



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

Office of Electronic Health Record Modernization (OEHRM)

Revenue Cycle Managed Services for IOC

Date: August 21, 2019

TAC- <19-56965>

Task Order PWS Version Number: 1.9

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

Contents

1.0	BACKGROUND.....	3
2.0	APPLICABLE DOCUMENTS.....	3
3.0	SCOPE OF WORK.....	3
3.1	APPLICABILITY.....	4
3.2	ORDER TYPE.....	4
4.0	PERFORMANCE DETAILS.....	4
4.1	PERFORMANCE PERIOD.....	4
4.2	PLACE OF PERFORMANCE.....	4
4.3	TRAVEL OR SPECIAL REQUIREMENTS.....	4
4.4	CONTRACT MANAGEMENT.....	4
4.5	GOVERNMENT FURNISHED PROPERTY.....	4
4.6	SECURITY AND PRIVACY.....	4
4.6.1	POSITION/TASK RISK DESIGNATION LEVEL(S).....	5
5.0	SPECIFIC TASKS AND DELIVERABLES.....	5
5.1	PROJECT MANAGEMENT.....	5
5.1.1	CONTRACTOR PROJECT MANAGEMENT PLAN.....	5
5.1.2	REPORTING REQUIREMENTS.....	6
5.1.3	TECHNICAL KICKOFF MEETING.....	6
5.1.4	IOC GO-LIVE COORDINATION.....	6
5.2	MANAGED SERVICES SET UP AND CONFIGURATION.....	6
5.3	TESTING AND USER ACCEPTANCE.....	8
5.4	TRAINING AND CHANGE MANAGEMENT CONTENT.....	9
5.5	ADDITIONAL TECHNICAL SUPPORT OF MANAGED SERVICES REQUIREMENTS (OPTIONAL TASK).....	9
6.0	GENERAL REQUIREMENTS.....	10
6.1	PERFORMANCE METRICS.....	10
6.2	SECTION 508 –INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STANDARDS.....	11
6.2.1	REPRESENTATION OF CONFORMANCE.....	11
6.2.2	ACCEPTANCE AND ACCEPTANCE TESTING.....	11
6.3	DELIVERABLES.....	12

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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 set-up, configuration and deployment of managed services in support of revenue cycle for IOC. This task order is not inclusive of transactional fees which will need to be addressed for sustainment.

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 develop, test and execute managed services in support of VA revenue cycle requirements for IOC. The Contractor shall support:

- Project management

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

- Managed services set up and configuration
- Development of training and change management content
- Testing and user acceptance
- Additional technical support

3.1 APPLICABILITY

This Task Order (TO) 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.

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.

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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.

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:

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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

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 focused on IOC deployment go-live activities to ensure effective communication between the relevant TO teams. These status updates shall be documented in the Monthly Progress Report.

5.2 MANAGED SERVICES SET UP AND CONFIGURATION

The Contractor shall perform design, configuration, integration, and initial setup of workflows for front office and back office transaction services that support delivery of a fully integrated VA revenue cycle transaction management services requirement for IOC. The transaction services' systems and functions shall include those detailed in the table below:

Category	Task	Description
Front Office Transaction Services	Appointment Reminders Setup Fees	Delivers personalized phone calls, emails, and SMS text messages to remind patients of upcoming appointments that have been scheduled
Front Office Transaction Services	HDX Eligibility Check	An automated method to verify a patient's insurance eligibility before the visit occurs with Cerner.

Revenue Cycle Managed Services for IOC

TAC Number: [<TAC-19-56965>](#)

Category	Task	Description
Front Office Transaction Services	Experian eCareNext	Provides Touchless Workflow™ to streamline user and patient experience. Automates pre-registration workflow to minimize hands-on work
Front Office Transaction Services	Experian Eligibility Check	Access to up-to-date eligibility and benefits data increases clean claims rates and accelerates reimbursement. Passport Eligibility verifies coverage at any point in the billing process — from pre-arrival to check-in to charge entry, claims submission and payment posting — in batch or real-time.
Front Office Transaction Services	Experian Coverage Discovery	Coverage Discovery is a tool that helps you find billable Medicaid, Medicare and commercial insurances previously unknown or forgotten, identifying accounts that may be submitted for immediate payment as primary, secondary or tertiary coverages—accounts that are often unnecessarily destined for write-off or charity
Front Office Transaction Services	Address Verification	Verification that the address is valid for the person
Front Office Transaction Services	Experian 278N Notice of Admission	Notice of admission is an automated solution that helps you submit accurate patient admission data within the payer's required time frames
Front Office Transaction Services	Experian Bad Plan Code	This tool ensures appropriate plan selection & leverage alerts for response/feedback
Front Office Transaction Services	Experian Authorizations	With Passport Authorizations, inquiries take place without user intervention, as does status monitoring. Passport Authorizations is an integrated online service that facilitates the prior authorization management inquiry and submission processes. Inquiries are automated and take place behind the scenes without user intervention.
Front Office Transaction Services	Experian Registration Quality Assurance	With Registration QA (RQA), you monitor your patients to identify registration discrepancies and demographic and insurance errors, and enable authorized staff to correct the file on the spot
Back Office Transaction Services	Claims Remittance	A medical claims clearinghouse is a third-party system that interprets claim data between provider systems and insurance payers and receives the claim payment from the various insurance payers.
Back Office Transaction Services	Alpha II Claims Edit	Advanced VA editing content for both professional & institutional edits
Back Office Transaction Services	Alpha II Claims	Advanced VA editing content for both professional & institutional edits
Back Office Transaction Services	Pharmacy Claims	Superior editing content for retail pharmacy claims

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

Category	Task	Description
Back Office Transaction Services	Contract Management	Holds the context behind what will be paid based on the services delivered. Having this information in an easily accessible and actionable format by both clinical and financial systems can allow your organization to minimize inefficient actions and maximize profit
Back Office Transaction Services	SSI Claims Edit	A medical claims clearinghouse is a third-party system that interprets claim data between provider systems and insurance payers
Back Office Transaction Services	SSI Claims Acute	Commercial editing content for both professional & institutional edits
Back Office Transaction Services	SSI Claims Professional	Commercial editing content for both professional & institutional edits Scrub claim in batch or real-time on demand
Back Office Transaction Services	SSI Test System	The development of a test system to run and transport claims to emulate the process of scrubbing and sending claims

The Contractor shall provide and update applicable EHRM plans and technical documentation as required to include expansion of requirements, architecture (updates to existing OV-1, SvcV-1, SV-1), development views, data models, data flow diagrams, and decision package for EHRM governance approval.

5.3 TESTING AND USER ACCEPTANCE

The Contractor shall:

- a. Develop a Managed Services Test Plan and approach tailored to the scope of this TO. The Revenue Cycle Test Plan shall be integrated into the overall Contractor Master Test Plan with input and concurrence from the VA EHRM Test Lead.
- b. Develop Testing Artifacts such as test scenarios, test cases, test data, and test results to execute and report on data migration testing activities. The Contractor Test Report of Findings/Test Analysis Report shall serve as the key test artifact for the formal deliverable process. Other test artifacts such as test cases, test results, etc. shall be entered and maintained in tools as outlined in Contractor Master Test Plan and OEHRM Test Evaluation Master Plan as the work is being executed. The Contractor shall coordinate with VA Test & Evaluation team to define methodology to test the integrity of each development item.

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

- c. Provide support for execution of VA Test & Evaluation acceptance, data integrity, and validation testing including defect/issue process, assistance in troubleshooting/triaging, jointly troubleshooting issues, and responding to findings from test activities.
- d. Conduct system performance monitoring to ensure scalability, reliability and availability of the system.
- e. Test and validate production environment with Revenue Cycle code deployed.
- f. Complete a demonstration of functionality to obtain VA user acceptance.

5.4 TRAINING AND CHANGE MANAGEMENT CONTENT

The Contractor shall update revenue cycle training plans and change management materials to reflect updated functionality provided by PWS Section 5.2.

Deliverables:

- A. Updated Training Plans and Training Materials
- B. Updated Change Management Materials

5.5 ADDITIONAL TECHNICAL SUPPORT OF MANAGED SERVICES REQUIREMENTS (OPTIONAL TASK)

Managed services business requirements continue to evolve to meet VA priorities and may require completion of additional projects throughout the PoP of this Task Order. VA may exercise this optional task for additional managed services support, multiple times throughout the period of performance for a total amount not to exceed the NTE CLIN ceiling.

This optional task may be exercised multiple times during the base period up to the established CLIN ceiling, which will consist of negotiated labor categories and hours established at the Task Order level. Optional tasks executed through the below process will exercise labor categories and hours from the established ceiling.

VA may exercise the optional task upon written notification from the Contracting Officer. This optional task may be utilized to obtain tasks additional support as described in PWS sections 5.2 through 5.4. VA will provide a description of the required functionality. The Contractor shall provide VA with a written proposal detailing the approach and resources utilizing the negotiated ID/IQ labor categories and rates. VA will perform an analysis to determine if the technical approach and technical and price proposed are reasonable. The price for each optional task shall be negotiated on an FFP basis prior to each exercise of the optional task.

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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.

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

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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.

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.

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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

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.

Revenue Cycle Managed Services for IOC

TAC Number: <TAC-19-56965>

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

