

STATEMENT OF WORK
Appeal Issue Categorization Support (AICS) Contract

1. BACKGROUND

Since its inception in 1974, appeals to the PRRB have been filed in paper. Currently the PRRB has an active inventory of over 9,000 paper-based appeals. In 2015, the Office of Hearings and Inquiries (OHI) initiated the OH Case and Hearings Modernization Project (CHAMP) which is funded under the Medicare Integrity Program (Project 002922). Under CHAMP, OH has overseen the development of an electronic case filing and management system, entitled the OH Case and Document Management System (CDMS), which became operational on August 16, 2018. Providers seeking to appeal cost report audit determinations to the PRRB must submit their appeals electronically, rather than in hard-copy paper format, through OH CDMS. With each appeal, the provider must submit an issue statement, which may be a short paragraph or a highly technical multi-page write-up depending on the complexity of the issue, to describe the issue(s) for which it seeks PRRB resolution. Based on the description of the issue, OH must categorize the case in OH CDMS. Among other things, categorizing appeals by issue (1) allows OH to identify cases with common issues in order to group and consolidate cases for more efficient resolution, (2) permits OH to track the volume of the types of issues filed in appeals, (3) provides OFM with information on financial risk to the agency on specific issues, (4) allows OGC to better assess litigation risk of policies underlying certain issues, and (5) generally allows better management and oversight of appeal issues for OH and the agency.

In addition to categorizing issues in each new appeal filed electronically, OH must categorize the issues in existing paper-based legacy appeals that are, or will be, transitioned into OH CDMS. Throughout the course of an appeal, a provider may, among other things, file documents to add an issue to its appeal, join an existing appeal that has the same issue as the pending appeal, or withdraw an issue from its appeal. In the current paper-based system, any such new documents are added to the paper file(s). Since OH CDMS is operational, the provider is required to file such documents electronically. OH, therefore, must manually upload any existing paper-based documents in legacy appeal files that are impacted by a new electronic filing into OH CDMS and establish an electronic appeal record for the impacted appeal—including categorizing the issue(s) within that appeal.

2. PURPOSE

The Office of Hearings (OH) seeks a contractor to identify and categorize issues in appeals before the Provider Reimbursement Review Board (PRRB) that are housed in OH CDMS, or are still awaiting transition to OH CDMS, and create guidance for categorization of future appeals.

3. TECHNICAL AND ADMINISTRATIVE REQUIREMENTS

Task 1: The contractor shall become a registered user of the Office of Hearings (OH) Cases and Documents Management System (CDMS) and become proficient in OH CDMS within 3 business days of completed registration.

Task 2: The contractor shall apply existing knowledge of issue categories currently used by CMS and MACs to:

- Review legacy appeals, as assigned by the COR/PO, currently housed in in OH CDMS or awaiting transition to OH CMDS, identify the issues remaining in the appeal, identify the appropriate category for each issue and apply the appropriate categorization to each issue. As assigned, following review and categorization of an appeal, the Contractor will upload the appropriate documents related to the issue(s) from legacy appeals awaiting transition to OH CMDS. Review, categorization and upload of documents, if any, must be completed within three (3) workdays of each legacy appeal assigned.
- Review new cases, as assigned by the COR/PO, that are filed in OH CDMS during the period of performance, identify the appropriate issue category for each issue filed in an appeal, and apply the appropriate categorization to each issue or consult with OH staff regarding the appropriate category being assigned by staff. Review and categorization must be completed within three (3) workdays of each new appeal assigned.

Contractor shall create weekly report(s) documenting the completion date and tallying the legacy and new appeals for which Contractor categorized issues.

Task 3: Create guidance, in a form to be approved by the COR/PO (e.g., checklists, shortcuts, “cheat sheets”) to be used by OH staff in identifying and applying the appropriate category for each legacy and/or newly filed appeal. Guidance shall be submitted in draft for COR/PO comment no later than the end of the week four (4) of the period of performance. Contractor shall incorporate and modify guidance based on COR/PO comments and deliver final version of guidance by the last day of the period of performance.

4. SCHEDULE

Adherence to each part of this schedule must be maintained. Contractor must not start production of any job prior to receipt of direction by CMS.

Task 1: Demonstration of ability to navigate within OH CDMS using own sign-in identification and password within three (3) days after kick off meeting.

Task 2: Delivery of weekly report must be made within two (2) workdays after the end of each week.

Task 3: Draft guidance must be submitted at the **end of week four (4)** of the period of performance. Final Guidance must be delivered no later than the final day of the period of performance.

- **Task Order Kick-Off Discussion (Base Year and Option Years)**

The contractor shall discuss with CMS project staff at CMS Central Office in Baltimore, Maryland or via conference call. The purpose of this discussion will be introductions between the CMS and contractor project staff, detailed review and discussion of the task order requirements, and for CMS to provide the contractor with background information related to the project. If necessary and determined by the COR, the contractor shall provide a written report of the discussion and decisions reached within 7 government business days of this meeting.

- **Status Discussion (Base Year and Option Years)**

If necessary and determined by the COR, the contractor shall discuss with CMS project staff on a monthly basis, on a mutually agreeable day of the week, to discuss accomplishments and project status. Within 7 government business days of each meeting, the contractor shall prepare and submit a written report of the discussion, action items and any decisions reached.

- **Key Personnel (Base Year only and Option Years, as needed)**

The contractor shall provide project staff with the appropriate skills and experience required for these tasks. It is expected that the contractor staff shall demonstrate skills in performance measurement, quality improvement techniques and strategies, and the collection and use of market research along with basic knowledge of CMS programs.

5. GOVERNMENT PROPERTY/GOVERNMENT FURNISHED INFORMATION All materials and products produced in the performance of this task order are the exclusive property of the Government. The contractor shall not utilize any of the materials or products for private ventures or public dissemination without the prior written consent of the COR.

6. SECTION 508 – ACCESSIBILITY OF ELECTRONIC AND INFORMATION TECHNOLOGY

(a) Task orders are subject to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by the workforce Investment Act of 1998 (P.L. 105-220). Specifically, subsection

508(a)(1) requires that when the Federal Government procures Electronic and Information Technology (EIT), the EIT must allow Federal employees and individuals of the public with disabilities comparable access to and use of information and data that is provided to Federal employees and individuals of the public without disabilities.

(b) The EIT accessibility standards at 36 CFR Part 1194 were developed by the Architectural and Transportation Barriers Compliance Board ("Access Board") and apply to contracts and task/delivery orders, awarded under indefinite quantity contracts on or after June 25, 2001.

(c) Each Electronic and Information Technology (EIT) product or service furnished under this contract shall comply with the Electronic and Information Technology Accessibility Standards (36 CFR 1194), as specified in the contract, as a minimum. If the COR determines any furnished product or service is not in compliance with the contract, the COR will promptly inform the Contractor in writing. The Contractor shall, without charge to the Government, repair or replace the non-compliant products or services within the period of time to be specified by the Government in writing. If such repair or replacement is not completed within the time specified, the Government shall have the following recourses:

1. Cancellation of the contract, delivery or task order, purchase or line item without termination liabilities; or

2. In the case of custom Electronic and Information Technology (EIT) being developed by a contractor for the Government, the Government shall have the right to have any necessary changes made or repairs performed by itself or by another firm for the noncompliant EIT, with the contractor liable for reimbursement to the Government for any expenses incurred thereby.

(d) The contractor must ensure that all EIT products that are less than fully compliant with the accessibility standards are provided pursuant to extensive market research and are the most current compliant products or services available to satisfy the contract requirements.

(e) For every EIT product or service accepted under this contract by the Government that does not comply with 36 CFR 1194, the contractor shall, at the discretion of the Government, make every effort to replace or upgrade it with a compliant equivalent product or service, if commercially available and cost neutral, on either a contract specified refresh cycle for the product or service, or on a contract effective option/renewal date; whichever shall occur first

7. PERIOD OF PERFORMANCE

The period of performance for the task order will be as follows:

Base Year from date of award for 31 days.