



**VA ELECTRONIC HEALTH RECORD MODERNIZATION  
(EHRM) SYSTEM  
PERFORMANCE WORK STATEMENT (PWS)  
DEPARTMENT OF VETERANS AFFAIRS**

**Office of Electronic Health Record Modernization (OEHRM)**

**Revenue Cycle Workflow Strategy Support Services for IOC**

**Date: August 21, 2019**

**TAC-19-56966**

**Task Order PWS Version Number: 1.3**

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## **1.0 BACKGROUND**

The mission of the Department of Veterans Affairs (VA) is to provide benefits and services to Veterans of the United States. In meeting these goals, VA strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the Veterans' health care in an effective, timely and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

On May 17, 2018, VA entered into a ten-year indefinite-delivery, indefinite-quantity (ID/IQ) sole-source contract with Cerner Government Services, Inc. (Cerner) to acquire the Electronic Health Record (EHR) system being deployed by the Department of Defense (DoD) and related services for deployment and transition across the VA enterprise in a manner that meets VA needs, and which will enable seamless healthcare to Veterans and qualified beneficiaries. Procurement of a single common system across VA and DoD shall achieve VA's goal of seamless care for Veterans by facilitating the transition of active duty military members to VA and improving their timely access to the highest quality of care.

Cerner's EHR solution shall provide VA with a single system that can store and retrieve administrative, clinical, laboratory, radiology, pharmacy and scheduling data, and can interact with other internal and external systems. Modernization of VA's EHR will support a Veteran-centric, team-based care model, with modern decision support tools; clinical information content services; identification, communication and standardization of care paths; and resource provisioning. This will improve interoperability, performance, and user experience for the majority of the health care delivery and ancillary teams responsible for directly or indirectly providing health care services; and in turn will improve quality, safety, and timeliness of health care services delivered to Veterans.

Cerner shall provide a comprehensive EHR solution and services as specifically defined in the EHRM Basic contract. This task order requires workflow strategy support services for implementation of Cerner Revenue Cycle solutions.

## **2.0 APPLICABLE DOCUMENTS**

There are no Applicable Documents in addition to the documents in Paragraph 3.0 in the EHRM Basic Performance Work Statement (PWS).

## **3.0 SCOPE OF WORK**

The Contractor shall provide resources to support system and process design to accommodate the unique needs of the Veterans Benefits Administration, the Office of Community Care, the Consolidated Patient Account Centers (CPACs), and the Veterans Health Administration while adopting industry best practice where applicable.

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**3.1 APPLICABILITY**

This Task Order (TO) effort PWS is within the scope of paragraph 5.5, "VA Enterprise EHRM Baseline Preparation," of the EHRM Basic PWS.

**3.2 ORDER TYPE**

The effort shall be proposed on a Firm Fixed Price (FFP) basis.

**4.0 PERFORMANCE DETAILS**

**4.1 PERFORMANCE PERIOD**

The period of performance (PoP) shall be 12 months from date of award with one optional task. The optional task may be required for additional support resources for Go-Live readiness activities, and preparation for block 2 additional capability deployment.

**4.2 PLACE OF PERFORMANCE**

Efforts under this TO shall be performed at Contractor facilities. The Contractor shall identify the Contractor's place of performance in their Task Execution Plan submission.

**4.3 TRAVEL OR SPECIAL REQUIREMENTS**

The Government anticipates travel to perform the tasks associated with the effort, as well as to attend program-related meetings or conferences throughout the PoP. Include all estimated travel costs in your firm-fixed price line items. These costs will not be directly reimbursed by the Government.

**4.4 CONTRACT MANAGEMENT**

All requirements of Section 9.0 of the EHRM Basic PWS apply to this effort. This TO shall be addressed in the Contractor's Monthly Progress Report as set forth in the EHRM Basic contract.

**4.5 GOVERNMENT FURNISHED PROPERTY**

Not applicable.

**4.6 SECURITY AND PRIVACY**

All requirements in Section 7.0 of the EHRM Basic PWS apply to this effort.

It has been determined that protected health information may be disclosed or accessed and a signed Business Associate Agreement (BAA) shall be required. The Contractor shall adhere to the requirements of the BAA executed between OEHRM and Cerner Corporation; and shall comply with VA Directive 6066 and VHA Handbook 1605.05.

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**4.6.1 POSITION/TASK RISK DESIGNATION LEVEL(S)**

The position sensitivity and the level of background investigation commensurate with the required level of access for all PWS tasks is Tier3/Non-Critical Sensitive in accordance with Section 8.7 of the EHRM Basic PWS.

The Tier3/ Non-Critical Sensitive Position Sensitivity and Background Investigation requirements identify, in effect, the Background Investigation requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required Background Investigation Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

**5.0 SPECIFIC TASKS AND DELIVERABLES**

The Contractor shall perform the following:

**5.1 PROJECT MANAGEMENT**

The Contractor shall provide a single Point of Contact for management of all project tasks, with individual subject matter experts assigned to each individual task. The Contractor shall include a Communications Plan in the Contractor Project Management Plan (CPMP) to cover overall and individual point of contact (POC) communications as well as issue escalation procedures.

**5.1.1 CONTRACTOR PROJECT MANAGEMENT PLAN**

The Contractor shall deliver a Contractor Project Management Plan (CPMP) that lays out the Contractor's approach, timeline and tools to be used in execution of this TO effort. The CPMP should take the form of both a narrative and graphic format that displays the schedule, milestones, risks and resource support. The CPMP shall also include how the Contractor shall coordinate and execute planned, routine, and ad hoc data collection reporting requests as identified within the PWS. The initial baseline CPMP shall be concurred upon and updated in accordance with Section B of the TO. The Contractor shall update and maintain the VA Program Manager (PM) approved CPMP throughout the PoP.

**Deliverable:**

- A. Contractor Project Management Plan

**5.1.2 REPORTING REQUIREMENTS**

The Contractor shall provide a Monthly Progress Report in accordance with Section 9.6.1.1 of the EHRM Basic PWS.

**Deliverable:**

- A. Monthly Progress Report

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**5.1.3 TECHNICAL KICKOFF MEETING**

The Contractor shall hold a technical kickoff meeting within 10 days after TO award. The Contractor shall present, for review and approval by the Government, the details of the intended approach, work plan, and project schedule for each effort. The Contractor shall specify dates, locations (can be virtual), agenda (shall be provided to all attendees at least five calendar days prior to the meeting), and meeting minutes (shall be provided to all attendees within three calendar days after the meeting). The Contractor shall invite the Contracting Officer (CO), Contract Specialist (CS), COR, and the VA PM.

**5.1.4 IOC GO-LIVE COORDINATION**

The Contractor shall coordinate scheduling and go-live activities with the EHRM IOC deployment team to ensure all stakeholders are informed of risks, timelines, and go-live tasks required. The Contractor shall provide monthly status updates to the deployment team and Business Operations Council focused on revenue cycle IOC deployment go-live activities to ensure effective communication between the relevant TO teams and stakeholders. These status updates shall be documented in the Monthly Progress Report.

The Contractor shall provide a Revenue Cycle Master Schedule covering sequenced and dependent activities covering all revenue cycle work required for IOC across all applicable task orders including: Project Management, Data Migration, Functional Baseline, Technical Baseline, Deployment, Revenue Cycle Development, Revenue Cycle System Integration, Revenue Cycle Encoding & CDI, and Revenue Cycle Managed Services. The Contractor shall provide an IOC Solution Delivery Roadmap detailing both initial and additional IOC capabilities (Block 2) with contingency plans for any requirement gaps, as well as potential development, cutover and transition plans.

**Deliverable:**

- A. Revenue Cycle Master Schedule
- B. Revenue Cycle IOC Solution Delivery Roadmap

**5.2 WORKFLOW STRATEGY AND SUPPORT SERVICES**

The Contractor shall:

- a. Provide resources for early engagement for integration with CPAC team and parallel testing support.
- b. Provide resources dedicated to focus on design of the system to account for unique VBA Workflows to include capabilities required for the Veterans Benefits Administration as defined in the VA-accepted VBA integration strategy to perform their activities required by legislative and regulatory requirements, including:
  - a. IOC
    - i. Ability to extract full lifetime record into a VBMS consumable format

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- ii. Exam management solution utilizing VBMS exam management process (outside of CAPRI)
  - iii. Disability exam requests within Cerner Scheduling Solution
  - iv. Medical Services Requests
  - v. Reports (IOC and Post-IOC)
- b. Post-IOC
  - i. Medical Records search capability
  - ii. Data Migration of full, lifetime record into Millennium
- c. Provide resources with focus on complex integration and unique workflows within Community Care.
- d. Assess emerging requirements and support reporting, including adjudication and interpretation for functional and technical leadership.
- e. Provide revenue cycle subject matter experts to support design and build of best practice, standardized workflows, and to share lessons learned from commercial and public sectors.
- f. Provide financial alignment resources to track Key Performance Indicators and other Revenue Cycle metrics.

The Contractor shall report on system design status, issues and risks in a monthly workflow status report covering all efforts described above.

### **Deliverables:**

- A. Monthly System Design Status Report
- B. Monthly Emerging Requirements Report

### **5.3 ADDITIONAL FUNCTIONAL SUPPORT OF REVENUE CYCLE WORKFLOW STRATEGY SUPPORT SERVICES (OPTIONAL TASK)**

Workflow Strategy Support services requirements continue to evolve to meet VA priorities and may require completion of additional capabilities throughout the PoP of this Task Order. VA may exercise this optional task for additional workflow strategy services support, multiple times throughout the period of performance for a total amount not to exceed the NTE CLIN ceiling.

## **6.0 GENERAL REQUIREMENTS**

### **6.1 PERFORMANCE METRICS**

The table below defines the Performance Standards and Acceptable Levels of Performance associated with this effort. The Government may also utilize the commercially available and VA-specific Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) defined at the ID/IQ level to measure performance under this TO, as applicable.

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<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Levels of Performance</b>
A. Technical / Quality of Product or Service	<ol style="list-style-type: none"> <li>1. Shows understanding of requirements</li> <li>2. Efficient and effective in meeting requirements</li> <li>3. Meets technical needs and mission requirements</li> <li>4. Provides quality services/products</li> <li>5. Meets performance thresholds/metrics defined in applicable Service Level Agreements</li> </ol>	Satisfactory or higher
B. Project Milestones and Schedule	<ol style="list-style-type: none"> <li>1. Quick response capability</li> <li>2. Products completed, reviewed, delivered in accordance with the established schedule</li> <li>3. Notifies customer in advance of potential problems</li> </ol>	Satisfactory or higher
C. Staffing	<ol style="list-style-type: none"> <li>1. Currency of expertise and staffing levels appropriate</li> <li>2. Personnel possess necessary knowledge, skills and abilities to perform tasks</li> </ol>	Satisfactory or higher
D. Invoicing	<ol style="list-style-type: none"> <li>1. Invoices are current, accurate, and complete.</li> </ol>	Satisfactory or higher
E. Management	<ol style="list-style-type: none"> <li>1. Integration and coordination of all activities to execute effort</li> </ol>	Satisfactory or higher

The COR will utilize a QASP throughout the life of the TO to ensure that the Contractor is performing the services required by this PWS in an acceptable level of performance. The Government reserves the right to alter or change the QASP at its own discretion. A Performance Based Service Assessment will be used by the COR in accordance with the QASP to assess Contractor performance.



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**6.2 SECTION 508 – INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STANDARDS**

All requirements in Sections 8.10, including subparagraphs, of the EHRM Basic PWS apply to this effort. Deliverable requirements are further defined in the following subparagraphs. The Contractor shall comply with the technical standards at: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/single-file-version>

**6.2.1 REPRESENTATION OF CONFORMANCE**

The Contractor shall provide a Section 508 Subject Matter Expert lead for VA EHRM 508 resources to work with. The Contractor shall adhere to the VA-approved Section 508 Test and Delivery Plan and Section 508 Accessibility Roadmap delivered under TO 0001. The Contractor shall update the Government Product Accessibility Template (GPAT) and/or Voluntary Product Accessibility Template (VPAT) delivered under TO 0001 to indicate the level of Section 508 conformance as updates are made to its products and/or services to ensure and sustain 508 compliance.

The Contractor shall work closely with VA Section 508 representatives to verify Section 508 conformance of its products and/or services.

**6.2.2 ACCEPTANCE AND ACCEPTANCE TESTING**

The Contractor shall provide Final Section 508 Compliance Test Results. The Section 508 Test Results shall include a GPAT/VPAT Conformance Statement validating conformance to Section 508 Refresh Success Criteria and Conformance Requirements for already-developed ICT deliverables.

The Final Section 508 Test Results shall be reviewed and approved by VA Section 508 representatives to validate conformance to Section 508 Refresh Success Criteria and Conformance Requirements for ICT deliverables.

For software development for VA interfaces/systems, the Contractor shall prepare and submit a Section 508 Conformance Validation Package with content as outlined in VA Process Asset Library, Software Development Product Build process map.

The Section 508 Conformance Validation Package shall be reviewed and approved by VA Section 508 representatives to validate conformance to Section 508 Refresh Success Criteria and Conformance Requirements for ICT deliverables.

Automated test tools, manual techniques, and checklists are used in the VA Section 508 compliance assessment.

**Deliverable:**

- A. Final Section 508 Compliance Test Results for ICT Deliverables
- B. Section 508 Compliance Validation Package for ICT Deliverables

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**6.3 DELIVERABLES**

The Contractor shall provide deliverables for Government review and acceptance IAW with Section B.2 of the Task Order. The Contractor shall incorporate Government feedback provided via the OEHRM Deliverables review process into Task Order deliverables as applicable. Feedback shall be incorporated in either the resubmission or next required submission of the deliverable based upon the timeframe in which it is provided by the Government. For Government feedback requiring additional discussion and/or clarification, the Contractor shall coordinate language updates with VA to resolve and finalize revisions to the affected deliverable. The Contractor shall appropriately mark and date deliverables to maintain version control using the following format: TO Number – CLIN Number Formal Deliverable Title – Deliverable Due Date IAW Section B.2– Version X.X. The Contractor shall annotate major (initial submission) and minor (resubmission) deliverable releases using a numerical system (e.g. Initial submission: TO 0001 – 0001AA Contractor Project Management Plan - August 2018 – Version 1.0; Resubmission: TO 0001 – 0001AA Contractor Project Management Plan – August 2018 – Version 1.1). Resubmitted deliverables shall maintain the original due date defined in Section B.2 of the TO. The Contractor shall provide discrete deliverables in separate email submissions. Email submissions shall include the Contract/Task Order numbers and corresponding deliverable CLIN number. The Contractor shall track updates in both major and minor deliverable releases in an agreed upon format, such that the Government can identify and review language revisions for acceptance.

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**CONTRACTOR EMPLOYEE  
PERSONAL FINANCIAL INTEREST/PROTECTION OF SENSITIVE INFORMATION  
AGREEMENT**

This Agreement refers to Contract/Order \_\_\_\_\_ entered into between the Department of Veterans Affairs and \_\_\_\_\_ (Contractor).

As an employee of the aforementioned Contractor, I understand that in connection with my involvement in the support of the above-referenced Contract/Order, I may receive or have access to certain “sensitive information” relating to said Contract/Order, and/or may be called upon to perform services which could have a potential impact on the financial interests of other companies, businesses or corporate entities. I hereby agree that I will not discuss or otherwise disclose (except as may be legally or contractually required) any such “sensitive information” maintained by the Department of Veterans Affairs or by others on behalf of the Department of Veterans Affairs, to any person, including personnel in my own organization, not authorized to receive such information.

“Sensitive information” includes:

- (a) Information provided to the Contractor or the Government that would be competitively useful on current or future related procurements; or
- (b) Is considered source selection information or bid and proposal information as defined in FAR 2.101, and FAR 3.104-4; or
- (c) Contains (1) information about a Contractor’s pricing, rates, costs, schedule, or contract performance; or (2) the Government’s analysis of that information; or
- (d) Program information relating to current or estimated budgets, schedules or other financial information relating to the program office; or
- (e) Is properly marked as source selection information or any similar markings.

Should “sensitive information” be provided to me under this Contract/Order, I agree not to discuss or disclose such information with/to any individual not authorized to receive such information. If there is any uncertainty as to whether the disclosed information comprises “sensitive information”, I will request my employer to request a determination in writing from the Department of Veterans Affairs Contracting Officer as to the need to protect this information from disclosure.

I will promptly notify my employer if, during my participation in the subject Contract/Order, I am assigned any duties that could affect the interests of a company, business or corporate entity in which either I, my spouse or minor children, or any member of my immediate family/household has a personal financial interest. “Financial interest” is defined as compensation for employment in the form of wages, salaries, commissions, professional fees, or fees for business referrals, or any financial

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investments in the business in the form of direct stocks or bond ownership, or partnership interest (excluding non-directed retirement or other mutual fund investments). In the event that, at a later date, I acquire actual knowledge of such an interest or my employer becomes involved in proposing for a solicitation resulting from the work under this Contract/Order, as either an offeror, an advisor to an offeror, or as a Subcontractor to an offeror, I will promptly notify my employer. I understand this may disqualify me from any further involvement with this Contract/Order, as agreed upon between the Department of Veterans Affairs and my company.

Among the possible consequences, I understand that violation of any of the above conditions/requirements may result in my immediate disqualification or termination from working on this Contract/Order pending legal and contractual review.

I further understand and agree that all Confidential, Proprietary and/or Sensitive Information shall be retained, disseminated, released, and destroyed in accordance with the requirements of law and applicable Federal or Department of Veterans Affairs directives, regulations, instructions, policies and guidance.

This Agreement shall be interpreted under and in conformance with the laws of the United States.

I agree to the Terms of this Agreement and certify that I have read and understand the above Agreement. I further certify that the statements made herein are true and correct.

\_\_\_\_\_

Signature and Date

Company

\_\_\_\_\_

Printed Name

Phone Number