



NEW YORK
STATE OF
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**Department
of Health**

Request for Proposals

RFP # - 20506

Medicaid Quality Assurance Services

Attachment C – QA Historical Volume Data and Metrics

**Attachment C
 Medicaid Quality Assurance Services
 Historical Volume Data and Metrics**

Introduction

Historical data on QA activities associated with three primary Medicaid systems, eMedNY, MDW, and NYSOH is from 2022 and 2023 reports. This data is presented for informational purposes and should be used to gauge a 'rough order of magnitude' (ROM) insight on the QA level of effort.

Historical data is not available on the other 4 systems/contracts included in the QA RFP, however, based on their contracts, some anticipated metrics are provided. Level of effort for these systems and contracts would be similar, however differences are likely based on contract type and the project phase.

See Table 5 in Section 4.3 Reporting contains a list of the various artifact types for each system.

Historical and Anticipated Volumes by System and Artifact Type

System	DDI Deliverables	Operations Deliverables	SLAs	Invoices and Vouchers	Transmittals
	Average # / Month	Average Semi-Annual	Number / Month	Average # / Month	Average # / Month
Historical					
eMedNY	18	50	75	12	225
MDW	21	9	29	4	90
NYSOH	50	16	16	9	21
Anticipated – ROM Estimates					
IPA	-	1 (monthly)	-	-	-
TAS	6	2	15	1	6
SDI	12	15	25	1	50
MECM	13	6	14	1	16

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Project Portfolios and Project Sizing in Effort Hours

The three existing systems have continual system change requests (SCRs) which when approved become a project that will add new functionality to each system. These projects are sometimes referred to as evolution projects. Each of the systems measure their projects size by effort hours using various sizing categories as shown in the tables below. A new system, like the SDI, would include an initial significant Design, Development, and Implementation, with multiple contract artifacts requiring reviews. As systems mature, there artifact reviews become more infrequent and establish a regular cadence. All systems have evolution projects and would require similar QA review work to what is experienced with eMedNY, MDW, and NYSOH.

Categorization of Evolution Project Size in Hours by System

Size	eMedNY Hours	MDW Hours	NYSOH Hours
Small Project Hour Range	0 - 750	0 - 1000	0 - 1000
Medium Project Hour Range	750 - 2700	1000 - 2500	1000 - 2500
Large Project Hour Range	2700 - 6900	2500 - 5000	2500 - 5000
X Large Project Hour Range	>= 6900	>= 5000	>= 5000

Average Number of Evolution Projects by Size

Size	eMedNY	MDW	NYSOH
Small Project Hour Range	96	21	47
Medium Project Hour Range	26	17	14
Large Project Hour Range	18	9	13
X Large Project Hour Range	1	1	1

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Current QA Staff Levels for Current Systems

For background context, the table below provides the current quality assurance staff counts for each system.

System Name	Phase	Key Staff	Supplemental Staff
NYSOH	M&O, with enhancement projects	3	6
MMIS	M&O, with enhancement projects	4	2
MDW	M&O, with enhancement projects	3	3
IPA	DDI	0	0
MECM	DDI	0	7
TAS	Not started	0	0
System & Data Integrator	Not started	0	0
Engagement Manager	Shared	1	0
	Total Staff (29)	11	18