

**Medicaid Quality Assurance Services RFP  
Attachment M – QA Glossary and Acronyms**

<b>Term or Acronym</b>	<b>Definition</b>
1115 Demonstration	Section 1115 of the Social Security Act gives the Secretary of Health and Human Services authority to approve experimental, pilot, or demonstration projects that are found by the Secretary to be likely to assist in promoting the objectives of the Medicaid program. The purpose of these demonstrations gives states additional flexibility to design and improve their programs and to demonstrate and evaluate state-specific policy approaches to better serving Medicaid populations.
Assessment	Term used by the Department for a detailed work effort hours. Sometimes referred to as the BOE – Basis of Estimate.
BOE	Basis of Estimate. The basis of estimate is the supporting documentation that explains how the cost or hours estimates were developed. It also includes information like assumptions, constraints, range, or accuracy and confidence level. On occasion, the Department staff will refer to the BOE as the Assessment.
Burn Rate	Rate at which funds are expended on a project. Usually quoted based on labor hours only.
Business Case	Document(s) containing the results and analysis of business assessments that provide the justification for pursuing a project opportunity.
Cadence	Frequency, format and sequence of meetings or work task or activity.
Change Request	A request for a modification to the terms of a contract or to the description of the product or service to be provided. May also be a formal written statement asking to make a modification to a project deliverable.
Charter	Document issued and signed by senior management that gives the project manager authority to apply organizational resources to project activities and formally recognizes the existence of a project. Includes a description of the business need the project was undertaken to address and a description of the product or service to be delivered by the project.
CHIP	Children’s Health Insurance Program
CIA	Confidentiality, Integrity, Availability
Code Review	A code review is a quality assurance process where software is examined to identify issues and improve quality. Code reviews help identify bugs, logic, and security flaws; ensure code meets quality standards; facilitate knowledge sharing and learn new technologies and techniques; streamline development process.
Configuration Item	A configuration item (CI) is a service component, infrastructure element, or other item that needs to be managed to ensure the successful delivery of services.
Continuous Improvement	Process by which organizations continuously improve their processes and procedures to meet or exceed customer requirements.
Control Gate	Specific point in time during the project or system development lifecycle at which project stakeholders convene to assess the performance to date, validate key project assumptions, and discuss other factors to determine whether the project should be terminated, proceed according to plan, proceed based on a revised plan. Also called phase exit, stage gate phase gate, kill point or phase-end review.
Corrective Action	The results of an inspection activity that focuses on ways to eliminate unsatisfactory performance.

Dashboard	Tool used for collecting and reporting information about project, program, or system status. A dashboard provides a quick, and usually graphical, summary of the status and performance.
DataOps	DataOps is a collaborative data management practice focused on improving the communication, integration, and automation of data flows between data managers and data consumers across an organization.
Defect	Nonconformance of a characteristic with specified requirements, or a deficiency in something necessary for an item's intended, proper use.
Deferred Maintenance	Deferred maintenance is a practice of delaying repairs, replacements or upgrades to IT equipment and infrastructure. It is usually due to lack of resources or funds and could also be due to lack of visibility because of poor record-keeping, as sometimes, it is due to lack of availability of equipment. Deferred maintenance can lead to higher costs in the future.
Deliverable	Measurable, tangible, verifiable outcome, result, or item that must be produced to complete a project or part of a project.
Design Documents	Creation of the description of a product or service in the form of specifications, drawings, data flow diagrams, or any other methods to provide detailed information on how to build the product or perform the service.
DevOps	DevOps aims to bridge the gap between development and operations teams. DevOps helps ensure that code changes are automatically tested, integrated, and deployed to production efficiently and reliably. It promotes a culture of collaboration to achieve faster release cycles, improved application quality, and more efficient use of resources.
DevSecOps	DevSecOps is the practice of integrating security testing at every stage of the software development process. It includes tools and processes that encourage collaboration between developers, security specialists, and operation teams to build software that is both efficient and secure.
Ensure	To ensure something is to make sure it happens - to guarantee it. (To <u>assure</u> someone is to remove someone's doubts.)
EPIC	The Elderly Pharmaceutical Insurance Coverage (EPIC) program is a New York State Program administered by the Department of Health.
Evaluate / Evaluation	To appraise against a set value. Includes using determining factors and other criteria to quantitatively compare one project, proposal, or program, deliverable or product with another for decision making purposes.
Evaluation Criteria	Evaluation criteria are a benchmark, standard, or factor against which conformance, performance, and suitability of a technical capability, activity, product, or plan is measured.
Examine / Examination	Element of inspection consisting of investigation of products and services to determine conformance to specified requirements.
Governance	Governance provides the framework, processes, and practices for decision-making which is directly tied to the organization's ability to achieve its objectives and business goals.
HCBS Waiver	Home and Community Based Services. States can develop home and community-based services waivers (HCBS Waivers) to meet the needs of people who prefer to get long-term care services and supports in their home or community, rather than in an institutional setting.
Incident Management	Incident management is the process used by IT Operations staff to respond to an unplanned event or service interruption and restore that service to its operational state.

Inspection	Examination or measurement of work to verify material, product, and service conformance.
Maintenance and Operations (M&O)	<p>IT maintenance (M&amp;O or O&amp;M) refers to the processes and activities involved in managing and maintaining an organization's IT infrastructure. This includes the hardware, software, networks, and systems that support an organization's operations.</p> <p>Maintenance activities keep equipment in running order, such as inspecting, maintaining, repairing, and replacing IT equipment. The goal of maintenance is to extend the service life of equipment and minimize downtime and costs.</p> <p>Regular maintenance and upgrades are necessary to keep the IT infrastructure up-to-date and functioning optimally. This includes tasks such as installing software updates, replacing hardware components, and conducting routine maintenance checks.</p> <p>Operations activities keep a business running smoothly and efficiently, such as managing budgets, schedules, and resources. The goal of operations is to run the IT equipment at full capacity to produce as much as possible.</p>
MCO	Managed Care Organization
MECM	Medicaid Eligibility and Client Management system that is being developed as part of the Continuing Medicaid Eligibility Modernization project.
MLOPS	Machine learning operations (MLOps) are a set of practices that automate and simplify machine learning (ML) workflows and deployments. MLOps focuses on automating the ML lifecycle. It helps ensure that models are not just developed but also deployed, monitored, and retrained systematically and repeatedly. It brings DevOps principles to ML. MLOps results in faster deployment of ML models, better accuracy over time, and stronger assurance that they provide real business value.
MMIS	Medicaid Management Information System
Oversight	Review activity by a person or team to determine the status of the product, service, project, or program and to ascertain whether the Department's rules or contracts are being followed.
Portfolio	A collection of projects, programs and other initiatives grouped together for management and control purposes whose individual objectives and benefits are aimed at satisfying the organization's strategic objectives.
Production Readiness	Preparedness of a system to proceed into production. A system is ready for production when the producibility of the production design and the managerial and physical preparations necessary for initiating and sustaining a viable production effort have progressed to the point where a production commitment can be made without incurring unacceptable risks that will breach thresholds of schedule, performance, cost, or other established criteria.
Production Release	<p>A production release is the final version of code or product that is ready for use by the customer. It ensures through a structured process, the smooth transition from testing to production, and may involve installing software or configuring servers.</p> <p>The release process ensures that only thoroughly tested and approved software reach the customer or end-users. Using quality assurance</p>

	measures such as testing, code reviews, and performance checks mitigates the chances of releasing a flawed or unstable product to the production environment.
Program	A group of related projects managed in a coordinated way to obtain benefits not available from managing the projects individually; may include an element of ongoing activities or tasks that are not within the scope of individual projects but that contribute to the program's intended benefits.
Project	A temporary undertaking to create a unique product or service. A project has a defined start and end point and specific objectives that, when attained, signify completion. (A project may be part of a Program.)
Project Control(s)	Any action taken by the project manager and team members with the intent of ensuring successful project completion. Usually based on the identification and collection of project performance information.
Project Management Plan	The project management plan is developed to clearly define the project and its goals, objectives, and deliverables. In addition, the project management plan describes how the project will be executed, monitored, and controlled. It encompasses defining, preparing, and coordinating all subsidiary plans and integrating them into a comprehensive project management plan.
Providers	Medicaid Providers means the physicians, hospitals and other health care providers that have contracted with affiliates to provide covered health care services to Medicaid Members.
Quality	<ol style="list-style-type: none"> <li>1. Total characteristics of an entity or time that affects its ability to satisfy stated or implied needs.</li> <li>2. Conformance to requirements or specifications.</li> <li>3. Fitness for use.</li> <li>4. Free of deficiencies.</li> </ol>
Quality Assurance (QA)	The planned and systematic activities implemented within the quality program that can be demonstrated to provide confidence that a product or service will fulfill requirements (such as standards or defined criteria) for quality.
Quality Assurance Management Plan	Detailed plan setting forth the processes, procedures, checklists, methods, and techniques to be used on a project to ensure that quality requirements are met.
Quality Audit	The verification activity, such as inspection or examination, of a process or quality system to ensure compliance to requirements. An audit can apply to an entire organization or might be specific to a function, process or production step.
Quality Control (QC)	An inspection activity that focuses on fulfilling quality requirements.
Quality Control Measurements	Results of quality control testing and measures presented in a form for comparison and analysis to maintain quality.
Quality Evaluation	Technical process of gathering measured variables or counted data for decision making in a quality process review.
Quality Gate	Predefined completion criteria for a task, including audits, walk-throughs, and inspections, that provide an assessment of progress, processes used, and project products to be delivered.
Quality Improvement	<ol style="list-style-type: none"> <li>1. Systematic approach to reduce or eliminate waste, rework, and losses in the production, process, or delivery of services.</li> <li>2. Action taken to increase the effectiveness and efficiency of the project to provide added benefits to project stakeholders.</li> </ol>
Quality Management	<ol style="list-style-type: none"> <li>1. Planning, organizing, staffing, and directing management activities with the objective of achieving the required quality.</li> </ol>

	2. Overall management function involved in determining and implementing quality policy.
Quality Management Plan	Document that describes how the team will implement its quality policy(s). The Quality Management Plan incorporates quality control, quality assurance and quality improvement processes and procedures.
Quality Planning	Identifying the specific quality standards that are relevant to the project, product, or service, and determining how to satisfy them.
Quality Policy	Overall intentions and directions of the organization concerning quality, as expressed by Department Leadership.
Quality Process Review	Technical process of using data to determine how the actual project results compare with the quality specifications or requirements. If deviations occur, the review may result in changes in project design, development use, etc., depending on the decisions of the Department and Stakeholders.
Quality Product	Product, service, or deliverable that meets or exceeds the Department's expectations.
Quality Program	Program designed to maintain quality of products and services from concept through technology and system development, production, deployment, and disposal.
Quality Surveillance	Ongoing monitoring and verification of the status of procedures, methods, conditions, processes, products and services and the analysis of records related to stated requirements to ensure that quality requirements are being met.
Resolution Rate(s)	Resolution rates refers to the rate in which incidents (also known as a help desk ticket) are resolved during the first occurrence with no repeat alerts from the same customer on the same issue. Calculating the resolution rate means comparing the number of solved tickets to the number of received tickets within a period of time, and it is measured in percentages. Only fully resolved (closed) tickets are considered in the formula.  $\text{Solved tickets} / \text{received tickets} * 100 = \text{resolution rate}$
Review	A formal process during which an activity or product is presented for comment and approval. Reviews are conducted for different purposes, such as peer reviews, user reviews, quality reviews, or management reviews.
Root Cause Analysis	Root cause analysis (RCA) is the process of discovering the root causes of problems in order to identify appropriate solutions. Root cause analysis uses tools, techniques, and methodologies to look beyond superficial cause and effect to identify where processes or systems failed.
ROM	Rough Order of Magnitude is the initial estimate that is often done before a project is approved.
SDLC System Development Lifecycle	A formal model of a hardware / software project that depicts the relationship among activities, products, reviews, approval, and resources.
SDLC Control Gates	See Control Gate and Project Controls.
System Integration	System integration is the process of combining component subsystems into one, larger, more comprehensive system and ensuring that the subsystems execute together to deliver all functionality as one system. In information technology, it is the process of connecting different computing systems and software applications physically or functionally to act as a coordinate whole.

System Integrator	A System integrator is an individual or business that builds computing systems for clients by combining a variety of diverse components, such as hardware, software, networking, and storage products from multiple information technology companies.
SWOT	SWOT (strengths, weaknesses, opportunities, and threats) analysis is a framework used to evaluate a company's competitive position and to develop strategic planning. SWOT analysis assesses internal and external factors, as well as current and future potential. The SWOT model can be applied for Quality Management. The SWOT analysis results are used to provide continuous improvement actions for your Quality Management program.
SCR	System Change Request
Test Case(s)	Test cases are the extended parts of a test scenario. Test cases are documented and are detailed to include information such as steps to execute the test, test name, pre- and post-conditions, expected and actual outcomes, and results – meaning has the test case passed or failed.
Test Plan	A test plan is a detailed document covering all the aspects of the testing phase. It describes the systematic approach and details for how the testing phase will proceed.
Test Results	Test results are the outcome of the software testing life cycle process. When the test execution cycle is complete, the test results report should detail the results of the test, including the pass/fail status.
Test Scenario	Test Scenario is a condition created to perform successful end-to-end testing. Several test cases come under a test scenario. The test cases are developed on the basis of the high-level scenario.
Test Scripts	A test script is a set of instructions that are used to test if a system or module is working as expected.
Validation	<ol style="list-style-type: none"> <li>1. Confirmation by examination and through provision of objective evidence that specified requirements have been fulfilled.</li> <li>2. Determining the correctness of the final product, system, or system component with respect to requirements. Answers the question: "Did I build the right product?"</li> </ol>
Verifiability	Measure of the relative effort needed to verify a requirement; a requirement is verifiable only if there is a finite, cost-effective process to determine that the product or system meets the requirement.
Verify / Verification	<ol style="list-style-type: none"> <li>1. The act of determining whether products or services conform to specific requirements.</li> <li>2. Confirmation by examination and through provision of objective evidence that specified requirements have been fulfilled.</li> <li>3. Process of determining whether the products of a life cycle phase fulfill the requirements established during the previous phase. Answers the question: "Am I building the product, right?"</li> </ol>