

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-20 One-Time Notification	Centers for Medicare & Medicaid Services (CMS)
Transmittal 2306	Date: May 9, 2019
	Change Request 10791

Transmittal 2209, December 7, 2018, is being rescinded and replaced by Transmittal 2306 dated, May 9, 2019 to change the implementation date due to reflect that this project has been delayed by CMS, and to revise the background section. All other information remains the same.

SUBJECT: Analysis for First Coast Service Options (FCSO) and Novitas for the CMS Enterprise Identity Management OKTA/Saviynt Migration

I. SUMMARY OF CHANGES: This Change Request (CR) instructs First Coast Service Options (FCSO) JN and Novitas JH and JL to continue working with CMS to migrate from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt. This CR requires the MAC to work towards a Level of Effort (LOE) that will include assumptions, a summary of high level changes, external expenses, internal labor categories/descriptions and number of hours and a total LOE. The detailed project plan will include the start and finish dates for initiation/concept/planning/design, requirements analysis/design, and development/testing.

EFFECTIVE DATE: January 15, 2019 - for the analysis paper and Level of Effort; December 31, 2019 - to continue work with CMS toward implementation

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: January 15, 2019 - for the analysis paper and Level of Effort; December 31, 2019 - to continue work with CMS toward implementation

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
N/A	N/A

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

One Time Notification

Attachment - One-Time Notification

Pub. 100-20	Transmittal: 2306	Date: May 9, 2019	Change Request: 10791
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I. GENERAL INFORMATION

A. Background: This Change Request (CR) is instructing First Coast Service Options (FCSO) JN and Novitas JH and JL to create and submit to CMS an LOE and a detailed project plan to migrate from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt no later than 25 business days from issuance. This CR requires a Level of Effort (LOE) that will include assumptions, a summary of high level changes, external expenses, internal labor categories/descriptions and number of hours and a total LOE. The detailed project plan will include the start and finish dates for initiation/concept/planning/design, requirements analysis/design, and development/testing. The MAC will continue to work with CMS toward implementation of the migration through December 31, 2019.

B. Policy: FCSO JN and Novitas JH and JL shall follow the Centers for Medicare & Medicaid Services (CMS) Expedited Life Cycle (XLC) process during their migration to OKTA/Saviynt.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
10791.1	FCSO JN and Novitas JH and JL shall perform analysis and provide a detailed project plan with timeline and Level of Effort (LOE) to migrate to the CMS Enterprise Identity Management OKTA/Saviynt.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.1	FCSO JN and Novitas JH and JL shall email the analysis paper to Ada Sanchez (Ada.Sanchez@cms.hhs.gov) and their COR.									JH A/B MAC, JL A/B MAC, JN A/B MAC

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
10791.1.2	FCSO JN and Novitas JH and JL analysis shall include engaging the Enterprise Identity Management (EIDM) Team in 25 one-hour status meetings to discuss and plan the migration.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.3	FCSO JN and Novitas JH and JL analysis shall include validation of user’s accounts with application roles that access Enterprise Identity Management (EIDM).									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.4	FCSO JN and Novitas JH and JL analysis shall include conducting an evaluation of custom Enterprise Identity Management (EIDM) functionalities not supported in the new CMS Enterprise Identity Management solution (OKTA).									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.5	FCSO JN and Novitas JH and JL shall evaluate the gap analysis provided by Enterprise Identity Management (EIDM) Team.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.6	FCSO JN and Novitas JH and JL analysis shall include engaging in account clean-up activities necessary to ensure only current, validated users are migrated to the new solution.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.7	FCSO JN and Novitas JH and JL analysis shall evaluate all necessary system development life cycle (SDLC) activities to assume ownership of functionalities no longer supported by new CMS Enterprise Identity Management (OKTA).									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.8	FCSO JN and Novitas JH and JL analysis shall include providing sign off to the Enterprise Identity Management (EIDM) Team to migrate their Provider Portal application to the new CMS Enterprise Identity Management solution (OKTA).									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.9	FCSO JN and Novitas JH and JL analysis shall include performing user acceptance testing (UAT) in the new OKTA Implementation testing environment (IMPL). NOTE: MAC will have access to perform testing in the DEV environment.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.10	FCSO JN, and Novitas JH and JL analysis shall include creating a customized user guide specific to									JH A/B MAC, JL A/B MAC,

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared- System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
	their Provider Portal application.									JN A/B MAC
10791.1.1 1	FCSO JN and Novitas JH and JL analysis shall include attending the Help Desk (HD) training.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.1 2	FCSO JN and Novitas JH and JL analysis shall include training End Users on the new CMS Enterprise Identity Management solution (OKTA).									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.1 3	FCSO JN and Novitas JH and JL analysis shall include conducting all activities associated with establishing trusted connection/environments in the new OKTA/Saviynt hosting site.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.1 4	FCSO JN and Novitas JH and JL analysis shall include conducting all activities required to migrate the Security Assertion Markup Language 2.0 (SAML 2.0) connection for all environments from the existing EIDM hosting site to the new OKTA/Saviynt hosting site.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.1.1 5	FCSO JN and Novitas JH and JL analysis shall include participation in other duties identified during the migration process as necessary.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.2	FCSO JN and Novitas JH and JL shall submit to CMS an LOE and a detailed Project Plan to migrate from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt no later than 25 business days from issuance.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.3	EIDM shall provide Help Desk (HD) support for their users during migration efforts (in addition to normal HD support currently provided.)									EIDM
10791.4	FCSO JN and Novitas JH and JL shall participate in ten one-hour status meetings with Enterprise Identity Management (EIDM) Team to discuss and plan the migration.									JH A/B MAC, JL A/B MAC, JN A/B MAC
10791.5	FCSO JN and Novitas JH and JL shall begin execution of the migration from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt no later than ten business days after CMS approval of the submitted project plan.									JH A/B MAC, JL A/B MAC, JN A/B MAC

Number	Requirement	Responsibility									
		A/B MAC			D M E M A C	Shared-System Maintainers				Other	
		A	B	H H H		F I S S	M C S	V M S	C W F		
10791.6	FCSO JN and Novitas JH and JL shall continue to work with CMS to support the migration from Enterprise Identity Management (EIDM) to the new CMS Enterprise Identity Management OKTA/Saviynt through December 31, 2019.									JH A/B MAC, JL A/B MAC, JN A/B MAC	

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
		A	B	H H H		
	None					

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Stacey Shagena, 410-786-8208 or Stacey.Shagena@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

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and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

ATTACHMENTS: 0