CONTRACT AMENDMENT NO. 12

Original Contract Routing Number 14-64254

1. **PARTIES**

    This Amendment to the above-referenced Original Contract (hereinafter called the "Contract") is entered into by and between DXC Technology Services LLC, 1775 Tysons Blvd., Tysons, VA 22102, (hereinafter called "Contractor"), and the STATE OF COLORADO, acting by and through the Department of Health Care Policy and Financing, 1570 Grant Street, Denver, Colorado 80203 (hereinafter called "Department" or "State.")

2. **EFFECTIVE DATE AND ENFORCEABILITY**

    This Amendment shall not be effective or enforceable until it is approved and signed by the Colorado State Controller or designee (hereinafter called the "Effective Date.") The Department shall not be liable to pay or reimburse Contractor for any performance hereunder, including, but not limited to, costs or expenses incurred, or be bound by any provision hereof prior to the Effective Date.

3. **FACTUAL RECITALS**

    The Parties entered into the Contract to develop and install the Colorado interChange and to provide services related to the Colorado interChange. The purpose of this amendment is to update Section 7, PAYMENTS TO CONTRACTOR, to modify Exhibit C, REQUIREMENTS, to add an Electronic Visit Verification system, and to update Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, with payment information pertaining to the Electronic Visit Verification system.

4. **CONSIDERATION**

    The Parties acknowledge that the mutual promises and covenants contained herein and other good and valuable consideration are sufficient and adequate to support this Amendment.

5. **LIMITS OF EFFECT**

    This Amendment is incorporated by reference into the Contract, and the Contract and all prior amendments thereto, if any, remain in full force and effect except as specifically modified herein.

6. **MODIFICATIONS**

    The Contract and all prior amendments thereto, if any, are modified as follows:

A. **Section 7, PAYMENTS TO CONTRACTOR, subsection A., Maximum Amount, is hereby deleted in its entirety and replaced with the following:**

    A. Maximum Amount

        The maximum amount payable under this Contract to Contractor by the State is shown in the following table, as determined by the State from available funds. Payments to Contractor

are limited to the unpaid obligated balance of the Contract at the rates set forth in Exhibit E, Compensation and Quality Maintenance Payments. The maximum amount payable by the State to Contractor is:

State Fiscal Year 2013-14	$9,201,096.00
State Fiscal Year 2014-15	$25,491,547.00
State Fiscal Year 2015-16	$25,851,971.00
State Fiscal Year 2016-17	$24,876,103.97
State Fiscal Year 2017-18	$38,206,662.17
State Fiscal Year 2018-19	$32,587,631.92
State Fiscal Year 2019-20	$23,476,098.00
State Fiscal Year 2020-21	$23,258,637.00
State Fiscal Year 2021-22	$7,038,399.66
Total for All State Fiscal Years	**$209,988,146.72**

Funding Changes in Contract Amendment 12

- Added $2,315,260.50 to State Fiscal Year 2018-2019.
- Added $2,298,631.00 to State Fiscal Year 2019-2020.
- Added $2,211,530.00 to State Fiscal Year 2020-2021.

The State Fiscal Year amounts in the table in this section are based on State appropriations. Based on the timing of the invoicing and payment, the Contractor may receive amounts paid in a different State Fiscal Year than when the amounts were actually earned by the Contractor.

Any changes to the maximum amount payable under the Contract or Quality Maintenance Payments Specified in Exhibit E, shall require a formal written amendment, in accordance with State Fiscal Rules and State Controller Policies and Guidelines.

B. **Exhibit C, REQUIREMENTS, Section 92., ELECTRONIC VISIT VERIFICATION, is hereby added as follows:**

92. ELECTRONIC VISIT VERIFICATION

92.1. Reference Amendment 12-2018: The Contractor shall implement, operate, and maintain a 21st Century Cures Act (Cures Act)-compliant Electronic Visit Verification (EVV) system that is a visit scheduling and tracking system that employs controls within the delivery of home-based services. The core components include, but are not limited to, the EVV modalities Mobile Visit Verification (MVV) application and Telephonic Visit Verification (TVV) technology, Provider EVV Portal, Jurisdictional View (JV) and System Reporting, and the Santrax Aggregator. In addition, the Scheduling module and Consumer Directed Suite is to be added.

92.2. Reference Amendment 12-2018: Within the Contractor's EVV system, the Contractor shall implement functionality that includes the visit verification and electronic documentation of the following:

92.2.1. Reference Amendment 12-2018: Type of Service(s) delivered.

92.2.2. Reference Amendment 12-2018: Individual receiving the service(s).

92.2.3. Reference Amendment 12-2018: Date of the service(s).

92.2.4. Reference Amendment 12-2018: Location of the service delivery.

92.2.5. Reference Amendment 12-2018: Individual providing the service(s).

92.2.6. Reference Amendment 12-2018: Time the service(s) began and ended.

92.3. Reference Amendment 12-2018: The Contractor shall make access to the EVV system available through two modalities: a Mobile Visit Verification (MVV) application and Telephonic Visit Verification (TVV) technology.

92.3.1. Reference Amendment 12-2018: MVV Application

92.3.1.1. Reference Amendment 12-2018: The Contractor shall implement an MVV application that has features and functionality that include, at a minimum, the following:

92.3.1.1.1. Reference Amendment 12-2018: Employs global positioning system (GPS) technology.

92.3.1.1.2. Reference Amendment 12-2018: Provides for access to the MVV application on individual carrier-independent GPS-enabled devices, both iPhone Operating Systems (IOS) and Android devices.

92.3.1.1.3. Reference Amendment 12-2018: Provides access to the MVV application via a unique company identification, user name, and password. Upon user authentication, the MVV application should prompt caregivers to provide data about the visit.

92.3.1.1.4. Reference Amendment 12-2018: Records the identity of the Medicaid member as part of the check in process. GPS coordinates should be captured and compared to valid Medicaid member care location(s) within the EVV system to ensure that the caregiver is providing care to the appropriate Medicaid member.

92.3.1.1.5. Reference Amendment 12-2018: Records all caregiver check in/check out data for all visits as they occur. If the caregiver fails to enter all required data (i.e., forgets to check out, etc.), the EVV system shall automatically create an exception and flags the visit as incomplete.

92.3.1.1.6. Reference Amendment 12-2018: Provides for the input the service(s) provided during the visit and to record notes.

92.3.1.1.7. Reference Amendment 12-2018: Provides for and requires Medicaid members or their authorized representatives to approve visits at the point of care. Approval from the Medicaid member must be recorded via signature on the mobile application or via voice recording.

92.3.1.1.8. Reference Amendment 12-2018: Provides the ability to record visit data even when cellular and satellite connections are not available, i.e. rural areas of the state. The Contractor shall ensure the MVV application is able to capture the date, time, and GPS coordinates of the visit without requiring cellular or satellite connections and once a cellular connection is available, the visit information, including GPS coordinates, is

transmitted to the EVV system. When a Wi-Fi connection is readily available, Contractor shall ensure the MVV application provides for visit data to safely and securely be transmitted and ensure all data is securely encrypted.

92.3.1.1.9. Reference Amendment 12-2018: Provides Americans with Disabilities Act (ADA)-compliant functionality that is available without requiring user hearing or user speech to access includes all of the following:

92.3.1.1.9.1. Reference Amendment 12-2018: An on-screen virtual keyboard for entering data in data entry fields.

92.3.1.1.9.2. Reference Amendment 12-2018: Accessibility features including text content, text input caret location, and text attributes.

92.3.1.1.9.3. Reference Amendment 12-2018: Zoomed feature and large text capabilities.

92.3.1.1.9.4. Reference Amendment 12-2018: Support for approved off-the-shelf headphones and speaker devices.

92.3.1.1.9.5. Reference Amendment 12-2018: Capability for the device being used to read a text element, as well as Company Identification, User Name, Password, and Client search fields with a talkback accessibility feature.

92.3.1.1.9.6. Reference Amendment 12-2018: Capability to make on-screen elements and controls visible.

92.3.1.1.9.7. Reference Amendment 12-2018: All graphic elements are programmatically tagged with alternative (ALT) text.

92.3.1.1.9.8. Reference Amendment 12-2018: Supports user-selected contrast and color selections.

92.3.1.1.9.9. Reference Amendment 12-2018: Consistent meaning assigned when bitmap images are used to identify controls, status indicators, or other programmatic elements.

92.3.1.1.9.10. Reference Amendment 12-2018: With the use of assistive technology, support the ability to access the information, field elements, and functionality required for completion and submission of electronic forms, including all directions and cues.

92.3.1.1.9.11. Reference Amendment 12-2018: Alerts the user and gives sufficient time to indicate more time is required via the Continue button of the Session Expiration screen of the mobile application. Application timeout and idle warning timeout functionality shall be configurable based on program rules provided by or approved by the Department.

92.3.1.1.9.12. Reference Amendment 12-2018: Provides a SwiftKey keyboard that has arrow key capabilities to navigate login screen.

92.3.1.1.10. Reference Amendment 12-2018: Mobile Visit application and telephony system functionality is available in the following languages:

92.3.1.1.10.1. Reference Amendment 12-2018: English.

92.3.1.1.10.2. Reference Amendment 12-2018: Spanish.

92.3.1.1.10.3. Reference Amendment 12-2018: Russian.

92.3.1.1.10.4. Reference Amendment 12-2018: Somali.

92.3.1.1.10.5. Reference Amendment 12-2018: Mandarin Chinese.

92.3.1.1.10.6.   Reference Amendment 12-2018: Egyptian Arabic.

92.3.2.   Reference Amendment 12-2018: TVV Technology

92.3.2.1.   Reference Amendment 12-2018: The Contractor shall provide access to the EVV system 24 hours-a-day/7 days-a-week through a United States-based toll-free telephone number.

92.3.2.2.   Reference Amendment 12-2018: The Contractor shall implement, operate, and maintain redundant EVV call servers collocated at telephone switches in two (2) separate locations within the United States. The Contractor shall provide a minimum of two (2) different toll-free numbers, one for each call server site and shall ensure that the EVV system always accepts calls at either of the two (2) separate locations. The Contractor shall provide the ability to complete a call if there is a system outage at either location and the alternate toll-free number is dialed.

92.3.2.3.   Reference Amendment 12-2018: The Contractor shall implement TVV technology that has features and functionality that include, at a minimum, the following:

92.3.2.3.1.   Reference Amendment 12-2018: Utilizes Automatic Number Identification (ANI) technology to identify the origination telephone number and is configured to not allow the origination telephone number to be blocked by the user.

92.3.2.3.2.   Reference Amendment 12-2018: Utilizes the location from where the call originates to validate that telephone calls are from the Medicaid member's pre-identified phone number(s) during logging in and logging out. If the number called from does not match to any pre-identified phone numbers for the member, flags the number as an unknown Medicaid member exception.

92.3.2.3.3.   Reference Amendment 12-2018: Records the number called from, the location of the call, date, time of day, the member's name, the caregiver's identification, and all caregiver check in/check out data for all visits as they occur. If the caregiver fails to enter all required data (i.e., forgets to check out, etc.), the EVV system shall automatically create an exception and flags the visit as incomplete.

92.3.2.3.4.   Reference Amendment 12-2018: Provides access to the EVV system via a personal identification number (PIN) and password. Upon user authentication, prompts users to provide data about the visit.

92.3.2.3.5.   Reference Amendment 12-2018: Requires the user to properly call in and out of the system, conducts an ANI location identification and match, and determines that there are no identified exceptions based on program rules provided by or approved by the Department before notating the visit as verified.

92.3.2.3.6.   Reference Amendment 12-2018: Provides the ability for Medicaid members or their authorized representative to approve the visit via voice recording or via interactive voice response (IVR).

92.4.   Reference Amendment 12-2018: The Contractor shall implement a Provider EVV Portal that has features and functionality that include, at a minimum, the following:

92.4.1.   Reference Amendment 12-2018: Is a web-based administrative tool that can be used by provider agencies to monitor and manage all activity recorded in the EVV system.

92.4.2.   Reference Amendment 12-2018: Provides each provider access to an individualized portal that has been configured based on program rules provided by or approved by the Department.

Authorized users shall be able to view visits, address exceptions, edit information, and ensure each visit has been properly verified.

92.4.3. Reference Amendment 12-2018: Makes all home care visit data available to be reviewed and confirmed by provider agency staff, including validation of the electronic visit data and the ability to make approved corrections to errors.

92.4.4. Reference Amendment 12-2018: Automatically records all caregiver check in/check out data for all visits as they occur. If the caregiver fails to enter all required data (i.e., forgets to check out, etc.), the EVV system shall automatically create an exception and flags the visit as incomplete.

92.4.5. Reference Amendment 12-2018: Provides the capability for authorized users to make authorized corrections to a visit record or visit data and captures each correction, recording the date, time, identity of the user, and a reason code for why the correction is being made. Also makes all of this information readily available in the EVV system for audit trail purposes and through reporting.

92.4.6. Reference Amendment 12-2018: Allows providers to generate reports from a comprehensive suite of standard reports that can be generated daily as well as for a specific date range. Allows providers to access reports on-demand and allows for printing or downloading reports electronically in portable document format (PDF), Microsoft Excel, and comma separated values (CSV) formats.

92.5. Reference Amendment 12-2018: The Contractor shall provide Jurisdictional View (JV) and System Reporting that has features and functionality that include, at a minimum, the following:

92.5.1. Reference Amendment 12-2018: Makes oversight capabilities available by providing integrated provider management tools, and reports for near real-time analysis and insight into the delivery of home care services.

92.5.2. Reference Amendment 12-2018: Provide the capability for EVV system reporting that is available on-demand and available in portable document format PDF, Microsoft Excel, and CSV formats, as selected by the user.

92.5.3. Reference Amendment 12-2018: Provide the functionality that provides users the ability to easily access pre-established reports on topics that include, at a minimum, the following:

92.5.3.1. Reference Amendment 12-2018: Active Clients.

92.5.3.2. Reference Amendment 12-2018: Active Employees.

92.5.3.3. Reference Amendment 12-2018: Call Listing.

92.5.3.4. Reference Amendment 12-2018: Call Summary.

92.5.3.5. Reference Amendment 12-2018: Provider Listing.

92.5.3.6. Reference Amendment 12-2018: Visit Listing.

92.5.3.7. Reference Amendment 12-2018: Visit Verification.

92.5.3.8. Reference Amendment 12-2018: Client Visit Summary.

92.5.3.9. Reference Amendment 12-2018: Detail Visit Status.

92.5.3.10. Reference Amendment 12-2018: Summary Visit Status.

92.5.3.11. Reference Amendment 12-2018: Visit Log.

92.5.3.12. Reference Amendment 12-2018: Visit Verification Activity Summary.

92.5.3.13. Reference Amendment 12-2018: Visit Verification Exception.

92.5.3.14. Reference Amendment 12-2018: Caregiver Timesheet.

92.5.3.15. Reference Amendment 12-2018: In addition to the pre-established reports listed above, DXC will create a Visit Claims Verification Status report.

92.6. Reference Amendment 12-2018: The Contractor shall provide an EVV System Aggregator for providers using a third party EVV system, data interfaces to the EVV System Aggregator, and verification of successful interface between third party vendor and the EVV System Aggregator. The EVV System Aggregator shall have features and functionality that include, at a minimum, the following:

92.6.1. Reference Amendment 12-2018: Provides the ability for providers to use a third party EVV system for scheduling, visit verification, and transmitting data from a third-party system to the EVV Aggregator integrating EVV required EVV data.

92.6.2. Reference Amendment 12-2018: Provides a web portal that provides the ability for providers to view visit data.

92.6.3. Reference Amendment 12-2018: Provides a web portal that provides no show alerts, real-time data views, and reporting as referenced in sections 92.5.3 through 92.5.3.15.

92.7. Reference Amendment 12-2018: The Contractor shall provide a Scheduling module that has features and functionality that include, at a minimum, the following:

92.7.1. Reference Amendment 12-2018: Allows providers to schedule and route staff.

92.7.2. Reference Amendment 12-2018: Matches providers' staffs' schedules to authorizations (if available) to ensure care is delivered in accordance with the care plan.

92.7.3. Reference Amendment 12-2018: Provides alerts if providers' staffs do not report for an appointment.

92.8. Reference Amendment 12-2018: The Contractor shall provide a Consumer Direct Care module that has features and functionality that include, at a minimum, the following:

92.8.1. Reference Amendment 12-2018: Consumer Direct Care Solution Member Portal – web portal for members or their authorized representatives to view, make corrections (if needed), and approve caregiver visit information. The Consumer Direct Care Solution Member Portal shall have the following features and functionalities:

92.8.1.1. Reference Amendment 12-2018: Fully complies with ADA Section 508 via Departmental User Acceptance Testing (UAT).

92.8.1.2. Reference Amendment 12-2018: Automates the approval process and creates an exception, flagging the visit as incomplete if the caregiver fails to enter all required data.

92.8.1.3. Reference Amendment 12-2018: Creates a full audit trail of any member edits to visit information.

92.8.1.4. Reference Amendment 12-2018: Provides capability to pull standardized reporting including, but not limited to, current and historical timesheets.

92.8.2. Reference Amendment 12-2018: Consumer Direct Care Solution Caregiver/Employee Portal – web-based tool to help caregivers manage their EVV records and electronic timesheets. The

Consumer Direct Care Solution Caregiver/Employee Portal shall have the following features and functionalities as well as related support services:

92.8.2.1. Reference Amendment 12-2018: Fully complies with ADA Section 508 via Departmental User Acceptance Testing (UAT).

92.8.2.2. Reference Amendment 12-2018: Is a Web-based tool that can be used to view and edit EVV records and electronic timesheets.

92.8.2.3. Reference Amendment 12-2018: Creates a full audit trail of edits to EVV records.

92.8.2.4. Reference Amendment 12-2018: Provide training consisting of five consecutive days of classroom training for designated Consumer Directed Suite users.

92.9. Reference Amendment 12-2018: The Contractor shall provide an EVV training program for provider agency EVV users that includes, at a minimum, the following:

92.9.1. Reference Amendment 12-2018: An EVV Training Plan that describes, at a minimum, the following:

92.9.1.1. Reference Amendment 12-2018: All of the different types of training materials and the topics or focus of each of the different types of training materials.

92.9.1.2. Reference Amendment 12-2018: All of the different types of training modalities.

92.9.1.3. Reference Amendment 12-2018: The anticipated length of time it takes to complete the training provided by each of the different types of training modalities.

92.9.1.4. Reference Amendment 12-2018: How users can obtain answers to questions not covered in the training materials.

92.9.1.4.1. DELIVERABLE: Training Plan

92.9.1.4.2. DUE: Prior to First Scheduled Training Session

92.9.2. Reference Amendment 12-2018: Training materials for provider agency and Consumer Direct EVV users that are customized specific to Department program needs. The types of documentation materials available, but not limited to, include:

92.9.2.1. Reference Amendment 12-2018: System User Guides.

92.9.2.2. Reference Amendment 12-2018: E-learning Training Content, which may include system demos, interactive training simulations, and online quizzes.

92.9.2.3. Reference Amendment 12-2018: Quick Reference Guides/Cards.

92.9.2.4. Reference Amendment 12-2018: Sample Training Plans.

92.9.2.5. Reference Amendment 12-2018: Training Presentation Decks used in instructor-led and webinar-based training.

92.9.2.5.1. DELIVERABLE: Training Materials for Department Review

92.9.2.5.2. DUE: Prior to First Scheduled Training Session

92.9.3. Reference Amendment 12-2018: The Contractor shall provide a separate training environment within the EVV system that includes a training database, is accessible through a secure web portal by providers and fiscal agencies and will be updated on a regular basis which will be determined by the Department and the Contractor. The Contractor shall provide the training environment for uses that include, but are not limited to, the following:

92.9.3.1.   Reference Amendment 12-2018: Training for all users for the initial EVV program launch.

92.9.3.2.   Reference Amendment 12-2018: Training for all users on releases of all major system changes or updates.

92.9.3.3.   Reference Amendment 12-2018: Provider staff training.

92.9.3.4.   Reference Amendment 12-2018: Consumer Direct Train the Trainer training for Consumer Directed Suite (CDS) fiscal agents.

92.9.3.5.   Reference Amendment 12-2018: Department staff training.

92.9.3.5.1.   DELIVERABLE: Department Review and Approval of Training Environment

92.9.3.5.2.   DUE: Prior to First Schedule Training Session

92.9.4.   Reference Amendment 12-2018: The Contractor shall provide training modality options for initial EVV training that include, but are not limited to, the following:

92.9.4.1.   Reference Amendment 12-2018: Self-directed web-based training that is accessible online through the Contractor's Learning Management System and includes complete, accurate, and updated training materials that include, but are not be limited to, the following:

92.9.4.1.1.   Reference Amendment 12-2018: Online user-specific training PowerPoint materials.

92.9.4.1.2.   Reference Amendment 12-2018: Specific training scenarios system demonstrations.

92.9.4.1.3.   Reference Amendment 12-2018: Reviews to confirm system and training competency.

92.9.4.2.   Reference Amendment 12-2018: Two-hour instructor-led web-based training webinars shall be led by a Contractor trainer.

92.9.4.3.   Reference Amendment 12-2018: Instructor-led classroom environment training sessions led by a Contractor trainer.

92.9.4.3.1.   Reference Amendment 12-2018: The Contractor shall provide refresher and ongoing training for all users in the form of topic-specific webinars available via the Contractor's Learning Management System as mutually determined by the Department and the Contractor.

92.10.   Reference Amendment 12-2018: The Contractor shall provide an EVV Customer Care help desk for providers and Departmental Jurisdictional View system users of the EVV system. The Contractor's EVV Customer Care help desk shall be provided and operated independently from any other Contractor help desks and shall provide services that include, but are not limited to, the following:

92.10.1.   Reference Amendment 12-2018: Available to provide assistance to users 8:00am – 5:00pm MT, on Business Days, Monday through Friday.

92.10.2.   Reference Amendment 12-2018: Provides user support via telephone or through electronic submissions.

92.10.3.   Reference Amendment 12-2018: Provides remote assistance, which allows the Contractor to temporarily view EVV users' current session.

92.10.4.   Reference Amendment 12-2018: Escalation process.

92.10.4.1.   Reference Amendment 12-2018: Priority 1 – Critical: Issues defined as client cannot operate a core piece of business due to a deficiency/defect with no reasonable workaround will have

a response within 30 minutes and progress reports every four hours, with daily status reports as investigation into the issue continues.

92.10.4.2. Reference Amendment 12-2018: Priority 2 – High/Major: Issues defined as operations impacted, slowed or hampered by deficiency/defect with a viable workaround allowing the continued use of the system will have a response within one Business Day with daily status reports as the investigation into the issue continues.

92.10.4.3. Reference Amendment 12-2018: Priority 3 – Low/Minor: Issues defined as deficiency/defect that impacts the ability to use the system with a viable workaround allowing the use of the product without material impact to efficiency or quality will have a response within one week with monthly status updates as the investigation into the issue continues.

92.10.5. Reference Amendment 12-2018: During operation hours, 85% of all telephone calls will be answered within 60 seconds and the abandon rate of calls will be 5% or less.

92.10.6. Reference Amendment 12-2018: The Contractor shall provide a Monthly EVV Customer Care Help Desk Report that includes the following:

92.10.6.1. Reference Amendment 12-2018: Total number of calls received.

92.10.6.2. Reference Amendment 12-2018: Percentage of calls abandoned (<5%).

92.10.6.3. Reference Amendment 12-2018: Average time to answer (60 second maximum).

92.10.6.4. Reference Amendment 12-2018: Average call length.

92.10.7. Reference Amendment 12-2018: Percentage of calls answered within 60 seconds (85% maximum).

92.10.8. Reference Amendment 12-2018: Call reasons.

92.10.8.1. DELIVERABLE: Monthly EVV Customer Care Help Desk Report

92.10.8.1. DUE: Monthly, Ten (10) days After the Close of the Previous Month Following EVV System Go Live

92.11. Reference Amendment 12-2018: The Contractor shall host an EVV System Implementation Project Kickoff Meeting for the EVV project implementation with the Department at the Department's location to discuss the project plan, schedule, and other relevant information.

92.11.1. Reference Amendment 12-2018: The Contractor shall ensure that the meeting is scheduled for a time in which the location's resources and necessary Department staff are available.

92.11.1.1. Reference Amendment 12-2018: The Contractor shall develop an agenda.

92.11.1.2. Reference Amendment 12-2018: The Contractor shall create necessary meeting materials.

92.11.1.3. Reference Amendment 12-2018: The Contractor shall facilitate the meeting.

92.11.1.4. Reference Amendment 12-2018: The Contractor shall take meeting minute notes and document action items.

92.11.1.4.1. DELIVERABLE: EVV System Implementation Project Kickoff Meeting Completion

92.11.1.4.2. DUE: Ten (10) Business Days After Amendment Execution

92.12. Reference Amendment 12-2018: The Contractor shall produce and deliver an EVV System Implementation Project Plan prior to the EVV System Implementation Project Kickoff Meeting to be reviewed at the EVV System Implementation Project Kickoff Meeting.

92.12.1. Reference Amendment 12-2018: The EVV System Implementation Project Plan shall include an outline of all major implementation phases which shall include at a minimum project kickoff, business rule development, testing and training, system deployment, and system improvements after EVV System go live.

92.12.1.1. DELIVERABLE: Final EVV System Implementation Project Plan

92.12.1.2. DUE: No later than ten (10) Business Days After Kickoff Meeting

92.13. Reference Amendment 12-2018: Contractor shall be responsible, with the Department's oversight, for the definition of EVV System Business Rules.

92.13.1. Reference Amendment 12-2018: Contractor shall facilitate meetings with the Department at the Department's location to discuss the business rules.

92.13.1.1. Reference Amendment 12-2018: The Contractor shall ensure that the meeting is scheduled for a time in which the location's resources and necessary Department staff are available.

92.13.1.2. Reference Amendment 12-2018: The Contractor shall create documentation of the agreed upon Business Rules as well as subsequent EVV system configuration to accommodate the Business Rules.

92.13.1.2.1. DELIVERABLE: Approval of Business Rules for EVV System

92.13.1.2.2. DUE: After EVV System Project Plan Approval

92.14. Reference Amendment 12-2018: The Department shall conduct User Acceptance Testing (UAT) to validate the EVV System's functional requirements.

92.14.1. Reference Amendment 12-2018: The Contractor shall supply the Department with the following prior to the UAT phase:

92.14.1.1. Reference Amendment 12-2018: UAT Test Plan.

92.14.1.2. Reference Amendment 12-2018: UAT Test Scripts based on functionality to be tested.

92.14.1.3. Reference Amendment 12-2018: UAT Issue Log to track issues discovered during the UAT process.

92.14.1.3.1. DELIVERABLE: Department Review and Approval of UAT Test Plan, UAT Test Scripts, and UAT Issue Log

92.14.1.3.2. DUE: Prior to the Start of UAT

92.14.2. Reference Amendment 12-2018: The Contractor, prior to and during the UAT phase shall perform the following:

92.14.2.1. Reference Amendment 12-2018: Create and maintain the UAT environment.

92.14.2.2. Reference Amendment 12-2018: Create, distribute, and review product and release information with the appropriate Department staff.

92.14.2.3. Reference Amendment 12-2018: Conduct the investigation and prioritization of logged issues by severity level. Severity levels shall be defined as:

92.14.2.3.1. Reference Amendment 12-2018: Severity 1/Critical – Issues defined as user cannot operate a core piece of business due to a deficiency/defect with no reasonable workaround.

92.14.2.3.2.   Reference Amendment 12-2018: Severity 2/High/Major – Issues defined as user operations are impacted, slowed, or hampered by deficiency/defect with a viable workaround allowing the continued use of the system.

92.14.2.3.3.   Reference Amendment 12-2018: Severity 3/Low/Minor – Issues defined as deficiency/defect that impacts the user's ability to use the system but there is a viable workaround allowing the use of the system without material impact to efficiency or quality.

92.14.2.3.4.   Reference Amendment 12-2018: Enhancement Request – Issues identified during the UAT phase categorized as system enhancement requests.

92.14.2.4.   Reference Amendment 12-2018: All Severity 1 and Severity 2 issues must be resolved prior to the UAT requirements being successfully met. Severity 3 issues, may be unresolved prior to the deliverable being successfully met unless mutually agreed upon by the Department and the Contractor.

92.14.2.4.1.   DELIVERABLE: User Acceptance Testing for EVV System

92.14.2.4.2.   DUE: Severity 1 and 2 Issues are Resolved; and Severity 3 issues mutually agreed upon by the Department and the Contractor

92.15. Reference Amendment 12-2018: The Contractor shall deploy to production and make available for end user access an EVV System as described in Sections 92.1. through 92.6.

92.15.1. Reference Amendment 12-2018: The EVV System will be available for use by all providers that will use the Colorado EVV System. Providers using an alternate or third party EVV system will not have access at the initial deployment.

92.15.2. Reference Amendment 12-2018: The EVV System, at deployment, shall include:

92.15.2.1.   Reference Amendment 12-2018: Interface between the EVV System and the Department's interChange and BIDM are in production.

92.15.2.2.   Reference Amendment 12-2018: The EVV System Aggregator will be available for alternate or third party EVV vendor interfaces.

92.15.2.2.1.   DELIVERABLE: EVV System Deployment

92.15.2.2.2.   DUE: No later than January 1, 2019 or the current CMS guidance at the time of deployment.

92.16. Reference Amendment 12-2018: The Contractor shall ensure that the EVV System post-deployment Optimization efforts are complete.

92.16.1. Reference Amendment 12-2018: Contractor will confirm alternate or third party EVV vendor interfaces to the EVV System Aggregator have begun testing, passed testing, and are ready for production.

92.16.1.1.   DELIVERABLE: Monthly Alternate or Third-Party Vendor Interfaces Status Report

92.16.1.2.   DUE: Monthly by the 15th day of the month

92.17. Reference Amendment 12-2018: For Phase 3, the Contractor shall host a EVV Scheduling and Consumer Directed Kickoff meeting for the EVV Scheduling module and Consumer Directed Suite with the Department at the Department's location to discuss the project plan, schedule, and other relevant information.

92.17.1. Reference Amendment 12-2018: The Contractor shall ensure that the meeting is scheduled for a time in which the location's resources and necessary Department staff are available.

92.17.1.1. Reference Amendment 12-2018: The Contractor shall develop an agenda.

92.17.1.2. Reference Amendment 12-2018: The Contractor shall create necessary meeting materials.

92.17.1.3. Reference Amendment 12-2018: The Contractor shall facilitate the meeting.

92.17.1.4. Reference Amendment 12-2018: The Contractor shall take meeting minute notes and document action items.

92.17.1.4.1. DELIVERABLE: EVV Scheduling and Consumer Directed Kick off Meeting and Project Plan Approval for EVV Scheduling Module and Consumer Directed Suite

92.17.1.4.2. DUE: After EVV System Deployment, upon determination between the Department and the Contractor

92.17.2. Reference Amendment 12-2018: The Contractor shall produce and deliver a Project Plan for the EVV Scheduling Module and Consumer Directed Suite to be reviewed at the Kickoff Meeting.

92.17.2.1. Reference Amendment 12-2018: The Project Plan for the EVV Scheduling Module and Consumer Directed Implementation shall include an outline of all major implementation phases which may include project kickoff, business rule development, testing and training, system deployment, and system optimization.

92.17.2.1.1. DELIVERABLE: Final EVV Scheduling Module and Consumer Directed Suite Implementation Project Plan

92.17.2.1.2. DUE: Ten (10) Business Days After Kickoff Meeting

92.18. Reference Amendment 12-2018: Contractor shall be responsible, with the Department's oversight, for the definition of EVV Scheduling Module and Consumer Directed Suite Business Rules.

92.18.1. Reference Amendment 12-2018: Contractor shall facilitate meetings with the Department at the Department's location to discuss the EVV Scheduling Module and Consumer Directed Suite Business Rules.

92.18.1.1. Reference Amendment 12-2018: The Contractor shall ensure that the meeting is scheduled for a time in which the location's resources and necessary Department staff are available.

92.18.1.2. Reference Amendment 12-2018: The Contractor shall create documentation of the agreed upon EVV Scheduling Module and Consumer Directed Suite Business Rules as well as subsequent EVV system configuration to accommodate the EVV Scheduling Module and Consumer Directed Suite Business Rules.

92.18.1.2.1. DELIVERABLE: Approval of EVV Scheduling Module and Consumer Directed Suite Business Rules

92.18.1.2.2. DUE: After EVV System Project Plan Approval

92.19. Reference Amendment 12-2018: The Department shall conduct User Acceptance Testing (UAT) to validate the Scheduling Module and Consumer Direct Suite functional requirements.

92.19.1. Reference Amendment 12-2018: The Contractor shall supply the Department with the following prior to the UAT phase:

92.19.1.1. Reference Amendment 12-2018: UAT Test Plan.

92.19.1.2.   Reference Amendment 12-2018: UAT Test Scripts based on functionality to be tested.

92.19.1.3.   Reference Amendment 12-2018: UAT Issue Log to track issues discovered during the UAT process.

92.19.1.3.1.   DELIVERABLE: Department Review and Approval of UAT Test Plan, UAT Test Scripts, and UAT Issue Log

92.19.1.3.2.   DUE: Prior to the Start of UAT

92.19.2.   Reference Amendment 12-2018: The Contractor, prior to and during the UAT phase shall perform the following:

92.19.2.1.   Reference Amendment 12-2018: Create and maintain the UAT environment.

92.19.2.2.   Reference Amendment 12-2018: Create, distribute, and review product and release information with the Department staff.

92.19.2.3.   Reference Amendment 12-2018: Conduct the investigation and prioritization of logged issues by severity level. Severity levels shall be defined as:

92.19.2.3.1.   Reference Amendment 12-2018: Severity 1/Critical – Issues defined as user cannot operate a core piece of business due to a deficiency/defect with no reasonable workaround.

92.19.2.3.2.   Reference Amendment 12-2018: Severity 2/High/Major – Issues defined as user operations are impacted, slowed, or hampered by deficiency/defect with a viable workaround allowing the continued use of the system.

92.19.2.3.3.   Reference Amendment 12-2018: Severity 3/Low/Minor – Issues defined as deficiency/defect that impacts the user's ability to use the system but there is a viable workaround allowing the use of the system without material impact to efficiency or quality.

92.19.2.3.4.   Reference Amendment 12-2018: Enhancement Request – Issues identified during the UAT phase categorized as system enhancement requests.

92.19.2.4.   Reference Amendment 12-2018: The Contractor shall resolve all Severity 1 and Severity 2 issues prior to the UAT deliverable being successfully met. The Contractor may leave Severity 3 issues unresolved prior to the UAT deliverable being successfully met if mutually agreed upon by the Department and the Contractor.

92.19.2.4.1.   DELIVERABLE: User Acceptance Testing for Scheduling Module and Consumer Directed Suite

92.19.2.4.2.   DUE: Severity 1 and 2 Issues are Resolved; and Severity 3 issues mutually agreed upon by the Department and the Contractor

92.20.   Reference Amendment 12-2018: The Contractor shall deploy to production and make available for end user access an EVV Scheduling Module and Consumer Directed Suite as described in Sections 92.7. and 92.8.

92.20.1.   Reference Amendment 12-2018: The EVV Scheduling Module and Consumer Directed Suite will be available for use by all providers that will use the EVV System. Providers using an alternate or third party EVV system will not have access to this deployment.

92.20.1.1.   DELIVERABLE: EVV Scheduling Module and Consumer Directed Suite Deployment

92.20.1.2.   DUE: No later than December 31, 2019

C.   **Exhibit E, COMPENSATION AND QUALITY MAINTENANCE PAYMENTS, Section 1.1.13, EVV SYSTEM COMPENSATION, is hereby added as follows:**

Deliverable	Due Date	Amount
Kick off Meeting Completion	Two (2) weeks after Amendment Execution	$100,000.00
Final EVV System Implementation Project Plan Approval	No later than ten (10) Business Days After Kickoff Meeting	$115,002.00
Approval of Business Rules for EVV System	After EVV System Project Plan Approval	$215,002.00
Approval of Training Plan	Prior to first training session.	$73,335.00
Acceptance of User Acceptance Testing for EVV System.	All Severity 1 and 2 issues are resolved; and 3 (at the Department's discretion.) issues are resolved.	$200,000.00
EVV System Deployment	No earlier than December 31, 2018	$273,335.00
Kick off Meeting and Project Plan Approval for EVV Scheduling Module and Consumer Directed Suite	After EVV System Deployment	$67,351.00
Approval of EVV Scheduling Module and Consumer Directed Suite Business Rules	After EVV Scheduling Module Project Plan Approval	$125,372.00
User Acceptance Testing for EVV Scheduling and Consumer Directed Module	All Severity 1 and 2 issues are resolved; and 3 (at the Department's discretion.) issues are resolved.	$51,351.00
EVV Scheduling Module and Consumer Directed Suite Deployment	No later than December 31, 2019	$87,101.00
Totals		**$1,307,849.00**
Per Item Fees		
Provider EVV System Setup	Invoiced at the start of Implementation	$41.00/provider; maximum of $52,316.00
Third Party Interfaces for Aggregator 10 interfaces	Invoiced as they occur	$3,000.00/interface maximum of $30,000.00
Instructor Led Classroom and Webinar Training	Invoiced as they occur	Instructor Led Classroom: $2,625/each and

			Instructor Led Webinar: $990/each. Maximum of $72,300.00.

Recurring Fees			Maximum Cap FY 2018-2019	Maximum Cap FY 2019-2020	Maximum Cap FY 2020-2021
Monthly Transaction Fee – includes minimum monthly transactions fees: • Months 1-3 post Go Live: 438,550 Transactions per Month • Months 4-ongoing post Go Live: 751,800 Transactions per Month	Invoiced monthly	$0.11/ Transaction per month	$392,815.50	$992,376.00	$992,376.00
Ongoing Support Services Fee	Invoiced Monthly	$30,000.00	$180,000.00	$360,000.00	$360,000.00
Percentage of calls abandoned is less than 5%; 85% of calls answered within 60 seconds	Invoiced Monthly Invoiced Monthly	$2,000.00 $3,241.00	$31,446.00	$62,892.00	$62,892.00
EVV Aggregator PMPM Fee	Invoiced Monthly	$1.25/ PMPM	$335,635.00	$671,270.00	$671,270.00
Scheduling Module Ongoing Support Fee	Invoiced Monthly and starts after EVV Scheduling Deployment.	$10,416.00	Not Applicable; no funding allocated for FY 2018-2019	$124,992.00	$124,992.00

7. START DATE

This Amendment shall take effect on its Effective Date.

8. ORDER OF PRECEDENCE

Except for the Special Provisions and the HIPAA Business Associates Addendum in the event of any conflict, inconsistency, variance, or contradiction between the provisions of this Amendment and any of the provisions of the Contract, the provisions of this Amendment shall in all respects

supersede, govern, and control. The most recent version of the Special Provisions incorporated into the Contract or any amendment shall always control other provisions in the Contract or any amendments.

9.   AVAILABLE FUNDS

Financial obligations of the state payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, or otherwise made available to the Department by the federal government, state government and/or grantor.

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THE PARTIES HERETO HAVE EXECUTED THIS AMENDMENT

Persons signing for Contractor hereby swear and affirm that they are authorized to act on Contractor's behalf and acknowledge that the State is relying on their representations to that effect.

CONTRACTOR:	STATE OF COLORADO:
DXC Technology Services LLC	John W. Hickenlooper, Governor

By: _Signature of Authorized Officer_

By: _Kim Bimestefer, Executive Director_
Department of Health Care Policy and Financing

Date: June 29, 2018

Date: 7/24/18

John McCabe
Printed Name of Authorized Officer

LEGAL REVIEW:
Cynthia H. Coffman, Attorney General

Vice-President Public Sector
Printed Title of Authorized Officer

By: N/A

Date:

ALL CONTRACTS REQUIRE APPROVAL BY THE STATE CONTROLLER

CRS §24-30-202 requires the State Controller to approve all State Contracts. This Contract is not valid until signed and dated below by the State Controller or delegate. Contractor is not authorized to begin performance until such time. If Contractor begins performing prior thereto, the State of Colorado is not obligated to pay Contractor for such performance or for any goods and/or services provided hereunder.

STATE CONTROLLER:

Robert Jaros, CPA, MBA, JD

By: _____
Department of Health Care Policy and Financing

Date: 7/25/18