**INFORMATION SYSTEMS PROFILE** (Question B.24) **RFP ATTACHMENT 6.7**

Please provide a detailed profile of the key information systems within your span of control that will be used to perform the following:

1. Maintenance of member eligibility/enrollment and other information, both current and historical;
2. Maintenance of claims information (and/or equivalent encounter information for providers with whom the MCO has a capitated arrangement), both current and historical;
3. Maintenance of authorization and care coordination information, both current and historical;
4. Maintenance of provider network and other information;
5. Maintenance of EPSDT (TennCare Kids)-specific information;
6. Maintenance of information related to enrollee health status and outcomes;
7. Maintenance of MCO financial data;
8. Maintenance of information related to member grievance (synonymous with "complaint");
9. Maintenance of information related to member adverse benefit determination appeal;
10. Maintenance of information related to Provider Complaints and Appeals. (for example, provider vs. MCO claims disputes as opposed to appeals filed by the provider on the member's behalf);
11. Maintenance of internal operations data, e.g., call center statistics and system availability;
12. Maintenance of information related to reported incidents that may have compromised patient safety;
13. Maintenance of data collected via satisfaction surveys;
14. Maintenance of information related to program integrity and compliance activities;
15. Generation of the reports stipulated in Section A.2.30 of the *pro forma* contract;
16. Processing of claims including electronic submission and, where applicable, automated and/or rules-based adjudication; and
17. Processing of transactions between the MCO and its members and between the MCO and providers including but not limited to: provider applications for network participation; enrollee and/or provider inquiries, suggestions, complaints etc.) - "workflow”.

In the Systems profile, please indicate:

* 1. Whether these systems will be used solely for the administration and management of TennCare activities, or
  2. Multi-client Systems, where information and transactions related to TennCare will be captured and/or processed along with information and transactions of other clients.
  3. The applicable security frameworks and standards in place to secure data and key information systems under your span of control.

Additionally, as part of your Systems profile indicate:

* + 1. Name and version/release level of each application (e.g., version 1.0 release x.x)
    2. Operating hardware vendor and model/series ID (e.g., Oracle, Intel, Cisco and model of the system);
    3. Operating system vendor and ID along with version/release level (e.g., Solaris,

Linux, Windows); and

* + 1. Whether operation of the application and/or operating hardware is being outsourced to a third party; if so, indicate the third party to which the operation is or will be outsourced.

Finally, identify whether any of the aforementioned applications will be undergoing a major upgrade or whether any of these applications will be replaced (and by what application, if known), in the next eighteen months.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INFORMATION SYSTEMS PROFILE: FORMAT** | | | | | | | | | | | | |
| **System/Information Management Function:** | | **APPLICATION AND DATABASE** | | | | | | | | | | |
| Name of Application(s) | App. Version/ Release Level | App. Mgt. Outsourced? (Yes/No) | If Yes, to Whom? | Dedicated to TennCare or Multi- Client? | If Multi- Client, Indicate Other Users | Listing of applicable security frameworks and standards (e.g., FedRamp, NIST, COBIT,  ISO 27001) | Name of Database(s) | DB  Version/ Release Level | DB Mgt. Outsourced? (Yes or No) | If Yes, to Whom? |
| 1 | Maintenance of member eligibility/enrollment and other information, both current and historical |  |  |  |  |  |  |  |  |  |  |  |
| 2 | Maintenance of claims information (and/or encounter information for providers with whom the MCO has a capitated arrangement),  both current and historical |  |  |  |  |  |  |  |  |  |  |  |
| 3 | Maintenance of authorization and care coordination information, both  current and historical |  |  |  |  |  |  |  |  |  |  |  |
| 4 | Maintenance of  provider network and other information |  |  |  |  |  |  |  |  |  |  |  |
| 5 | Maintenance of EPSDT  (TennCare Kids)-specific  information |  |  |  |  |  |  |  |  |  |  |  |
| 6 | Maintenance of information related to  enrollee health status and outcomes |  |  |  |  |  |  |  |  |  |  |  |
| 7 | Maintenance of MCO financial data |  |  |  |  |  |  |  |  |  |  |  |
| 8 | Maintenance of information related to member grievance (synonymous with "complaint"). |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 9 | Maintenance of information related to member adverse benefit determination appeal. |  |  |  |  |  |  |  |  |  |  |  |
| 10 | Maintenance of information related to Provider Complaints and Appeals. (for example, provider vs. MCO claims disputes as opposed to appeals filed by the provider on the  member's behalf.) |  |  |  |  |  |  |  |  |  |  |  |
| 11 | Maintenance of internal operations data, e.g.,  call center statistics and system availability |  |  |  |  |  |  |  |  |  |  |  |
| 12 | Maintenance of information related to reported incidents that may have  compromised patient safety |  |  |  |  |  |  |  |  |  |  |  |
| 13 | Maintenance of data collected via satisfaction surveys |  |  |  |  |  |  |  |  |  |  |  |
| 14 | Maintenance of information related to program integrity and  compliance activities |  |  |  |  |  |  |  |  |  |  |  |
| 15 | Generation of the reports stipulated in the Contract (see A.30) |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INFORMATION SYSTEMS PROFILE: FORMAT** | | | | | | | | | | | | |
| **System/Information Management Function:** | | **APPLICATION AND DATABASE** | | | | | | | | | | |
| Name of Application(s) | App. Version/ Release Level | App. Mgt. Outsourced? (Yes/No) | If Yes, to Whom? | Dedicated to TennCare or Multi- Client? | If Multi- Client, Indicate Other Users | Listing of applicable security frameworks and standards (e.g., FedRamp, NIST, COBIT,  ISO 27001) | Name of Database(s) | DB  Version/ Release Level | DB Mgt. Outsourced? (Yes or No) | If Yes, to Whom? |
| 16 | Processing of claims including electronic submission and, where applicable, automated  and/or rules-based adjudication |  |  |  |  |  |  |  |  |  |  |  |
| 17 | Processing of transactions between the MCO and its members and between the MCO and providers including but not limited to: provider applications for network participation; enrollee and/or provider inquiries, suggestions, complaints etc) - "workflow" |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INFORMATION SYSTEMS PROFILE: FORMAT** | | | | | | | | |
| **System/Information Management Function:** | | **OPERATING ENVIRONMENT** | | | | | | |
|  | | | | | | |
| Operating Hardware Vendor | Optg. Hardware Model/Series ID | Configuration Information – CPU, RAM, HD,  Architecture (HA/RAID/hot  failover/Etc.) | Operating System Vendor | Optg. System Model/Series ID | Optg. Env.  Mgt.  Outsourced? (Yes or No) | If Yes, to Whom? |
| 1 | Maintenance of member enrollment and other information, both  current and historical |  |  |  |  |  |  |  |
| 2 | Maintenance of claims information (and/or encounter information for providers with whom the MCO has a capitated arrangement),  both current and historical |  |  |  |  |  |  |  |
| 3 | Maintenance of authorization and care coordination information, both current and historical |  |  |  |  |  |  |  |
| 4 | Maintenance of provider network and  other information |  |  |  |  |  |  |  |
| 5 | Maintenance of EPSDT  (TennCare Kids)-specific information |  |  |  |  |  |  |  |
| 6 | Maintenance of information related to enrollee health status  and outcomes |  |  |  |  |  |  |  |
| 7 | Maintenance of MCO financial data |  |  |  |  |  |  |  |
| 8 | Maintenance of information related to member grievance (synonymous with "complaint"). |  |  |  |  |  |  |  |
| 9 | Maintenance of information related to member adverse benefit determination appeal. |  |  |  |  |  |  |  |
| 10 | Maintenance of information related to Provider Complaints and Appeals. (for example, provider vs. MCO claims disputes as opposed to  appeals filed by the provider on the member's behalf.) |  |  |  |  |  |  |  |
| 11 | Maintenance of internal operations data, e.g.,  call center statistics and system availability |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INFORMATION SYSTEMS PROFILE: FORMAT** | | | | | | | | |
| **System/Information Management Function:** | | **OPERATING ENVIRONMENT** | | | | | | |
|  | | | | | | |
| Operating Hardware Vendor | Optg. Hardware Model/Series ID | Configuration Information – CPU, RAM, HD,  Architecture (HA/RAID/hot  failover/Etc.) | Operating System Vendor | Optg. System Model/Series ID | Optg. Env.  Mgt.  Outsourced? (Yes or No) | If Yes, to Whom? |
| 12 | Maintenance of information related to reported incidents that may have compromised patient  safety |  |  |  |  |  |  |  |
| 13 | Maintenance of data collected via satisfaction surveys |  |  |  |  |  |  |  |
| 14 | Maintenance of information related to program integrity and compliance activities |  |  |  |  |  |  |  |
| 15 | Generation of the reports stipulated in the contract (see A.2.30) |  |  |  |  |  |  |  |
| 16 | Processing of claims including electronic submission and, where applicable, automated and/or rules- based  adjudication |  |  |  |  |  |  |  |
| 17 | Processing of transactions between the MCO and its members and between the MCO and providers including but not limited to: provider applications for network participation; enrollee and/or provider inquiries, suggestions, complaints etc) - "workflow" |  |  |  |  |  |  |  |