-day plan tasks/activities and report through the GCHP program manager.