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DHH - CF - 1
Revised: 12-04

AGREEMENT BETWEEN STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS

CFMS: 657632

DHH: 04991

Office for Citizens with Developmental Disabilities

Agency # 340

AND

Covansys Corporation

OCDD

FOR

Personal Services Professional Services Consulting Services Social Services

DEC 03 2007

CONTRACTS

1) Contractor (Legal Name if Corporation) Covansys Corporation	5) Federal Employer Tax ID# or Social Security # 38260694500 (Must be 11 Digits)
2) Street Address 7701 College Blvd.	6) Parish(es) Served ST
City Overland Park	State KS
Zip Code 66210	7) License or Certification #
3) Telephone Number (800) 766-7909	8) Contractor Status
4) Mailing Address (if different)	Subrecipient: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
City	Corporation: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
State	For Profit: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Zip Code	Publicly Traded: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8a) CFDA# (Federal Grant #)	

9) Brief Description Of Services To Be Provided:

The contractor will provide operating services of a central finance office (CFO) for Louisiana's Part C early intervention system, EarlySteps which includes the following: to manage and operate an online authorization, claims processing and fund recovery system; to convert to a statewide online, web-based electronic data interface system to be developed by DHH; to manage and provide data reporting and quality assurance; to operate a Help Desk and to provide training and technical assistance for agencies and providers.

10) Effective Date 10-01-2007

11) Termination Date 09-30-2010

12) This contract may be terminated by either party upon giving thirty (30) days advance written notice to the other party with or without cause but in no case shall continue beyond the specified termination date.

13) Maximum Contract Amount

14) Terms of Payment

Contractor obligated to submit final invoices to Agency within fifteen (15) days after termination of contract. Contractor will submit DHH/Office for Citizens with Developmental Disabilities (OCDD)-approved invoice with deliverables for operating services at a fixed monthly rate of \$59,258. Payment for development costs will be submitted following approval and completion of development projects as determined by acceptance documents and system modification requests documents approved by OCDD and the contractor according to the \$83.00 per hour rate. See Attachment C for fee schedule with additional details.

PAYMENT WILL BE MADE ONLY UPON APPROVAL OF:

First Name
Brenda B. Sharp

Title
Program Manager

Phone Number
(225) 342-0095

15) Special or Additional Provisions which are incorporated herein, if any (IF NECESSARY, ATTACH SEPARATE SHEET AND REFERENCE):

Statement of Work
Covansys Corporation
Contract Period: October 1, 2007 through September 30, 2010

Goals

The intent of this document is to summarize the services which Covansys Corporation will provide to EarlySteps, the state of Louisiana's early intervention program administered through the Office for Citizen's with Developmental Disabilities with the Department of Health and Hospitals. These services include the following components for which the contractor will:

1. Manage and operate an online authorization, claims processing and fund recovery system for the EarlySteps program
2. Convert to a CFO Statewide Online Web-based Electronic Data Interface System to be developed by DHH
3. Manage and provide data reporting and quality assurance aspects of EarlySteps
4. Manage and operate the System Point of Entry (SPOE) help desk and provide technical assistance and training to SPOE's, central and regional office staff.

I. Manage and operate an online authorization, claims processing and fund recovery system

EarlySteps, Louisiana's Part C Program of the Individuals with Disabilities Education Act (IDEA), provides early intervention services for eligible infants and toddlers (ages birth to three years) with developmental delays or diagnosed medical conditions which are likely to result in development of developmental delay. Operation of the eligibility process, development of the Individual Family Service Plan, authorizations for service delivery and claims processing are managed through the central finance office (CFO) operated by Covansys Corporation in conjunction with the 9 system points of entry (SPOE) in 9 regions of Louisiana.

Outcomes

- a. Authorizations of Services—authorizations for evaluation and assessment for eligibility and service delivery based on the IFSP for eligible children are generated by Covansys and sent to the SPOE, family service coordination agency, and/or service provider electronically within two working days of receipt of the data from the SPOE. Authorizations to transportation providers are sent via mail. Covansys shall also provide service authorization to families electronically or by direct mail within two working days.

Covansys will track types of services, methods, locations, duration, number of occurrences, diagnoses and shall calculate the dollar amount authorized. The data system will limit access to enrolled providers. The value of the authorizations will be based upon an established fee scale determined by OCDD/DHH. Providers will be paid no more than the maximum rate established.

- b. Claims Processing and Payment—Covansys will manage and operate the claims payment system in compliance with HIPAA requirements via batch claims in a standard 837P format or by allowing entry on an individual basis. All providers submitting an 837P format are eligible to receive a remittance advice via an 835 format.

Covansys will reconcile claims received from providers and provide payment according to DHH timelines

Covansys will function as a "billing agent" for enrolled providers for processing of Medicaid claims including claims submission, tracking payments and reconciliation for such providers who complete the Louisiana Medicaid EDI Contract with Covansys. These services will be offered to providers at no more than the current standard rate for other approved billing agents in Louisiana. Covansys will continue provide to DHH access to all claims data submitted via online access and inquiry into the claims data system. Additional details regarding Covansys role are provided in the funds recovery section which follows.

Covansys will continue to monitor the bank account from which payments are generated and provide monthly reconciliation of the account to DHH/OCDD. Funding requests will be sent to OCDD as each Electronic Funds Transfer (EFT) batch is processed. Monthly payment detail reports will be submitted to OCDD. Claims and remittance advice details will be submitted electronically in HIPAA standard transaction sets or in a format agreed upon by OCDD and Covansys. Import/export capability to other DHH/OCDD designated systems will occur as determined by OCDD.

Covansys will implement internal controls, policies, and procedures to prevent, detect, review and report potential fraud and abuse activities by providers and subcontractors as well as improper billing or payments. Covansys will reimburse DHH for payment of any Part C service and/or any audit exception for which the provider was not entitled to payment. Possible fraud must be reported to DHH/OCDD orally and in writing within 24 hours of discovery. Covansys, its subcontractors, and its financial institution shall cooperate fully in any reviews or investigations and in any resulting subsequent legal action.

c. Fund Recovery—Covansys will continue to reconcile provider payment from the appropriate funding entity.

Part C funds

Covansys will continue the current payment reconciliation system to handle payments from Part C funds. Payments from these funds are for Part C specified services not covered by another funding source (including Medicaid) and/or for services for children not eligible for Medicaid. For these claims, Covansys will submit requests for funds transfer to DHH/OCDD monthly. DHH/OCDD will transmit funds to Covansys' account upon submission of an invoice which specifies amount requested by provider. Upon receipt of the funds transfer, Covansys will prepare and send payments to providers.

Medicaid funds

Covansys' role in fund recovery for Medicaid funds will include a system component that will compare EarlySteps child data to DHH Medicaid eligibility data. In addition, Covansys will have access the Medicaid eligibility information to obtain reliable data for each child if warranted.

For those participants who, after initial enrollment, have been found to be Medicaid eligible:

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- d. Covansys is responsible for all follow-up, reconciliation and re-filing of claims until Medicaid-eligibles' claims have been paid through the Medicaid issued remittance advices
 - 1. Covansys will be responsible for reconciliation of claims within 120 days from date of service.
 - 2. Covansys will attempt to resolve denials after identification of the reason for the denial. If unable, Covansys will work with DHH staff, DHH Fiscal Intermediary, providers and participants to reach resolution.
 - 3. Covansys will report to DHH/OCDD all claims over 120 days following date of service which have not been paid with documentation of action taken and advise DHH/OCDD of possible additional action.
- e. Covansys will continuously analyze the process and recommend changes to increase recovery rates after implementation of this process.

d. Enrollment/Sanctions/Suspensions/Termination

Enrollment—Covansys shall process individual and provider agency enrollment applications according to the administrative requirements established by Early Steps. Currently, there are 500-600 providers currently enrolled.

Covansys will process provider enrollment applications according to the administrative requirements established by the DHH/OCDD. Covansys will continue following credentialing requirements as directed by the DHH/OCDD. Providers will submit enrollment packets to Covansys after attending an enrollment meeting with the appropriate Regional Coordinator.

Covansys will ensure that enrolled providers meet registration, certification and licensure requirements. Covansys will also ensure that providers maintain a current statewide police background check. Covansys understands that the DHH/OCDD establishes the policy related to provider exclusion and will adhere to policies that the DHH/OCDD has established in this regard. Covansys understands that suspension of an enrolled provider must include prior approval from DHH/OCDD.

Covansys must assure that enrolled providers meet all applicable national and/or state licensure and credentialing requirements for their specific discipline.

Covansys will electronically track and submit reports to the DHH/OCDD on a monthly basis that include the status of providers with active and pending enrollment on a regional level.

Sanctions/Suspensions/Terminations

Covansys shall exclude providers from enrolling that have been identified as having failed to renew license registration, and/or having a revoked professional license

Covansys will implement the process of holding/stopping provider payments based on sanctions imposed by the DHH/OCDD. The DHH/OCDD will

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e. Current Data System—Covansys will modify the existing Early Intervention Data Systems (EIDS) data system to accomplish the following data requirements, including data access, reporting and monitoring capabilities. Covansys must provide an online account tracking system that will perform the following functions:

- i. Service Coordination system that includes collecting data from entry (at referral), through the intake process, eligibility, implementation of the IFSP and transition. The data will capture requirements following DHH/OCDD policies and procedures.
- ii. Online provider authorizations and claims system that includes collecting data for creating authorizations and payment of providers electronically.
- iii. Online general supervision/monitoring requirements that includes data collecting, analysis and reporting on the OSEP indicators including child and family outcomes.

f. User Manuals/Systems Documents—Covansys will continue and update user manuals and all system-generated documents subject to review and approval of the DHH/OCDD before implementation of such documents. The user manuals must be complete and easy to read. The manuals must be in an accessible format for posting to the Early Steps web site. The user manuals will continue to be available on-line. The contractor shall update the user manuals as determined by DHH/OCDD.

g. Website/Service Matrix—Covansys will continue to manage the Louisiana Early Intervention System (LAEIS) Provider Web Site in accordance with HIPAA. Covansys will continue to host the complete Early Intervention Billing Manual. The web site will also allow for service coordinators, providers and SPOEs to access a matrix of providers, types of service and the providers' availability to provide services to each child in need of such services. The statewide Provider Matrix for use at the parish and regional level will support informed decision-making for families in the selection of providers for needed services for eligible children. The statewide Provider Matrix is a listing of all professionals enrolled in the Early Intervention system. Covansys will provide updates to the Matrix as directed by the DHH/OCDD.

h. Disaster Recovery Plan and System Availability Plan --The contractor will review, modify as needed, and submit for approval to OCDD its Disaster Recovery Plan. If modification is necessary, it will be submitted to OCDD for approval within sixty (60) calendar days of contract implementation. Operations and data shall be fully restored within twenty-four (24) hours of an emergency event that may cause disruption in service. The DHH/OCDD reserves the right to review and approve any plan and inspect any facilities associated with disaster recovery. A disaster recovery operational test shall be conducted by the contractor on an annual basis. The system shall not be down in excess of seven (7) hours during a continuous five (5) day period.

In the event of non-emergency system failure, the contractor shall have two (2) working days from the date of receipt of written notification of failure to perform to the specifications to cure the failure. However, additional working days may be approved if deemed necessary by the DHH/OCDD. If the failure is not resolved within this warning/cure period, penalties may be imposed retroactively to the date of failure to perform.

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reports will be available in an electronic format to be prior approved by DHH/OCDD.

- Summary report of the total number and amounts claims submitted.
- Summary report of the total number and amounts of claims received.
- Summary report of the total number and amounts of claims denied.
- Summary report of the total number and amounts of claims rejected.
- Detailed report of claims paid per child.
- Detailed report of claims denied per child
- Detailed report of claims rejected per child
- Summary report of all fund recovery activities

2. Convert to a CFO Statewide Online Web-based Electronic Data Interface System to be developed by DHH.

The state of Indiana developed the software for the functions of the CFO and has made the software available to DHH. DHH has made modifications to the software and Covansys will utilize this software for functions specified in this scope of work and make further modifications as requested by DHH/OCDD. Each SPOE office utilizes the software for program implementation and Covansys will be responsible for software downloads maintenance and enhancements, and modifications to SPOE's and to other sites designated by DHH/OCDD.

Outcome:

Once DHH has developed its web-based system, Covansys will evaluate needs outlined in the CFO July, 2007 RFP and provide an estimate for the required work based on the current development rate of \$83 per hour.

Performance Measures and Monitoring Plan

Development of this component will be evaluated according to specifications provided to Covansys when available. Systems modifications will be implemented according to such specifications and within approved budget. Successful implementation will be demonstrated by conversion and operation of the data into the DHH system.

3. Manage and Provide Data Reporting and Quality Assurance

Outcomes:

- a. Standard Reports—Covansys will continue to make available the standard reports currently on the LAeikids.com website. Up to 4 new standard reports will be developed per contract year as requested by DHH/OCDD at no additional cost. Any new standard reports will be permanently incorporated into the system. Reports that may be required under Quality Enhancement initiatives to evaluate performance against contractual performance standards will also be made available at no additional costs.
- b. Ad Hoc Analysis and Reporting—Covansys will develop and provide up to 12 new ad hoc reports (single usage data query runs) in an agreed upon format as requested by DHH for each contract year. Approved system users will have the ability to request and import data for the purpose of

- d. **Quality Assurance**—Covansys will implement the Quality Assurance/Quality Enhancement System specified in their response to the EarlySteps Request for Proposals (dated July 19, 2007). This system includes the following components: vision, mission, organizational chart, QE policy and procedures, QE enhancement committee including stakeholders, goal development, plan implementation, and data collection and analysis.
- e. **Quality Assurance-Survey**—Covansys will develop surveys for DHH/OCDD approval for family and provider satisfaction. An electronic method of surveying will be implemented for collection and analysis using online survey software. Surveys will be conducted prior to December 31 each year and aggregate data will be provided to DHH/OCDD. In addition, Covansys will provide this electronic method to allow DHH to conduct additional, free online surveying up to once per month, when DHH/OCDD provides the questions and uses the survey through the information page of the Covansys on-line system.

Performance Indicators and Monitoring Plan

- Standard reports are available as needed and provide requested information
- Ad hoc reports are produced according to specifications when requested and according to system modification requests.
- Quality Assurance documents include components specified above
- Quality Assurance surveys yield high levels of satisfaction by families and providers

4. Manage/Operate Help Desk and provide Technical Assistance and Training Outcomes:

- a. Covansys will continue the Help Desk for all SPOE users regarding the SPOE application, hardware and software issues. If a problem is determined to be an operating system or hardware issue rather than a SPOE software issue, the issue will be referred back to the local hardware support. Covansys will provide a toll-free number (866) 305-4985 for Help Desk assistance. Help Desk and Technical staff are available from 8:00 am to 5:00 pm Central time Monday through Friday 52 weeks per year, excluding holidays of New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas day. All inquiries to the Help Desk will be responded to within one business day. Incoming SPOE calls to the Help Desk will be logged into Magic Total Service Desk by BMC software. Covansys will provide Help desk reports containing data collected to DHH/OCDD with monthly invoices and agree to provide help desk logs and data in a format specified by DHH/OCDD if requested.

Covansys will continue Nortel Symposium Call Center Servers for automated call routing and reporting, allowing for monitoring of call handling in real time and for re-routing of calls to available agents to minimize hold times. Reporting capabilities exist with this server and will be made to DHH/OCDD if requested.

Covansys' support personnel will be available by email through a mailbox maintained by Covansys. Responses will be delivered no later than the next business day. An email support log will be maintained in a DHH-approved format which documents date, time, user name, user location, problems, resolutions, and date and time of email response and will be submitted with monthly invoices. Support for providers regarding claims information will

SPOE training: SPOE training will be coordinated with DHH when the conversion to the web-based online system occurs and costs will be prepared at that time.

Provider/FSC training: Covansys will conduct two required service provider trainings via videoconference format with the trainer onsite with DHH/OCDD staff at the DHH videoconference site and limited to a maximum of 3 hours in duration. Covansys will provide, if requested, a slide-show type training file for broadcast via the videoconference as training material.

Family training: Covansys will continue to create, print and mail monthly Explanations of Benefits (EOB's) via first class mail to families receiving Part C funded-services. The EOB's will detail the service type, date(s) of service, amounts billed, denied, disallowed and paid for each service billed in a given month. In addition, EarlySteps communications (EOB stuffers) will be sent in up to 6 of the monthly mailings. The stuffers will be limited to 3 additional pieces of letter-size stock paper. The stuffers may be duplex printed. Covansys will work with EarlySteps to solidify a referral process for parents to submit inquiries regarding the EarlySteps paid provider claims.

EarlySteps Central Office/Regional Office Staff: Covansys will participate in quarterly visits to occur in Baton Rouge and/or New Orleans coordinated with DHH/OCDD during the first year of the contract and corresponding with SICC meetings when feasible. In subsequent contract years, biannual visits will be scheduled. Covansys will participate in monthly conference calls with OCDD and will be available for weekly calls or more often as needs dictate. Covansys will provide up to 2 training sessions for Regional staff within the first year of the contract and 1 training per year in subsequent contract years. These sessions will be timed with account management meetings that are normally occurring. Content of the training will include that specified in the Covansys response to the July 19, 2007 CFO RFP as well as any specified by DHH/OCDD.

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Performance Indicators and Monitoring Plan

- Training outlines and content are developed and approved prior to training
- Required training conducted according to schedule outlined above
- EOB's are provided to families monthly

Transition of all services to a new contractor if necessary

The State will notify Covansys not less than 60 days prior to the expiration of this contract if it requires Covansys' assistance to transition the services described herein to another vendor. Covansys will negotiate a transition plan with the State and will provide those services at the currently agreed upon "development cost" rate of \$83.00 per hour.

Upon expiration or termination of the contract, Covansys will deliver full system documentation and records within 30 days upon written request of the state. Covansys will negotiate a plan with DHH/OCDD to transition services to its successor to perform the same activities. These services will be provided at the same rate.