



Requirements Traceability Matrix Instructions

The Requirements Traceability Matrix (RTM) is used to document and track the project requirements from the proposal through the CMS Certification process.. The Contractor is responsible for maintaining the set of Baseline Requirements directly related to the configuration of the MES components. Additions, modifications, and deletions to these requirements post contract award shall be added and modified timely, with DMAS approval and a current version of the matrix shall be maintained at all times. The Contractor shall provide an initial RTM as part of its proposal per the instructions below. The RTM will be maintained in Excel format until or unless DMAS approves an alternate format.

Column	Instructions
Requirement ID	The unique identifier for the requirement as assigned by DMAS. This column shall not be modified by the Bidder.
Requirement	The statement of the requirement to which the Bidder must respond. This column shall not be modified by the Bidder.
Compliant?	The Bidder shall indicate "Y" (Yes) or "N" (No) as to whether their solution is compliant with the requirement.
Availability	The Contractor shall indicate one of the following:
	A = Functionality is currently operational
	B = Functionality is planned
	C = Functionality is not currently planned
Date	For Availability code "B" bidder shall provide the planned availability date
Proposal Mapping	The Bidder shall provide cross-reference to the location(s) of where compliance with each requirement is described in their proposal.



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Technology Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-STND-001	All the artifacts developed as part of the proposed Solution shall be compliant with the CMS and HIPAA standards and requirements.				
PBMS-TECH-STND-002	The Solution shall use rules based, table driven modular, and reusable components.				
PBMS-TECH-STND-003	The Solution shall facilitate online, browser based web capabilities with no client component download(s) for all authorized end users including, but not limited to providers and members.				
PBMS-TECH-STND-004	The Solution shall support functionality to interface with multiple entities outside the MES for exchange of information.				
PBMS-TECH-STND-005	The Solution shall comply with all current and future HIPAA standard Transactions and Code Sets (TCS) in place or mandated by the Commonwealth and CMS.				
PBMS-TECH-STND-006	The Solution shall implement standard policies and practices to ensure the security and integrity of the information to be exchanged.				
PBMS-TECH-STND-007	The Solution shall provide notification to the ISS Contractor of all changes to application program interface (API) on a timely basis.				
PBMS-TECH-STND-008	The Solution shall provide standard and ad hoc reporting capabilities for all modules of the proposed solution which are accessed by Department end users and other stakeholders.				
PBMS-TECH-STND-009	The Solution shall meet the Federal reporting requirements and performance standards as defined by CMS and the CMS certification checklists.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Technology Standards Requirements					
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PBMS-TECH-STND-010	The Solution shall implement and support a reporting repository with Web based access by authorized end users, including the ability to extract data to be used with desktop applications.				
PBMS-TECH-STND-011	The Solution shall provide interoperability between the modules of the proposed solution and Commonwealth imaging and document management systems. All Commonwealth documents and images on any media type received or disseminated shall be accessible, stored, and indexed on the Enterprise Content Management system.				
PBMS-TECH-STND-012	The Solution shall allow users to select among several format types (e.g., PDF, Microsoft Excel, Microsoft Word) for any outputs produced. The output media types shall be role based or by individual end user(s).				
PBMS-TECH-STND-013	The Solution shall implement relevant standards including, but not limited to NIEM, CAQH-CORE, HL7, and HIPAA for data interchange.				
PBMS-TECH-STND-014	The Solution shall provide single sign-on (SSO) capability using Commonwealth standards for login and authentication. The Contractor's system shall include an end user authentication process that permits the end user to enter one (1) name and password to access multiple applications. This process authenticates the user for those applications they have access rights to and eliminates the need for further prompts when switching between applications during a session.				
PBMS-TECH-STND-015	The Solution shall process all inbound and outbound files at a frequency as defined by the Department.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-TECH-STND-016	The Solution shall support and monitor the processing of all transaction files and notify the Department of all transactions which have not been processed successfully.				
PBMS-TECH-STND-017	The Solution shall accept and apply interface data accurately 100% of the time.				
PBMS-TECH-STND-018	The Solution shall reconcile errors identified during the processing of any transaction file and reprocess partner transactions within the agreed upon SLA.				
PBMS-TECH-STND-019	The Solution shall comply with Commonwealth and Federal records management policies and retention schedules.				
PBMS-TECH-STND-020	The Solution shall ensure archived data is retrievable, formatted to match the original intake document, and shows the changes during processing.				
PBMS-TECH-STND-021	The Solution shall comply with all Commonwealth and Federal laws, grant requirements, rules, regulations, guidelines, policies, and procedures for destruction of records.				
PBMS-TECH-STND-022	The Solution shall retain all records for both paper and electronic claims as per the Commonwealth and Federal guidelines.				
PBMS-TECH-STND-023	The Solution shall comply with and align with Commonwealth Technology Standards.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Technology Standards Requirements					
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PBMS-TECH-STND-024	The Solution for proposed interfaces to Commonwealth systems shall comply with or have approved exceptions to all applicable Commonwealth Data Standards found at: http://www.vita.virginia.gov/oversight/default.aspx?id=10344 If not, please explain.				
PBMS-TECH-STND-025	The Solution shall provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf (Refer to www.section508.gov and www.access-board.gov for further information) If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. (The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)). If no, does your solution/application/product provide alternate accessibility functionality? Please describe.				
PBMS-TECH-STND-026	The Solution shall comply with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537? If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements					
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PBMS-PROJ-DDI-001	The Contractor shall provide a description of a Project Management methodology that will be used to implement the solution and that follows Project Management industry best practices while coordinating changes with the ISS Contractor and other contractors. The Contractor shall propose tools, processes and procedures for the Project Management methodology.				
PBMS-PROJ-DDI-002	The Contractor shall provide the deliverables identified for each of the project phases in Appendix I: <ul style="list-style-type: none"> ▪ Initiation ▪ Planning ▪ Execution and Control ▪ Implementation ▪ Closeout ▪ Evaluation 				
PBMS-PROJ-DDI-003	The Contractor shall provide the status of the project to the MES Program Management Office according to the schedule outlined in the DDI Project Plan chart in Appendix I. The Contractor PMO shall include the following in the weekly status reporting for the lifecycle of the project: <ul style="list-style-type: none"> ▪ Issues and Risk Management ▪ Milestone status ▪ Change Management ▪ Action Items Management ▪ Project Meeting Minutes 				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-PROJ-DDI-004	For any milestones or deliverables which are missed or projected to be missed, the Contractor shall provide a Corrective Action Plan (CAP) that includes the following information: <ul style="list-style-type: none"> ▪ Root cause ▪ Impact on schedule, scope and costs ▪ Milestone recovery strategy ▪ Milestone recovery date ▪ Project recovery strategy ▪ Project recovery date 				
PBMS-PROJ-DDI-005	The Contractor shall follow the DDI Change Management process agreed to by DMAS. An Enterprise Change Management process shall be established by the ISS Contractor and Program Management Office along with Contractor input to address scope, schedule, or cost changes.				
PBMS-PROJ-DDI-006	The Contractor shall conduct detailed design and joint application requirement meetings with Commonwealth staff, other impacted MES solution contractors, and ISS Contractor staff to produce a detailed specification design document for development, configuration, testing, and implementation.				
PBMS-PROJ-DDI-007	The Contractor shall provide a revised work breakdown structure from the original submission, which includes Commonwealth project team and ISS Contractor activities (provided by the ISS Contractor) and any other impacted MES contractors which have been mutually agreed-upon dependencies for DMAS approval.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-008	The Contractor shall provide a Project Manager (PM) with the Key Staff requirements and agrees to replace the PM only if necessary, and with someone possessing equally or more qualified skills and experience, as approved by the agency.				
PBMS-PROJ-DDI-009	The Contractor shall entertain baseline changes to the COTS package and provide a method for enhancement input in lieu of customizations through a User Input group or another forum to accept product input.				
PBMS-PROJ-DDI-010	The Contractor shall provide a Hardware and Equipment Acquisition Plan for the DDI.				
PBMS-PROJ-DDI-011	The Contractor shall provide a Software Acquisition and Installation Plan for the DDI				
PBMS-PROJ-DDI-012	The Contractor shall provide a Risk Management Plan for the DDI.				
PBMS-PROJ-DDI-013	The Contractor shall provide a Quality Management Plan for the DDI.				
PBMS-PROJ-DDI-014	The Contractor shall provide an Implementation and Transition Plan for the DDI which is coordinated with Commonwealth staff, and possibly other dependent MES contractors.				
PBMS-PROJ-DDI-015	The Contractor shall provide a Training Plan for the DDI which addresses business owner input to satisfy operational needs.				
PBMS-PROJ-DDI-016	The Contractor shall conduct all DDI training in accordance with the approved DDI Training Plan.				
PBMS-PROJ-DDI-017	The Contractor shall provide a Training Plan for Operations which ensures ongoing operational training needs are met.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-PROJ-DDI-018	The Contractor shall conduct all Operations training in accordance with the approved Operations Training Plan.				
PBMS-PROJ-DDI-019	The Contractor shall analyze and document project lessons-learned, a walkthrough meeting of the results and provide an evaluation report.				
PBMS-PROJ-DDI-020	The Contractor shall provide a Communications Management Plan which addresses all stakeholders' communication needs for the project.				
PBMS-PROJ-DDI-021	The Contractor shall provide a Performance Reporting Plan which includes status reporting and critical success factors.				
PBMS-PROJ-DDI-022	<p>The Contractor shall provide a Documentation Management Plan that:</p> <ul style="list-style-type: none"> • Identifies all of the documentation and deliverables that will be produced to support its DDI methodology as well as on-going Operations and Maintenance • Provides what is needed by the Contractor to successfully implement and operate the proposed solution • Provides DMAS with the information it requires to understand and approve the details of the solution as well as the information it needs to fulfill its business requirements with respect to the solution. 				
PBMS-PROJ-DDI-023	The Contractor shall provide a Release Management plan and milestones on an annual schedule with an approach to work with the ISS Contractor, any other impacted MES Contractor, and DMAS PMO with a desired 6-month lead time.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-024	The Contractor shall provide a detailed project plan for each new project or release that is coordinated with the ISS Contractor, any other impacted MES Contractor, and agency PMO.				
PBMS-PROJ-DDI-025	The Contractor shall provide a Resource Utilization and Acquisition plan for each new project or release including Project Management, technical support, and business support as needed.				
PBMS-PROJ-DDI-026	The Contractor shall develop a Root Cause Analysis process and reporting in conjunction with the ISS Contractor for all defects discovered.				
PBMS-PROJ-DDI-027	<p>The Contractor shall create a DDI Project Management Plan according to the schedule outlined in Appendix I to be approved by DMAS. The project management plan shall include:</p> <ul style="list-style-type: none"> ▪ Quality Management Plan ▪ Scope Management Plan ▪ Requirements Management Plan ▪ Risk and Issues Management Plan ▪ Change Management Plan ▪ Configuration Management Plan ▪ Project Performance Management Summary Plan ▪ Communications Management Plan ▪ Documentation Management Plan ▪ Training Plan ▪ Disaster Recovery Plan - DDI ▪ Business Continuity Plan ▪ Turnover Plan 				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-028	The Contractor shall develop a Project Work Breakdown Structure to include both Contractor and DMAS milestones and tasks. An initial Work Plan, according to the schedule outlined in Appendix I, shall involve top-down planning. The work plan shall adhere to PMBOK best practices for project management. The WBS shall include tasks, resources, deliverables, task dependencies, percent complete, planned start, planned finish, actual start, and actual finish columns. The baseline work plan shall be delivered within 60 days of contract signing unless otherwise agreed to by the Agency. The Work Plan shall be updated and presented weekly.				
PBMS-PROJ-DDI-029	The Contractor's PMO shall participate in Agency Integration and Program Management Meetings.				
PBMS-PROJ-DDI-030	The Contractor shall make Project Documents available online to the Agency and contractor staff including but not limited to: work plan, status reports, status meeting agenda, and minutes.				
PBMS-PROJ-DDI-031	The Contractor shall develop a Project CMS Certification Plan which defines the Contractor's approach to CMS certification. It shall include processes and procedures which will be used to manage certification requirements throughout the project lifecycle. The plan shall include, but not be limited to: completing the certification checklist, complete certification phase deliverables, validate solution functionality against the checklist, and create traceable deliverables to the checklist.				
PBMS-PROJ-DDI-032	The Contractor shall create documents which support certification activities.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements					
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PBMS-PROJ-DDI-033	The Contractor shall assist and participate in CMS certification visits.				
PBMS-PROJ-DDI-034	The Contractor shall respond to CMS queries during and after the site visit.				
PBMS-PROJ-DDI-035	The Contractor shall provide training which includes specific areas such as quality management, risk management, requirements management, overall design and development of the solution and be comprehensive enough so the Agency PMO can participate in the deliverable production and review process.				
PBMS-PROJ-DDI-036	The Contractor's PMO shall work with DMAS and have a PM and other resources willing to periodically be onsite to attend meetings and to conduct presentations as requested.				
PBMS-PROJ-DDI-037	The Contractor shall provide a deliverable tracking method to ensure all DDI related deliverables have been accounted for and scheduled and coordinated with the Commonwealth MES PMO. All deliverables shall be approved by DMAS.				
PBMS-PROJ-DDI-038	The Contractor shall provide an Escalation Management Plan to include risk and issue resolution paths through the organizational structure.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-039	The Contractor shall provide the status of the project to the MES Program Management Office according to the schedule outlined in the DDI Project Plan chart Appendix I with input from the DMAS MES PMO. Reports shall contain Key Project indicators including Cost Performance Index (CPI) and Schedule Performance Index (SPI). The reports shall convey upcoming milestones progress and overall percentage complete. The report shall have updates on risks, issues and action items. A dashboard shall be created with standards for reporting Green, Yellow, or Red status. Any Red status reporting shall be accompanied by a Corrective Action Plan (CAP). The Contractor shall provide weekly meeting minutes				
PBMS-PROJ-DDI-040	The Contractor shall provide end user documentation written in a procedural, systematic format, and aligned with business transformation documents.				
PBMS-PROJ-DDI-041	The Contractor shall ensure that abbreviations and acronyms are defined and consistent throughout the documentation.				
PBMS-PROJ-DDI-042	The Contractor shall use consistent field names for the same fields on different records throughout the documentation.				
PBMS-PROJ-DDI-043	The Contractor shall provide online documentation, including an online search capability with context sensitive help screens.				
PBMS-PROJ-DDI-044	The Contractor shall ensure definitions of codes used in various sections of end user manuals are consistent.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-045	The Contractor shall identify acronyms used in end user instructions, and ensure that they are consistent with windows, screens, reports, and the data element dictionary.				
PBMS-PROJ-DDI-046	The Contractor shall provide illustrations of windows and screens used in that module, with all data elements on the screens identified by number, in each end user manuals.				
PBMS-PROJ-DDI-047	The Contractor shall provide an electronic documentation format that facilitates efficient and immediate updating and dissemination of new or modified data.				
PBMS-PROJ-DDI-048	The Contractor shall provide a way to update the electronic versions of the document. Each version shall have: <ul style="list-style-type: none"> ▪ All pages numbered within each section ▪ A new revision date on each page ▪ All revisions clearly identified in bold print 				
PBMS-PROJ-DDI-049	Contractor shall create and maintain end user documentation consistent with the current Commonwealth standards.				
PBMS-PROJ-DDI-050	The Contractor shall provide documentation to the Commonwealth on request on encrypted DVD/CD-ROM, and ensure access to end users via the website during the Operations Phase.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-051	The Contractor shall ensure end user documentation is written and organized so that end users not trained in applications can learn from reading the documentation how to access the online windows/screens, read module reports, and perform ad hoc report development and other related end user functions.				
PBMS-PROJ-DDI-052	The Contractor shall present descriptions of error messages for all fields incurring edits, including the necessary steps to correct such errors.				
PBMS-PROJ-DDI-053	The Contractor shall provide a section in each end user manual describing all reports generated within the business area or function, which includes the following: <ul style="list-style-type: none"> ▪ A narrative description of each report ▪ The purpose of the report ▪ Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals ▪ Definitions of all user defined, report specific code descriptions; and copies of representative pages of each report 				
PBMS-PROJ-DDI-054	The Contractor shall present together all functions and supporting material for file maintenance (e.g., coding values for fields and the names of the files presented as independent sections of the manual).				
PBMS-PROJ-DDI-055	The Contractor shall ensure that instructions for making online updates clearly depict which data and files are being changed.				
PBMS-PROJ-DDI-056	The Contractor shall ensure that documentation does not contain any protected health information (PHI).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-PROJ-DDI-057	The Contractor shall use draft versions of end user documentation as the basis for UAT and training, unless otherwise specified by the Commonwealth. Final versions shall be updated and completed for training before the start of the operations.				
PBMS-PROJ-DDI-058	The Contractor shall exclude Contractor(s) trademarks, logos, and identifying information in, or on all documentation.				
PBMS-PROJ-DDI-059	The Contractor shall provide online hyperlinks with references to Medicaid and non-Medicaid policy origination documents managed by the Commonwealth and the Contractor.				
PBMS-PROJ-DDI-060	The Contractor shall provide writing style-guide for all documentation for purposes of creating consistency among all documents and containing a maintained list of acronyms used.				
PBMS-PROJ-DDI-061	The Contractor shall implement internal policy and procedures to promote data documentation, development, and management of defined data entities, attributes, data models, and relationships sufficiently to convey the overall meaning and use of Medicaid data and information.				
PBMS-PROJ-DDI-062	The Contractor shall support the adoption of statewide standard data definitions, data semantics, and harmonization strategies.				



Major Milestones and Deliverables Requirements

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PBMS-PROJ-DDI-063	<p>The Contractor shall maintain the following flow diagrams:</p> <ul style="list-style-type: none"> ▪ Overall system flow ▪ Each individual module flow ▪ Business process flow ▪ Business architecture ▪ Technical architecture ▪ Network architecture 				
PBMS-PROJ-DDI-064	<p>The Contractor shall maintain the following items for reference and it shall be searchable from the web. Also it shall be kept for each environment and access to these items shall be granted by the Commonwealth.</p> <ul style="list-style-type: none"> ▪ List of application servers and its usage ▪ List of web servers and its usage ▪ List of ESB and its usage ▪ Network IP and port details ▪ Environment variables ▪ Hyperlinks ▪ Document links ▪ Organization chart ▪ Contact details ▪ On-call support 				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Testing Requirements					
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PBMS-TEST-001	The Contractor shall provide an Integrated Test Facility (ITF) which includes separate environments for all test phases, to include at a minimum; unit, integration, SIT, UAT, interface, performance, regression, ORT, system recovery, and mock production.				
PBMS-TEST-002	The Contractor shall provide the Department with access to the ITF as required for testing onsite, from State offices, and/or remotely during the DDI phase and throughout the life of the Contract.				
PBMS-TEST-003	The Contractor shall provide the capability for version control in the ITF.				
PBMS-TEST-004	The Contractor's test environment(s) shall be capable of mirroring the production system in its size, files, databases, processing, and reporting.				
PBMS-TEST-005	As system improvements or enhancements are implemented, that functionality shall also be deployed to test environments.				
PBMS-TEST-006	Test environment(s) data refresh shall be scheduled per the DMAS approved Change Management Plan.				
PBMS-TEST-007	The Contractor shall provide a process for extracting data from the production environment and importing into non-production environments.				
PBMS-TEST-008	The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g. PII/PHI) when extracting data from the production environment for use in non-production environments.				
PBMS-TEST-009	The Solution shall provide the ability to perform temporal testing within all testing environments.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-TEST-010	The Solution shall provide the ability to allow a tester to easily manipulate the system date for temporal testing.				
PBMS-TEST-011	The Solution shall provide the ability to execute performance tests of a simulated user load consistent with the actual load projected or used in production.				
PBMS-TEST-012	The Contractor shall support provider testing of new provider claims submission systems by allowing providers to submit direct data entry claims and electronic claims test files that are processed through the adjudication cycle without impact on system data.				
PBMS-TEST-013	The Contractor shall utilize a DMAS approved or supplied automated testing tool that works seamlessly with all components of the MES.				
PBMS-TEST-014	The testing tool shall include predictive modeling that supports the ability to run “What if” scenarios related to a variety of parameters including, but not limited to rates, coverage, and budgets using historical production claims.				
PBMS-TEST-015	The Contractor shall design and document detailed test cases for each sub-phase of testing.				
PBMS-TEST-016	The Contractor shall provide test cases that include identifications, detailed steps, expected results, and actual results.				
PBMS-TEST-017	The Contractor shall utilize a well-established and DMAS approved or supplied defect tracking tool for management and reporting of system defects.				
PBMS-TEST-018	The Contractor shall perform regression testing for all defects identified and provide regression testing results.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-TEST-019	The Contractor shall submit all test results for each test sub-phase to DMAS which includes: number of test scenarios, cases, and scripts executed; pass/fail ratio; number of defects identified and corrected along with their severity ranking.				
PBMS-TEST-020	The Contractor shall communicate the progress of the System Integration Test effort through a regular progress report. This report shall address all test scenarios and test cases and report the status of the test effort relative to the test schedule.				
PBMS-TEST-021	The Contractor shall track and report weekly on the defects identified and the progress made toward resolution of the defects during the System Integration Test effort.				
PBMS-TEST-022	The Contractor shall document and present the results from the System Integration Testing.				
PBMS-TEST-023	The Contractor shall obtain DMAS approval of all tests results before testing is considered complete.				
PBMS-TEST-024	The Contractor shall plan for and include Department participation and involvement in all testing efforts throughout the Software Development Lifecycle.				
PBMS-TEST-025	The Contractor shall provide training on the system, process, and tools that will be used to execute UAT and training on the operation of the technical environment to support user validation.				
PBMS-TEST-026	The Contractor shall support DMAS in all testing activities by providing support staff and technical expertise.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-TEST-027	The Contractor shall provide a functional demonstration of the system including any changes or enhancements prior to user acceptance testing.				
PBMS-TEST-028	The Contractor shall develop a Test Management Plan to successfully meet business needs for initial product implementation.				
PBMS-TEST-029	The Test Management Plan shall include the approach to each of the test phases as outlined in the Required Testing Methods.				
PBMS-TEST-030	The Test Management Plan shall include the testing schedule.				
PBMS-TEST-031	The Test Management Plan shall describe how, and at which phase, other Contractor products will be incorporated in the overall testing.				
PBMS-TEST-032	The Test Management Plan shall include roles and responsibilities throughout all testing phases.				
PBMS-TEST-033	The Test Management Plan shall describe how test scenarios, test cases, and test results will be traced to requirements.				
PBMS-TEST-034	The Test Management Plan shall describe the processes, procedures, and tools for problem identification and resolution.				
PBMS-TEST-035	The Test Management Plan shall include templates of test progress and defect reports.				
PBMS-TEST-036	The Test Management Plan shall describe how regression testing will be done at all levels when errors are corrected.				
PBMS-TEST-037	The Test Management Plan shall discuss contingencies for risk mitigation and delays during the test effort.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

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PBMS-TEST-038	The Test Management Plan shall define procedures for notifying DMAS of problems discovered in testing, testing progress, and adherence to the test schedule.				
PBMS-TEST-039	The Test Management Plan shall include a strategy for enhancing system performance based on findings obtained during test activities.				
PBMS-TEST-040	The Test Management Plan shall include a description of the process used for the identification and preparation of data required for the System Integration Test effort, including a description of the use of converted data during test.				
PBMS-TEST-041	The Test Management Plan shall describe the process employed for security testing, including compliance for handling of PII and PHI.				
PBMS-TEST-042	The Test Management Plan shall include a description of entry criteria and prerequisites to the System Integration Test effort.				
PBMS-TEST-043	The Test Management Plan shall define the exit criteria which, when met and approved by DMAS, provide evidence of the completion of the System Integration Test effort.				
PBMS-TEST-044	The Contractor shall provide a walk-through of the Test Management Plan before submitting to DMAS for approval.				
PBMS-TEST-045	The Contractor shall submit the Test Management Plan for DMAS review and approval.				
PBMS-TEST-046	The Test Management Plan shall describe how the Contractor will work with DMAS and MES QA Contractor to develop the Acceptance Test Plan and Test Cases.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TEST-047	The Test Management Plan shall define how defect tracking is used to identify organizational or procedural weaknesses and track the resulting corrective actions.				
PBMS-TEST-048	The Test Management Plan shall describe how services that execute on the Enterprise Service Bus (ESB) is unit, integration, and SIT tested.				
PBMS-TEST-049	The Test Management Plan shall describe how message-oriented interactions is accomplished.				
PBMS-TEST-050	Test Management Plan shall describe the Contractor's organizational structure and how the testing function is managed.				
PBMS-TEST-051	The Test Management Plan shall describe the Contractor support that is assigned and provided to DMAS and Contractor staff for each testing phase.				
PBMS-TEST-052	The Test Management Plan shall address the division of responsibilities between the Contractor, DMAS, and MES QA Contractor.				
PBMS-TEST-053	The Test Management Plan shall describe how the Contractor maintains the test environments; including loading test data routinely used by the system to perform its automated processes (e.g., reference values such as system parameters, system lists, reference tables, edits, dispositions, and security tables).				
PBMS-TEST-054	The Test Management Plan shall provide a testing methodology and approach on how the Contractor will test and verify conversion data and files.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Testing Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TEST-055	The Test Management Plan shall define how defects and other issues reported by DMAS are analyzed, tracked, resolved; how required system changes implemented; and how testing is integrated with other project phases.				
PBMS-TEST-056	The Test Management Plan shall describe how the testing methodology accommodates workflow testing.				
PBMS-TEST-057	The Test Management Plan shall provide a testing methodology and approach on how the Contractor tests and verifies Extensible Markup Language (XML).				
PBMS-TEST-058	The Contractor shall develop comprehensive positive and negative test cases for all phases of testing.				
PBMS-TEST-059	The Contractor shall have processes in place to routinely load production and other data into the ITF, at DMAS request, as necessary to perform its automated processes.				
PBMS-TEST-060	The Contractor shall provide comprehensive documentation for requested test results for DMAS approval, prior to any software or COTS product being implemented in the production environment.				
PBMS-TEST-061	The Contractor shall be responsible for scheduling and coordinating all testing activities to ensure that each test is prepared and performed in accordance with the test plan.				



Change Management Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-CHG-MGT-001	The Contractor shall provide a DDI Change Management Plan which meets the Project Management Institute’s standards contained in the Project Management Body of Knowledge (PMBOK), and addresses and defines processes for managing changes to the project requirements, deliverables, and other components.				
PBMS-CHG-MGT-002	The Contractor shall provide an Operations Change Management Plan which meets the Project Management Institute’s standards contained in the Project Management Body of Knowledge (PMBOK), and addresses and defines processes for managing changes to any of the production environment components, including but not limited to software, hardware, data, and documentation.				
PBMS-CHG-MGT-003	The Contractor shall provide the capability to support a change request methodology and system, including work flow with electronic signatures to track the requests/projects from initiation to closure, and support management of the requests. The Solution shall include storage of and linkage to all SDLC deliverables for each request/project.				



Change Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-CHG-MGT-004	<p>The Contractor shall submit a proposed Impact Assessment Form with instructions to be used in the Change Management process that includes accounting for change in:</p> <ul style="list-style-type: none"> ▪ Scope ▪ Schedule ▪ Costs or Resources ▪ Business Process Definition ▪ Documentation ▪ Performance Standards ▪ Configuration ▪ Risks 				
PBMS-CHG-MGT-005	<p>The Contractor shall follow the best practices guidelines for Change Management as described in ISO/IEC 20000 [1 to 11] standards for Information Technology Service Management (ITSM), which is contained within the Information Technology Infrastructure Library (ITIL) framework.</p> <p>Please refer to the ISO catalogue for more details: http://www.iso.org/iso/home/store/catalogue_tc/catalogue_tc_browse.htm?commid=5013818</p>				



IV&V and CMS Certification Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-IVV-001	<p>The Contractor shall provide the necessary information requested by the IV&V Contractor to assess the Contractor's Project Management capabilities to included, but not limited to:</p> <ul style="list-style-type: none"> ▪ Progress against budget and schedule ▪ Risk management ▪ Adherence to the software development lifecycle (SDLC) ▪ Incorporation of the Seven Standards and Conditions into design and development ▪ Reflection of the Department's MITA goals and plans into actual design and development ▪ Configuration management is robust and includes State or developer configuration audits against configuration baseline ▪ Change management ▪ Adherence to service-level agreements ▪ Project Work Plan comprehensiveness 				



IV&V and CMS Certification Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-IVV-002	<p>The Contractor shall provide the necessary information requested by the IV&V Contractor to assess the Contractor’s System/Modular development capabilities including, but not limited to:</p> <ul style="list-style-type: none"> ▪ Completeness and reasonability of MES concept of operations, architecture, and designs ▪ Accuracy of capture of interfaces and data sharing requirements with systems external to the MES ▪ Viability and completeness of the data transition plan ▪ Traceability of requirements through design, development, testing, and certification ▪ Adequacy of system security and privacy policies, plans, technical designs, and implementations ▪ Coverage and integrity of all system testing, including stress testing and testing of interfaces between modules and with external partner systems ▪ Capacity management, including consideration of future Contractors’ support and release plans for underlying databases, software, and hardware ▪ Adequacy of disaster recovery planning 				
PBMS-IVV-003	<p>The Contractor shall make available all systems related planning, design, development and implementation related activities, outputs, documentation, and test results in order to substantiate the solution meets related CMS certification checklist items as defined at the time of the review.</p>				
PBMS-IVV-004	<p>The Contractor shall demonstrate the solution meets MITA 3.0 Framework guidelines regarding business, information, and technical requirements in addition to compliance with the Seven Conditions and Standards.</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-001	The Contractor shall provide DMAS, at a minimum, an annual report from its external auditor on effectiveness of internal controls. If the report discloses deficiencies in internal controls, the Contractor shall include management's corrective action plans to remediate the deficiency. The report shall be compliant with the AICPA Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization, Service Organization Controls (SOC) 2, Type 2 Report.				
PBMS-AUDIT-002	The Contractor, and each of its third-party service providers which provide a service that may impact the financial or program operations of DMAS, shall provide the SSAE 16 SOC 2 reports for its respective entity. The SSAE 16 audit reports shall be provided to DMAS's Internal Audit Division annually, no later than 30 days after the report is issued to the Contractor.				
PBMS-AUDIT-003	The Contractor shall provide DMAS, at a minimum, an annual report from a qualified, independent, external IT security Contractor for a Vulnerability Assessment and Network Penetration Test covering all Contractor and subcontractor networks that will access State data and information.				
PBMS-AUDIT-004	The Contractor shall provide the Department, at a minimum, a quarterly report of the results of its quarterly vulnerability scans covering all Contractor and subcontractor networks that will access State data and information.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-005	The Contractor shall provide the Department, at a minimum, a biennial report from an independent, external auditor on the Contractor's compliance with the State IT Information Security Standard SEC 501-09 (or latest). If the report discloses security deficiencies, the Contractor shall include management's corrective action plans to remediate the deficiency. The report shall be developed utilizing the requirements established in State IT Information Security Standard (SEC 501-09 or latest) and State IT Security Audit Standard (SEC 502-02.2 or latest).				
PBMS-AUDIT-006	The Contractor and its subcontractors shall provide network connectivity for visitors from DMAS, Federal, and State auditors, including the execution of outside audit tools and audit test software for guest auditors from the U.S. Department of Health and Human Services (HHS) Office of the Inspector General, the HHS CMS Virginia Auditor of Public Accounts (APA) or any other authorized auditors as determined by DMAS.				



Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-007	<p>The Contractor shall produce robust audit trails and audit logs of all applications and engineering activities (including inquiry transactions) on the production systems. These audit logs will be kept available online, behind a front-end presentation toolset providing queries, reports, and analytics on any log selected. The system will be able to answer typical control questions required by COV SEC 501-09 and NIST 800-053 REV 4 (or latest) with online reporting. The DMAS Internal Audit Division and the Office of Compliance and Security shall provide the capability to access the audit logs directly without the Contractor’s intervention. The logs shall be available to be reviewed by authorized Federal and COV auditors. Log retention shall be seven (7) years based on Library of Virginia standards.</p>				
PBMS-AUDIT-008	<p>The Contractor shall establish policies, procedures, and practices to ensure there is appropriate internal monitoring of the audit logs and the established process produces documentation to evidence the monitoring effort.</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-009	The Contractor shall provide DMAS, the U.S. Department of Health and Human Services (HHS) Office of the Inspector General, the HHS CMS, the Auditor of Public Accounts, and any other State and Federal auditors, or any of their duly authorized representatives with access to any books, annual reports, management's report on internal control over financial reporting, SSAE No. 16 Service Organization Controls audit reports, fee schedules, documents, papers, and records of the Contractor and any of its subcontractors. Access to records includes any records which are stored offsite. Records shall be provided for review at no cost to the Department.				
PBMS-AUDIT-010	The Contractor shall provide DMAS, the U.S. Department of Health and Human Services (HHS) Office of the Inspector General, the HHS CMS, State and Federal auditors, or any of their duly authorized representatives, access to inspect, copy, and audit contractor documents, including, medical and/or financial records of the Contractor and its subcontractors.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-011	<p>The Contractor shall retain all records and reports relating to this Contract for a period of six years after final payment are made under this Contract or in the event that this Contract is renewed six years after the final payment. When an audit, litigation, or other action involving or requiring access to records is initiated prior to the end of said period, however, records shall be maintained for a period of six years following resolution of such action or longer if such action is still ongoing. Copies on microfilm or other appropriate media of the documents contemplated herein may be substituted for the originals provided that the microfilming or other duplicating procedures are reliable and are supported by an effective retrieval system which meets legal requirements to support litigation, and to be admissible into evidence in any court of law.</p>				
PBMS-AUDIT-012	<p>The Contractor shall provide the Department with timely responses and corrective action plans (CAPs) for any audit or review findings, and shall ensure that any and all of its subcontractors also comply. In addition, the Contractor shall provide quarterly status updates for each CAP until the CAP is complete and the finding is remediated.</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-013	The Contractor shall comply, and shall ensure any and all subcontractors comply with the following COV Information Security Standards (available on the VITA website), which among other requirements includes development and or performance of risk assessments, system security plans, disaster recovery plans, continuity of operations plans, and security audits: COV SEC 501-09 (or latest) IT Information Security Standard, COV SEC 502-02.2 (or latest) IT Security Audit Standard, COV SEC 514-03 (or latest) Removal of State Data from Electronic Media Standard, COV SEC 520-00 (or latest) IT Risk Management Standard, COV SEC 525-01 Cloud-Based Information Security Standard (Pending its release in 2016).				
PBMS-AUDIT-014	The Contractor shall not have the right to audit DMAS, or require that DMAS be audited.				
PBMS-AUDIT-015	The Contractor shall provide Control Policy and Procedures required by the Agency to develop, disseminate, and review/update annually, formal documented procedures. The Contractor shall also provide a Security Roles-based Report that can be used as evidence to validate access control policy on an annual basis. (SEC501-09 Section 8.1.AC-1).				
PBMS-AUDIT-016	The Contractor shall provide Control Policy and Procedures to disable unneeded accounts in a timely manner as well as historical records of such actions. (SEC 501.9 Section 8.1-AC-2-COV 1.b).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-017	The Contractor shall conduct and document a risk assessment of each IT system classified as sensitive at least once every three years. The risk analysis shall address all of the requirements in the Security Standard and include an analysis of encryption/decryption mechanisms pertaining to PHI data at rest or in transition. (SEC 501.9 Section 6.2).				
PBMS-AUDIT-018	The Contractor shall maintain and document a system for Risk Management which is compliant with the COV IT Risk Management Standard (SEC 520-00 or latest) published by VITA. The intent of this requirement is to ensure the Contractor establishes a risk management framework, setting a baseline for information risk management activities for the Contractor. These risk management activities include, but are not limited to, any regulatory requirements that the Contractor is subject to, information security best practices, and the requirements defined in this Standard. These risk management activities will provide identification of sensitive system risks, their associated business impact, and a remediation/recommendation strategy that will help mitigate risks to the Contractor's information systems and data and the State's information systems and data. The Risk Management Framework aligns with the methods set forth by the National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Cybersecurity.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Audit Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-AUDIT-019	The Contractor shall process a documented request with supervisory approval to establish an account on IT systems. In addition, the Contractor shall notify the Agency System Administrator in a timely manner about termination and/or transfer of employees and contractors with access rights to IT systems and data. (SEC501.9 Section 8.1.AC-2 COV 2).				
PBMS-AUDIT-020	The Contractor shall provide and require encryption for the transmission of email and attached data that is sensitive relative to confidentiality. (SEC501.9 Section 8.16.SC-8-COV).				
PBMS-AUDIT-021	The Contractor shall, annually, support the Agency and review of user accounts and privileges. (SEC501-09 Section 8.1.AC-2(j)).				
PBMS-AUDIT-022	The Contractor shall support at least two Agency individuals to have administrative accounts to provide continuity of operations. (SEC501-09 Section 8.1.AC-2-COV 1 (h)).				
PBMS-AUDIT-023	The Contractor shall provide evidence of document management practices for administering accounts. (SEC501 - 09 Section 8.1 AC-2-COV).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Turnover Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TRNOVR-001	The Contractor shall provide a Turnover Plan within 30 days of the Turnover Notification Letter. The plan shall include: <ul style="list-style-type: none"> ▪ Data Turnover tasks ▪ Custom interface Turnover tasks ▪ Reusable code Turnover tasks ▪ Documentation regarding files, interfaces, and work flows not considered to be part of the COTS proprietary documentation tasks ▪ A timeline with milestones for the Turnover to include planning, execution, and implementation approval 				
PBMS-TRNOVR-002	The Contractor shall carry out an orderly, cooperative, comprehensive, and controlled transition to the Department.				
PBMS-TRNOVR-003	The Contractor shall provide a security profile of Department users in a Microsoft Word document or Microsoft Excel spreadsheet format.				
PBMS-TRNOVR-004	The Contractor shall provide Turnover deliverables as part of the Turnover tasks to include: <ul style="list-style-type: none"> ▪ All files and data ▪ Reusable code Turnover ▪ Customized ad-hoc reporting specifications ▪ Documentation regarding files, interfaces, and work flows not considered to be part of the COTS proprietary documentation ▪ A timeline with milestones and a work breakdown structure for the Turnover to include planning, execution, and implementation approval ▪ A description of post turnover support for up to 6 weeks 				



Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SCS-001	The Contractor shall comply and consistently meet or exceed the CMS Seven Conditions and Standards over the life of the contract.				
PBMS-SCS-002	Modularity Standard - The Contractor shall demonstrate the use of a modular, flexible approach in its solution. This approach shall describe the modularity within its solution including, but not limited to: <ul style="list-style-type: none"> ▪ Use of a Systems Development Life Cycle Methodology (SDLC) ▪ Identification of the modules within the solution and a description of the attributes that make them modular ▪ Identification and description of open interfaces ▪ Use of standardized business rule definitions and engines 				
PBMS-SCS-003	MITA Condition - The Contractor shall support the following if required: <ul style="list-style-type: none"> ▪ Conducting MITA Self Assessments ▪ Developing MITA Roadmaps ▪ Developing Concept of Operations (COO) and Business Process Models (BPM) 				



Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SCS-004	<p>Industry Standard Condition - The Contractor shall ensure alignment with, and incorporation of, industry standards, including but not limited to: the Health Insurance Portability and Accountability Act of 1996 (HIPAA) security, privacy and transaction standards; accessibility standards established under section 508 of the Rehabilitation Act, or standards that provide greater accessibility for individuals with disabilities, and compliance with Federal Civil Rights laws; standards adopted by the Secretary under section 1104 of the Affordable Care Act; and standards and protocols adopted by the Secretary under section 1561 of the Affordable Care Act. The Contractor shall describe and provide examples of how the solution provides the following capabilities:</p> <ul style="list-style-type: none"> ▪ Inclusion of industry standards ▪ Incorporation of industry standards in requirements, development, and testing phases 				
PBMS-SCS-005	<p>Leverage Condition - The Contractor shall work with DMAS to promote implementation of COTS packages or SaaS, and share, leverage, and identify possibilities for reuse of Medicaid technologies and systems within and among States, including but not limited to:</p> <ul style="list-style-type: none"> ▪ Multi-state efforts ▪ Availability for reuse ▪ Identification of open source, cloud-based, and commercial products ▪ Customization ▪ Transition and retirement plans 				



Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SCS-006	<p>Business Results Condition - The Contractor shall support accurate and timely processing of claims, assignment of member eligibility benefits, adjudications, and effective communications with providers, members, and the public. The Contractor shall provide examples of how its solution accomplishes this condition, including but not limited to:</p> <ul style="list-style-type: none"> ▪ Degree of automation ▪ Web-based Customer Service ▪ Performance standards and testing 				
PBMS-SCS-007	<p>Reporting Condition - The Contractor's solution shall produce transaction data, reports, and performance information that contribute to program evaluation, continuous improvement in business operations, transparency, and accountability. The Contractor shall provide examples of meeting this requirement including but not limited to:</p> <ul style="list-style-type: none"> ▪ Accurate data ▪ Interfaces with designated federal repositories or hubs ▪ Automatic generation of reports ▪ Audit trails 				



Seven Conditions and Standards Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SCS-008	<p>Interoperability Condition - The Contractor’s solution shall provide seamless coordination and integration with appropriate exchanges including, but not limited to, HIE and HIX, and any run by the state or federal government, and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services. The Contractor shall describe and present examples of how the solution provides the following capabilities:</p> <ul style="list-style-type: none"> ▪ Interactions with exchanges ▪ Interactions with other entities ▪ Use standard messaging, protocols and architecture 				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SSDR-SAD-001	The Solution shall support encryption at rest for all relational database items.				
PBMS-SSDR-SAD-002	The Solution shall require all relational database(s) to enforce Transport Layer Security (TLS 1.2 or above) for all incoming database connections.				
PBMS-SSDR-SAD-003	The Solution requires a minimum of 256 bit encryption (AES preferred).				
PBMS-SSDR-SAD-004	The Solution utilized to encrypt the database shall include security that contains encryption keys to be a minimum of 2048 bits.				
PBMS-SSDR-SAD-005	The Solution utilized to encrypt the database requires methods used by relational databases to be FIPS-140-2 certified or higher.				
PBMS-SSDR-SAD-006	The Solution utilized to encrypt the database requires methods used by relational databases to be common criteria certified.				
PBMS-SSDR-SAD-007	The Contractor shall provide a Security Plan which will be in compliance with all State and Federal enterprise information security policies, standards, security initiatives, and regulations.				
PBMS-SSDR-SAD-008	The Contractor shall provide a security solution which complies with VITA Information Security Standard Regulation SEC 501-09 or latest (SEC501-09 is updated annually and is based on NIST 800-53 v.4).				
PBMS-SSDR-SAD-009	The Solution shall ensure that all data considered to be Protected Health Information (PHI) is secured while in transit and at rest (via encryption or an industry standard method of secure file transport). Data shall be stored in the continental United States.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SSDR-SAD-010	The Contractor shall provide guest network connectivity from its offices and facilities during the life of the contract, at the Contractor's expense. This can be guest Wi-Fi or some other DMAS approved method. Requested guest accounts will be provisioned within twenty four (24) hours.				
PBMS-SSDR-SAD-011	The Contractor shall collaborate and provide significant participation in support of the development and annual maintenance of the CMS System Security Plan (SSP).				
PBMS-SSDR-SAD-012	The Solution shall provide the capacity to manage the creation of unique and permanent User ID's across multiple systems.				
PBMS-SSDR-SAD-013	The Solution shall provide the capability for the provisioning of all MES accounts through the use of federated lists of tables.				
PBMS-SSDR-SAD-014	The Solution shall have the functionality to allow for automated password resets using industry standard algorithms.				
PBMS-SSDR-SAD-015	The Solution's password complexity shall require the use of all four of the following characteristics: Upper Case, Lower Case, Special Characters, and Numbers.				
PBMS-SSDR-SAD-016	The Solution's passwords shall be a minimum of 12 characters in length and expire every 42 days.				
PBMS-SSDR-SAD-017	The Contractor shall ensure the solution integrates with a central ICAM/SSO using web services.				
PBMS-SSDR-SAD-018	The Contractor shall ensure the solution provides an authorization system and workflow for setting up user roles/access levels.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Security/Compliance Audit Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SSDR-SAD-019	The Contractor shall provide coordination between role-based contractor solutions that include DMAS user roles and the central ICAM/SSO during implementation/setup of access control components.				
PBMS-SSDR-SAD-020	The Contractor shall provide coordination between role-based contractor solutions which include DMAS roles and the central ICAM/SSO for external testing.				
PBMS-SSDR-SAD-021	The Contractor shall provide coordination and support during the mapping of current roles (such as VAMMIS ACF2 roles) into applicable contractor solution roles for DMAS users.				
PBMS-SSDR-SAD-022	The Contractor shall ensure the solution provides role-based security and audit capabilities relative to the ICAM/SSO.				
PBMS-SSDR-SAD-023	The Contractor shall ensure the user role/access level identifiers are continually in synch with the authorization system.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

MES SSO Global Security Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-MES-SSO-GLBL-001	The Contractor shall provide a detailed integration, implementation plan on how the solution shall integrate with a central SSO using its web services.				
PBMS-MES-SSO-GLBL-002	The Contractor shall provide a detailed plan on the implementation of authorization system's workflow to set up user roles/access levels.				
PBMS-MES-SSO-GLBL-003	The Contractor shall provide an authorization solution that shall support the MES SSO concept.				
PBMS-MES-SSO-GLBL-004	The Contractor shall provide a coordination effort plan, detailing the efforts required between role-based contractor solutions that include DMAS user roles and the central SSO during implementation/setup of access control components.				
PBMS-MES-SSO-GLBL-005	The Contractor shall provide an integration and implementation plan that requires coordination between role-based contractor solutions that include DMAS roles and the central SSO for external testing.				
PBMS-MES-SSO-GLBL-006	The Contractor shall provide the coordination and support plans during the mapping of current roles (such as mainframe MMIS ACF2 roles) into applicable contractor solution roles for DMAS users.				
PBMS-MES-SSO-GLBL-007	The Contractor shall implement a solution's role-based security and its audit capability relative to the SSO.				
PBMS-MES-SSO-GLBL-008	The Contractor shall keep the user role/access level identifiers in synch with the authorization system.				



System Integration Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-IS-001	The Contractor shall facilitate the secure exchange of data with other applications in the MES within the agreed upon SLA through synchronous real time web services and/or asynchronous services using Queues through an Integration service.				
PBMS-IS-002	The Contractor shall have the ability to produce/consume SOAP, RESTful Web Services.				
PBMS-IS-003	The Contractor shall have the ability to exchange files through secure file transfer protocol with other systems through an Integration service.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-RULE-EGN-001	The Contractor's Rules Engine shall meet MITA 3.0 standards by using COTS Business Rules Engine products using BPMN and BPEL methodologies.				
PBMS-RULE-EGN-002	The Contractor's Rules Engine shall allow integration with Identity Access Management products for several elevated user levels for business rules approvals.				
PBMS-RULE-EGN-003	The Contractor's provided workflow shall automate details for any rules creation/modification/deletion and scheduled auto deployment shall be explained.				
PBMS-RULE-EGN-004	The Contractor's Rules Engine shall provide a testing environment with dashboard drill downs using past production data to show how functionality/end result will change by the rule changes. This can be displayed in the dashboard by a graphical and columnar view for easy impact assessment by the business user.				
PBMS-RULE-EGN-005	The Contractor shall provide a Rules Engine Business Dictionary which includes data elements, definition, data size, meaning, description and its usage.				
PBMS-RULE-EGN-006	The Contractor's Rules Engine shall allow changes to be made to the valid values without bringing down the rules engine.				
PBMS-RULE-EGN-007	The Contractor's Rules Engine shall have tracking mechanisms to identify which rules are executed for the particular transactions.				
PBMS-RULE-EGN-008	The Contractor's Rules Engine shall be able to produce a report on rules passed or failed for all transactions.				
PBMS-RULE-EGN-009	The Contractor's Rules Engine shall send alerts to the appropriate resource if there is any issue in the rules engine.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Rules Engine Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-RULE-EGN-010	The Contractor's Rules Engine shall allow logging to be turned ON or OFF.				
PBMS-RULE-EGN-011	The Contractor's Rules Engine shall provide a debugging tool to debug the rules execution.				
PBMS-RULE-EGN-012	The Contractor's Rules Engine shall allow rules to run sequentially and in parallel.				
PBMS-RULE-EGN-013	The Contractor's Rules Engine shall allow Individual rules testing features available.				
PBMS-RULE-EGN-014	The Contractor's Rules Engine shall include test data creation tools.				
PBMS-RULE-EGN-015	The Contractor's Rules Engine shall allow users to map JSON or XML documents as input data elements.				
PBMS-RULE-EGN-016	The Contractor's Rules Engine shall be easily accessed through Java or web services.				
PBMS-RULE-EGN-017	The Contractor's Rules Engine shall process high volume transactions and shall be scalable.				
PBMS-RULE-EGN-018	The Contractor's Rules Engine shall be able to support NoSQL or MongoDB.				
PBMS-RULE-EGN-019	Rules Editor shall allow the subject matter experts or technical resource to write the rules in the natural language.				
PBMS-RULE-EGN-020	The Contractor shall supply a dashboard to monitor the rules execution and its performance and statistics.				
PBMS-RULE-EGN-021	The Contractor's rules administration process shall control user access, modify, and execute the rules.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Workflow Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-WF-001	The Contractor's workflow management tool shall support the intelligent assignment, queueing, notification, escalation and management of requests, interactions and relationships with providers, members, and other stakeholders.				
PBMS-WF-002	The Contractor's workflow management tool shall be easily configurable.				
PBMS-WF-003	The Contractor's workflow management tool shall support notifications and alerts using a variety of access channels that can be managed by authorized users.				
PBMS-WF-004	The Contractor's workflow management tool shall have the capability to schedule the execution of tasks.				
PBMS-WF-005	The Contractor's workflow management tool shall be able to track and monitor the progress of the execution of the workflows.				
PBMS-WF-006	The Contractor's workflow management tool shall have the ability to prioritize the tasks based on the severity.				
PBMS-WF-007	The Contractor's workflow management tool shall be fault tolerant.				
PBMS-WF-008	The Contractor's workflow management tool shall provide ability to view the workflow execution history.				
PBMS-WF-009	The Contractor's workflow management tool shall have user defined reporting capabilities to assist in managing caseloads, workflow processes, and quality assurance.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Portal Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-WEB-001	All Contractor websites shall comply with section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) and meet the standards published in the Federal Register on December 21, 2000 (36 CFR Part 1194).				
PBMS-TECH-WEB-002	All Contractor website components used to publish or create content or user accessible interfaces shall comply with the Authoring Tool Accessibility Guidelines (ATAG) 2.0 as published by the Worldwide Web Consortium (W3C).				
PBMS-TECH-WEB-003	All Contractor website components or content accessed via a Web Browser shall comply with Virginia web standards as published at: http://www.vita.virginia.gov/library/default.aspx?id=663				
PBMS-TECH-WEB-004	The Contractor's online help shall be available and provide current and accurate information. Online Help shall be content sensitive to the extent possible. The format and structure of online help shall be approved by DMAS.				
PBMS-TECH-WEB-005	All Contractor website components or content accessed via a Web Browser shall meet the W3C Web Content Accessibility Guidelines (WCAG) V2.0.				
PBMS-TECH-WEB-006	All Contractor websites shall support human-readable URLs which are usable as navigational aids to end users.				
PBMS-TECH-WEB-007	All Contractor websites shall be accessible using common major web browsers like, but not limited to Chrome, Firefox, IE, Edge, and Opera and shall be compatible with previous versions approved by the DMAS.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Portal Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-WEB-008	All Contractor websites shall be accessible using, but not limited to mobile devices, tablets and PC's.				
PBMS-TECH-WEB-009	All Contractor's solution components or content accessed via a Web Browser shall comply with the W3C Mobile Web Application Best Practices as published on December 14, 2010.				
PBMS-TECH-WEB-010	All Contractor websites shall support multi-lingual English, Spanish, and any other language that is used by 5% or more of the population.				
PBMS-TECH-WEB-011	All Contractor website components or content accessed via a Web Browser shall display a dismissible alert when being accessed by a browser type or browser version that is not fully supported.				
PBMS-TECH-WEB-012	All Contractor website components or content accessed via a Web Browser shall not use, nor have any dependencies on Active-X controls, Flash, Frames or iframes.				
PBMS-TECH-WEB-013	For supported browsers, all Contractor websites shall print what the users see. The Solution shall provide options to print or download HTML and PDF documents.				
PBMS-TECH-WEB-014	All Contractor websites shall include a knowledge based component and frequently asked questions.				
PBMS-TECH-WEB-015	The Contractor shall ensure all browser run scripts load from website servers, unless approved otherwise by DMAS.				
PBMS-TECH-WEB-016	The Contractor shall ensure all browser run scripts are verified only to communicate with websites, unless approved otherwise by DMAS.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Portal Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-WEB-017	The Contractor shall ensure all browser run scripts use minified version in production.				
PBMS-TECH-WEB-018	The Contractor shall ensure all websites are developed using current technologies including Angular JS, JavaScript, JQuery, and Bootstrap.				
PBMS-TECH-WEB-019	The Contractor shall ensure all websites disallow multiple concurrent logins by an individual user or by a single user ID.				
PBMS-TECH-WEB-020	The Contractor shall ensure all platforms supporting or hosting browser accessible components or content shall be scanned for known vulnerabilities no less frequently than once a month. Scan results shall be sent to DMAS Security Officer.				
PBMS-TECH-WEB-021	The Contractor's websites shall be scalable to support growth in the number of Medicaid providers, members and for future growth of Medicaid program.				
PBMS-TECH-WEB-022	The Contractor shall ensure users attempting to access a solution component or content that is unavailable due to scheduled maintenance shall receive a response notifying them of the reason for non-availability and an expected service resumption time.				
PBMS-TECH-WEB-023	The Contractor shall ensure all website users are notified of any scheduled maintenance on the website's main page.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Portal Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-WEB-024	The Contractor's websites shall adhere to the "Government Data Collection and Dissemination Practices Act" Code of Virginia, § 2.2-3800, "Administration of systems including personal information; Internet privacy policy; exceptions" Code of Virginia, § 2.2-3803, the "Virginia Freedom of Information Act" § 2.2-3700, et seq., and HIPAA regulations (Health Insurance Portability and Accountability Act (1996) (HIPAA).				
PBMS-TECH-WEB-025	The Contractor shall ensure all solution components that are accessible from the Public Internet (e.g. websites) shall make the site's privacy policy and terms of service available prior to authentication.				
PBMS-TECH-WEB-026	The Contractor shall ensure cookie dependencies for solution components or content accessed via a web browser is limited to session cookies.				
PBMS-TECH-WEB-027	The Contractor shall ensure any cookies generated, used, or required by the solution do not contain user identifiable data.				
PBMS-TECH-WEB-028	The Contractor shall ensure users attempting to access a solution component or content that has a dependency on cookies with a browser that has cookies disabled shall receive a response notifying them of features, modules, or services that may not be available.				
PBMS-TECH-WEB-029	The Contractor shall ensure website form fields are validated on the client side as well as on server side.				
PBMS-TECH-WEB-030	The Contractor shall ensure fields have standard formats and masks, e.g. phone numbers, date, time, currency, and SSN.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Portal Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-WEB-031	The Contractor shall ensure users do not see technical implementation details in error messages on production system, e.g. 500 errors shall display a message such as "we are experiencing technical problems, please check back soon" with a link back to home page or the page they came from.				
PBMS-TECH-WEB-032	The Contractor shall ensure the website provides the ability to upload multiple files and show end users the progress of the upload using, but not limited to JQUERY or Angular file upload plugin.				
PBMS-TECH-WEB-033	The Contractor shall ensure the website can validate and scan for potential malware and viruses before uploading files to the secured area.				
PBMS-TECH-WEB-034	The Contractor shall ensure the website provides live chat functionality for end user personnel to be connected with a customer service representative (site specific).				
PBMS-TECH-WEB-035	The Contractor shall ensure the website provides auto call back technology. Auto call back shall be triggered based on the average wait time, the number of people in the queue, the current service level, or the current abandon rate to reduce the number of repeat callers and provide greater customer satisfaction (site specific).				
PBMS-TECH-WEB-036	The Contractor shall ensure the website provides the ability for users to save data in heavily used forms as user specific templates for future submission (site specific).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Portal Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TECH-WEB-037	The Contractor shall ensure the website provides the ability for users to clone previously entered forms that are Department selected and approved (site specific).				
PBMS-TECH-WEB-038	The Contractor shall ensure the website provides links for context sensitive referenced materials, e.g. materials from manuals, price lists, referenced materials (site specific).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Electronic Data Interchange Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-EDI-001	For batch submissions, the Contractor shall ensure that the Unique File ID assigned in the DMAS EDI Gateway should be tied to its backend process.				
PBMS-EDI-002	When connecting with the DMAS EDI Gateway, the Contractor shall ensure authorization and authentication is performed through the Commonwealth specified single sign-on system.				
PBMS-EDI-003	The Contractor's solution shall support all current and future EDI standards applicable to PBMS functions, including but not limited to HIPAA transactions, versions, and code sets and all phases of CAQH/CORE Operating Rules.				
PBMS-EDI-004	The Contractor shall ensure that data to support a HIPAA or NCPDP standard response is provided.				
PBMS-EDI-005	The Contractor shall ensure all incoming and outgoing transaction data is logged and archived to support auditing, reporting, and other business needs.				
PBMS-EDI-006	The Contractor shall provide archived EDI data in response to a DMAS request in a timeframe to be determined based on the age of the data.				
PBMS-EDI-007	The Contractor shall provide an automatic response when it is unable to process batch transactions from the DMAS EDI Gateway.				
PBMS-EDI-008	The Contractor shall ensure that all submitted transaction information metrics, including but not limited to (submitted timestamp, transaction size, user, IP, and port) are stored and accessible for problem resolution, reporting SLAs, and other business needs.				



Electronic Data Interchange Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-EDI-009	The Contractor shall ensure an alert is sent to the appropriate technical team regarding the system status.				
PBMS-EDI-010	The Contractor shall ensure SLA reports are generated and include information such as amount of time it took to process the file, file rejection rate, and file acceptance rate.				
PBMS-EDI-011	The Contractor shall ensure all the submitted file information is kept in the database for easy access (file submitted timestamp, file size, user, and so on).				
PBMS-EDI-012	The Solution shall validate that a provider has identified a relationship with the service center and transaction ID as part of processing an EDI transaction.				



Document Management Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DOC-001	The Contractor shall capture all the incoming and outgoing documents in the repository with a unique ID, date, and timestamp.				
PBMS-DOC-002	The Contractor shall include electronic documentation context sensitive help screens for all online functions (desktop and browser).				
PBMS-DOC-003	The Documentation Management system shall provide full functionality for a robust Documentation Management system solution, including but not limited to: <ul style="list-style-type: none"> ▪ Web-based access ▪ Document storage ▪ Category meta-tagging ▪ Collaborative editing with version controls ▪ Workflow with automated notifications ▪ Integrate and interface with common desktop productivity software ▪ The ability to search among documents ▪ The ability to enter notes or annotate documents 				
PBMS-DOC-004	The Documentation Management system shall store all generated outputs, including but not limited to reports and letters.				
PBMS-DOC-005	The Documentation Management system shall store all MES documentation, including but not limited to designs, manuals, and training materials.				
PBMS-DOC-006	The Documentation Management system shall store all documents transmitted by internal and external sources, including but not limited to reports generated by other systems, faxes, and uploaded materials.				



Document Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DOC-007	The Documentation Management system shall store images of all hard-copy documents received including but not limited to paper claims, provider enrollment applications, service authorization requests, attachments, including attachments to claims, and correspondence.				
PBMS-DOC-008	The Documentation Management system shall support the ability to retrieve and view all information stored, based on a variety of identifying information, including but not limited to report number, provider ID, letter ID, run date, as of date, payment date, RA number, check number, claim control number, and letter date.				
PBMS-DOC-009	The Documentation Management system shall provide the ability to search within documents.				
PBMS-DOC-010	The Documentation Management system shall provide the ability for users and applications to retrieve a document using a web-based application.				
PBMS-DOC-011	The Documentation Management system shall provide the ability to print and download any document in total or part as defined by the user.				
PBMS-DOC-012	The Documentation Management system shall manage access based on security rules defined for both internal and external users and systems.				



Document Management Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DOC-013	The Documentation Management system shall maintain an audit trail of all actions related to ECM content, including but not limited to: <ul style="list-style-type: none"> ▪ Date and time document is entered in the System ▪ Any actions taken on the document or attachment; including the date and time of the edits/modification ▪ Record the user responsible for the changes ▪ Record all user inquiries even if no action was taken by the user 				
PBMS-DOC-014	Audit trail reports shall be available on demand, both an aggregated report of all actions by type (inquiry, add, change, etc.) and by an individual user ID.				
PBMS-DOC-015	The Documentation Management system shall provide a scalable environment with a separate testing/staging environment.				
PBMS-DOC-016	The Documentation Management system shall convert and store the contents of the legacy ECM.				
PBMS-DOC-017	The Documentation Management system shall support data retention and deletion in accordance with Commonwealth record retention policies.				
PBMS-DOC-018	The Documentation Management system shall install and manage application-specific malware protection.				
PBMS-DOC-019	The Documentation Management system shall deploy customizations (e.g., web parts and solutions) supplied by an Authorized User using server tools.				
PBMS-DOC-020	The Documentation Management system shall provide all enterprise-level infrastructure hardware and software licensing required to support the services.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Document Management Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DOC-021	The Documentation Management system shall continually evolve to stay contemporary with best of breed market offerings.				
PBMS-DOC-022	The Contractor shall provide electronic documentation management capability that promotes automatic updates to the documentation when content, technical, and operational changes occur.				
PBMS-DOC-023	The Contractor shall provide an electronic document management capability to link, track, and update all electronic documentation, technical and operational, when affected by a subsystem or component or business practice and rules requirement change.				
PBMS-DOC-024	The Contractor shall provide the methodology to work with the Department to finalize the service level criteria for the following: <ul style="list-style-type: none"> ▪ Distinguishing the priority and severity of a problem ▪ Determining the category of the problem ▪ Establishing the nature of the problem 				
PBMS-DOC-025	The Contractor shall present instructions for requesting reports or other outputs with examples of input documents and replicas of screens (desktop and browser).				
PBMS-DOC-026	The Contractor shall provide the ability to accommodate electronic signatures.				
PBMS-DOC-027	The Contractor shall provide artifacts, including but not limited to reports, letters, documents, and documentation, for an Enterprise Content Management (ECM) system.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Enterprise Data Warehouse Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GNRL-001	All Contractors and their partners, with no exceptions, shall have to accommodate sharing of enterprise relationship diagram of their system, data dictionaries, and business and technical metadata with DMAS.				
PBMS-GNRL-002	The Contractors shall provide resources and services that provide access to their transactional data both in real-time and batch.				
PBMS-GNRL-003	The Contractors shall provide functions to translate their data into XML, JSON, SOAP, etc., for exchange as required by DMAS.				
PBMS-GNRL-004	The Contractors shall adhere to the frequency of data-exchange as desired by DMAS.				
PBMS-GNRL-005	Each Contractor shall assure data quality pertaining to the benchmarks set forth by DMAS.				
PBMS-GNRL-006	Any and all products generated by the Contractor during the course of the MES and pertaining to the MES shall be shared with DMAS.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DATA-CON-001	The Contractor shall develop a Conversion Plan to successfully meet DMAS business and technical specifications for deployment.				
PBMS-DATA-CON-002	The Conversion Plan shall include a description of the overall conversion strategy.				
PBMS-DATA-CON-003	The Conversion Plan shall include a detailed conversion schedule.				
PBMS-DATA-CON-004	The Conversion Plan shall include an outline of roles and responsibilities.				
PBMS-DATA-CON-005	The Conversion Plan shall include pre-defined and mutually agreed upon success criteria and acceptable thresholds.				
PBMS-DATA-CON-006	The Conversion Plan shall include a description of all tools to be used during the conversion process.				
PBMS-DATA-CON-007	The Conversion Plan shall include methods for user validation of converted data.				
PBMS-DATA-CON-008	The Conversion Plan shall include procedures for tracking and correcting conversion problems when encountered.				
PBMS-DATA-CON-009	The Conversion Plan shall include a process to identify and mitigate risks that may be encountered during conversion.				
PBMS-DATA-CON-010	The Conversion Plan shall include the target data store schemas.				
PBMS-DATA-CON-011	The Conversion Plan shall include detailed data element mappings, including values of the old systems data elements to the new systems data elements, new data elements to old data elements, and default values where necessary.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Conversion Requirements

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PBMS-DATA-CON-012	The Conversion Plan shall include specifications for manually converting unreliable data elements that cannot be converted.				
PBMS-DATA-CON-013	The Conversion Plan shall include referential integrity relationships for related data.				
PBMS-DATA-CON-014	The Conversion Plan shall define the reporting of processing statistics that include, but are not limited to, load execution time and duration.				
PBMS-DATA-CON-015	The Conversion Plan shall define the reporting of failures, error conditions, and unexpected terminations.				
PBMS-DATA-CON-016	The Conversion Plan shall include a definition of the metrics that will be generated by the conversion process to measure the completeness of conversion. These metrics shall include record counts and balancing for each major grouping of data elements from both the legacy source systems (e.g., number of members, cases, claims, and claims paid).				
PBMS-DATA-CON-017	The Conversion Plan shall include layouts, procedures, and schedules for all conversion reporting.				
PBMS-DATA-CON-018	The Conversion Plan shall include transformation and loading for each data source.				
PBMS-DATA-CON-019	The Conversion Plan shall include a strategy for data quality assurance and control.				
PBMS-DATA-CON-020	The Conversion Plan shall include an inventory and cross-reference of: Source and target data elements, schema, and metadata.				
PBMS-DATA-CON-021	The Conversion Plan shall include a process for data extraction.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Conversion Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DATA-CON-022	The Conversion Plan shall describe all preparatory and/or initiation processes that shall be completed prior to conversion.				
PBMS-DATA-CON-023	The Conversion Plan shall identify if the conversion process will be implemented in phases or stages, and which components will undergo conversion in each phase.				
PBMS-DATA-CON-024	The Conversion Plan shall describe the process for converting reports and imaged documents.				
PBMS-DATA-CON-025	The Conversion Plan shall identify what data related to specific business processes will be converted first.				
PBMS-DATA-CON-026	The Conversion Plan shall identify and describe any part of the conversion process that will be performed manually.				
PBMS-DATA-CON-027	The Conversion Plan shall identify and describe any custom-developed conversion programs that will be needed and their associated performance tuning.				
PBMS-DATA-CON-028	The Conversion Plan shall describe all conversion reporting, control, and balancing outputs.				
PBMS-DATA-CON-029	The Conversion Plan shall define the metrics that will be generated by the conversion process to measure the completeness of conversion.				
PBMS-DATA-CON-030	The Conversion Plan shall identify criteria for a Go/No-Go decision.				
PBMS-DATA-CON-031	The Conversion Plan shall identify a staffing approach.				
PBMS-DATA-CON-032	The Conversion Plan shall identify if parallel runs of the old and new systems will be necessary during the conversion process, or if there will be a one-time cut-over to the new system.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Conversion Requirements					
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PBMS-DATA-CON-033	The Conversion Plan shall identify whether data availability and use shall be limited during the conversion process.				
PBMS-DATA-CON-034	The Conversion Plan shall describe security and privacy controls required for the conversion process.				
PBMS-DATA-CON-035	The Conversion Plan shall describe the disposition of obsolete or unused data that is not converted.				
PBMS-DATA-CON-036	The Conversion Plan shall identify a retention policy for the non-converted data in case of fallback with a need to rerun the conversion process.				
PBMS-DATA-CON-037	The Contractor shall submit the Conversion Plan for DMAS review and approval.				
PBMS-DATA-CON-038	The Contractor shall provide a walk-through of the Conversion Plan before submitting to DMAS for approval.				
PBMS-DATA-CON-039	The Contractor shall document any revised procedures in the Conversion Plan.				
PBMS-DATA-CON-040	The Contractor shall execute the approved Conversion Plan according to the project schedule.				
PBMS-DATA-CON-041	The Contractor shall convert all historical and transactional data stores that are needed by and applicable to the solution.				
PBMS-DATA-CON-042	The Contractor shall convert all images and other document types that are needed by and applicable to the solution.				
PBMS-DATA-CON-043	The Contractor shall store and manage specified historical data covering a specified time.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Conversion Requirements

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PBMS-DATA-CON-044	The Contractor shall provide hardware, software, and data support for the Department during all phases of conversion.				
PBMS-DATA-CON-045	The Contractor shall supply appropriate environments for developing and testing conversion processes.				
PBMS-DATA-CON-046	The Contractor shall provide the capability for storing all conversion-related artifacts in an easily retrievable format for access by DMAS for the life of the contract.				
PBMS-DATA-CON-047	The Contractor shall ensure all data is protected with access restricted to authorized personnel.				
PBMS-DATA-CON-048	The Contractor shall provide the converted data to other DMAS users and/or contractors as required for its processing needs as identified by the Department.				
PBMS-DATA-CON-049	The Contractor shall present a conversion walk-through with Department users, displaying resulting output data in screens of the new MES.				
PBMS-DATA-CON-050	The Contractor shall submit all conversion reports as defined in the Conversion Plan to the Agency for review and approval.				
PBMS-DATA-CON-051	The Contractor, under DMAS guidance, shall be responsible for identifying and obtaining any data that is required for its solution but not present in VAMMIS.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Disaster Recovery Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-NFR-DR-001	The Contractor shall prepare and submit for Department approval a comprehensive Disaster Recovery Plan due to the Department on an annual basis and after a substantive change to the PBMS that would require revision to the DR Plan.				
PBMS-NFR-DR-002	The Contractor shall provide back-up processing capability at a remote site from the primary site such that normal PBMS processing can continue in the event of a disaster or major hardware problem at the primary site. All operations at the remote back-up site will meet established contractual performance and SLA requirements.				
PBMS-NFR-DR-003	The Contractor shall coordinate with and demonstrate to the Department the Contractor's disaster recovery capabilities in accordance with SLAs. Contractor will include recovery of any new functionality implemented during the previous year.				
PBMS-NFR-DR-004	The Contractor shall, in the event of a catastrophic (i.e. possibility of crimes, terrorism, hackers, intentional torts, human error, virus, etc.) or natural disaster, resume normal operational business functions at the earliest possible time in accordance with specified SLAs and according to the Department-approved disaster recovery plan.				
PBMS-NFR-DR-005	The Contractor shall, in the event of other disasters caused by such things as criminal acts, human error, malfunctioning equipment, computer viruses, or electrical supply, resume normal business functioning at the earliest possible time, in accordance with SLAs.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Disaster Recovery Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-NFR-DR-006	The Contractor shall plan and coordinate disaster recovery activities with Department-approved business partners.				
PBMS-NFR-DR-007	The Contractor shall coordinate with and demonstrate to the Department the Business Continuity and Contingency Plan every calendar year in conjunction with the annual disaster recovery demonstration.				
PBMS-NFR-DR-008	The Contractor shall leverage and use the LAST environment as the Disaster Recovery site for the PBMS. The extent to which the primary site cannot be restored in accordance with SLAs, may determine that the recovery site be considered the new primary site.				
PBMS-NFR-DR-009	The Contractor shall, upon notification by DMAS that the primary production site is deemed inoperable, execute the Disaster Recovery Plan.				
PBMS-NFR-DR-010	The Contractor shall provide back-up network connectivity at both the primary Production and Disaster Recovery sites with the capacity to support PBMS and its components.				
PBMS-NFR-DR-011	The Contractor shall ensure that the DRP is available to Commonwealth and Federal auditors at all times.				
PBMS-NFR-DR-012	The Contractor shall establish, in cooperation with DMAS a hierarchy of critical services and infrastructure to determine the order that services will be restored.				
PBMS-NFR-DR-013	The Contractor shall maintain a DRP that provides for the recovery of critical PBMS services in accordance with SLAs upon discovery of the service disruption, the declaration of a disaster or PBMS Production site becoming unsafe or inoperable.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

Disaster Recovery Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-NFR-DR-014	The Contractor shall maintain or otherwise arrange for a disaster recovery site for its system operations in the event of a disaster that renders the PBMS Production site inoperable.				
PBMS-NFR-DR-015	The Contractor shall modify the DRP, software installation procedures, and operational procedures as needed to reflect the changes implemented with new data sources, system changes, or any enhancements that will impact the disaster recovery capability.				
PBMS-NFR-DR-016	The Contractor shall perform an annual review of the disaster recovery back-up site, procedures for all off-site storage and validation of security procedures.				
PBMS-NFR-DR-017	The availability schedules and corresponding SLAs for the Production PBMS shall apply to the disaster recovery environment when fulfilling the Production role.				
PBMS-NFR-DR-018	The Contractor's DRP test shall be performed, each year at no additional cost to DMAS. In the event the Contractor's test is deemed by HHS to be unsuccessful, the Contractor shall continue to perform the test at its expense until satisfactory results are received and approved by DMAS.				
PBMS-NFR-DR-019	The Contractor shall develop, maintain, and submit to DMAS, in advance, all proposed off-site procedures, locations, and protocols for DMAS review and approval prior to implementation. The Contractor shall incorporate these items as components of the Disaster Recovery Plan (DRP).				



Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-NFR-DR-020	The Contractor shall execute a disaster recovery test to demonstrate the capability of the Contractor to restore processing capability in accordance with the DRP and for all critical system components at a remote site. The DRP test shall be included as a part of Acceptance Testing. The length of the test shall be the amount of time that is necessary to recover from the disaster and provide proof that the recovery has been successfully completed.				
PBMS-NFR-DR-021	The Contractor shall take all precautions to ensure that PBMS system interruptions in service, resulting from a Production hardware failure, data corruption or a disaster that renders the Contractor's primary computer facility unusable are avoided.				
PBMS-NFR-DR-022	If the PBMS Production site becomes unavailable during the contract period, the Contractor shall be required to move PBMS operations to the disaster recovery site. In this event, the Contractor shall not be allowed to return to the original EDW Production site without approval of DMAS.				
PBMS-NFR-DR-023	The Contractor shall comply with all SLAs that are relevant to Disaster Recovery Requirements.				



Disaster Recovery Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-NFR-DR-024	<p>The Contractor’s Disaster Recovery Plan shall adhere to Commonwealth and Federal laws, rules, regulations, and guidelines, will address recovery of PBMS functions, human resources and the technology infrastructure and shall include:</p> <ul style="list-style-type: none"> ▪ Checkpoint/restart capabilities ▪ Retention and storage of back-up files and software ▪ Hardware back-up for the servers ▪ Hardware back-up for data entry ▪ Network back-up for telecommunications ▪ Telephone communications lines to the disaster back-up site ▪ Recovery prioritization list (hardware and software applications) ▪ Telecommunication Voice Switch 				
PBMS-NFR-DR-025	<p>The Contractor’s Disaster Recovery Plan shall include detailed procedures to address (but not be limited to) the following potential events:</p> <ul style="list-style-type: none"> ▪ Natural disasters (e.g., earthquake, fire, flood, storms) ▪ Terrorist acts ▪ Power disruptions or power failure ▪ Computer software or hardware failures ▪ Computer shutdown due to hackers or viruses ▪ Significant compromises/degradation of PBMS performance ▪ Processing shutdowns 				
PBMS-NFR-DR-026	<p>The Contractor shall coordinate with VITA to meet the minimum geographic offsite location requirement of 100 miles between the disaster recovery site and the Production environment site.</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-001	The Contractor shall ensure that all pharmacy claims (FFS and Encounter) are assigned a unique identification number upon entering the system.				
PBMS-GN-002	The Contractor shall verify that any data item that contains self-checking digits pass the specified check-digit test.				
PBMS-GN-003	The Contractor shall verify that required data items are present and retained (See State Medicaid Manual - 11375) including all data needed for state or federal reporting requirements.				
PBMS-GN-004	The Contractor shall verify that the pharmacy claim date of service is within the allowable time frame for provider payment.				
PBMS-GN-005	The Contractor shall provide a PBMS that flags for review any claim that an individual drug, compound, or claim parameter (e.g. total amount paid) indicates a need for manual pricing intervention.				
PBMS-GN-006	The Contractor shall verify that each submitted pharmacy claim does not duplicate a claim previously or currently being reviewed.				
PBMS-GN-007	The Contractor shall ensure that all required attachments, in accordance with the program health benefit and Department defined edits, that are required for service authorization review and disposition have been received and maintained for audit purposes.				
PBMS-GN-008	The Contractor shall verify that all fields defined as numeric contain only numeric data.				
PBMS-GN-009	The Contractor shall verify that all fields defined as alphabetic contain only alphabetic data.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-010	The Contractor shall verify that all dates are valid and reasonable and conform with Department policies and edits.				
PBMS-GN-011	The Contractor shall verify that all data items which can be obtained by mathematical manipulation of other data items, agree with the results of that manipulation.				
PBMS-GN-012	The Contractor shall verify that all coded data items consist of valid codes including, but not limited to, NDC for drug codes and date compliant versions of clinical documentation established by regulation or statute.				
PBMS-GN-013	The Contractor shall provide a PBMS that leverages current technology and evolving technology to deliver flexible and configurable systems to manage change to DMAS' program, benefits, and policies.				
PBMS-GN-014	The Contractor shall provide, at no additional cost to DMAS, a PBMS compliant with contractual obligations throughout the contract and turnover period including required change activity that is the result of guidance, legislation, regulation, or statute applicable to federal health care programs.				
PBMS-GN-015	The Contractor shall support National Council for Prescription Drug Programs (NCPDP) Version D.0, Batch Standard 1.2, Medicaid Subrogation 3.0, or the most current HIPAA compliant versions, throughout the duration of the contract at no additional cost to DMAS.				
PBMS-GN-016	The Contractor shall support the following NCPDP claim status determinations - paid, duplicate of paid, captured, duplicate of captured, rejected, approved (reversal), duplicate of approved (reversal) rejected (reversal).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-017	The Contractor shall provide the ability to return Department-defined supplemental messages utilizing the full complement of characters allowed in the HIPAA named NCPDP standard for all claim status determinations.				
PBMS-GN-018	The Contractor shall support NCPDP Eligibility Verification Transaction (E1) in full compliance with NCPDP Standards and Guidance throughout the life of the contract.				
PBMS-GN-019	The Contractor shall provide the ability to adjudicate NCPDP Billing (B1), Reversal (B2), and Rebill (B3) transactions using all currently defined DMAS edits/audits in full compliance with NCPDP Standards and Guidance throughout the life of the contract.				
PBMS-GN-020	The Contractor shall support Service Billing (Professional Pharmacy Service) Transactions (S1, S2, and S3) in full compliance with NCPDP Standards and Guidance throughout the life of the contract.				
PBMS-GN-021	The Contractor shall publish and make available, throughout the life of the contract, an established schedule for upgrades and enhancements to all PBMS applications. Documentation detailing the content of each scheduled application change or enhancement shall be provided to DMAS for review at least 30 days prior to the scheduled change, enhancement, or new application version.				
PBMS-GN-022	The Contractor shall confirm that all records created, processed, or loaded to the Contractor's production application(s) or environment(s) cannot be physically deleted.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-023	The Contractor shall provide an online audit trail for all additions, changes, or updates to system data that identifies the responsible user or process, date and time of change, and the status of the record.				
PBMS-GN-024	The Contractor shall provide a rules engine where each rule that defines the benefit or plan contains an effective and termination date to support date of service rule selection during adjudication.				
PBMS-GN-025	The Contractor shall provide a reference data management solution that contains effective date and termination date values for PBMS reference data elements selected and applied during claim adjudication.				
PBMS-GN-026	The Contractor shall provide the ability to include or exclude, from program coverage and edits, products or services at the NDC level or at department-defined hierarchy levels or their equivalent in the Contractor's PBMS.				
PBMS-GN-027	The Contractor shall provide clinical, operational, and reporting support, including documentation for DMAS review and approval, for any DMAS edits that are updated to meet configuration requirements of the Contractor's PBMS.				
PBMS-GN-028	The Contractor shall provide role-based security for all users; the user role shall determine, at a minimum, what data elements may be viewed, actions allowed (view vs edit), and authority to override or bypass edits.				
PBMS-GN-029	The Contractor shall provide the ability to restrict or authorize drug benefit coverage using member, pharmacy provider, or prescriber qualifications or attributes (e.g. Taxonomy, Provider type, Place of Service).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-030	Support the receipt and load of three (3) years of claim history data from the current program contractor; claim history data shall be integrated for use in claim processing.				
PBMS-GN-031	The Contractor shall provide documentation to ensure that 99.9% or greater of all claims provided for historical data load have been loaded completely and accurately.				
PBMS-GN-032	The Contractor shall provide support for verification and reconciliation activities related to the load of claim history data to ensure accuracy in the replacement MES.				
PBMS-GN-033	The Contractor shall accept and apply member enrollment records via an automated, real-time interface with the MES using industry standard transactions; update shall be applied no greater than 15 minutes from record availability in the interface.				
PBMS-GN-034	The Contractor shall support member enrollment reconciliation activities on a mutually agreed upon schedule with DMAS.				
PBMS-GN-035	The Contractor shall provide the ability for users authorized via role-based security, to manually enter or update member enrollment data for Department approved scenarios and shall provide documentation and a workflow management Solution to exchange information entered or updated.				
PBMS-GN-036	The Contractor shall provide the ability to receive, store, and display all historical member enrollment records, sub-records, or segments including an audit trail of any additions, changes, or updates.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-037	The Contractor shall provide a PBMS capable of exchanging industry standard eligibility verification requests received from internal and external entities or agencies in support of DMAS MITA Roadmap and Enterprise Maturity.				
PBMS-GN-038	The Contractor shall provide, for use in adjudication and shared with MES modules, a national commercial Prescriber file that includes all data elements necessary to meet Federal and DMAS program requirements for claims processing; this shall include, but is not limited to, monitoring for provider sanctions, Suboxone registration, provider date of death, and institutional affiliation (Type II NPI).				
PBMS-GN-039	The Contractor shall provide the ability to determine eligibility for products or services using member enrollment data including member demographics, aid category or program/plan/benefit enrollment as defined by the Department during DDI.				
PBMS-GN-040	The Contractor shall provide, for use in adjudication and shared with MES modules, a national commercial Pharmacy Provider File that includes all data elements necessary to meet Federal and DMAS program requirements for claims processing.				
PBMS-GN-041	The Contractor shall support the receipt, load, and update of DMAS enrolled pharmacy providers and prescribers via an automated process.				
PBMS-GN-042	The Contractor shall provide a PBMS that validates pharmacy providers and prescribers submitted on claims and encounters are eligible to participate in Medicaid and not otherwise excluded from federally funded health care programs.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-043	The Contractor shall notify the Department when DMAS enrolled pharmacy providers, or prescribers are reported as ineligible to participate in federally funded health care programs as noted above.				
PBMS-GN-044	The Contractor shall deny point-of-sale claims for excluded pharmacy providers or prescribers unless otherwise directed by DMAS.				
PBMS-GN-045	The Contractor shall provide the ability to receive, store, and use during adjudication, multiple distinct NPI numbers associated with a single pharmacy provider registrant. This shall include support for pharmacy providers with unique NPI values representing distinct lines of business that are subject to varying edits/audits.				
PBMS-GN-046	The Contractor shall support interfaces with external systems or vendors to maintain and update a drug file from a national commercial drug data vendor.				
PBMS-GN-047	The Contractor shall provide, at no additional cost to DMAS, drug data from a national commercial drug file that will be used to meet the requirements of this solicitation. This national commercial drug file must also be licensed for distribution and use in other modules to support the MES.				
PBMS-GN-048	The Contractor shall allow a DMAS representative to contact the national commercial drug data vendor to request information or clarification of drug data contained in that vendor's files.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-049	The Contractor shall provide operational reports that identify when new products are received in the national commercial drug file, including verification that new products incorporated in the PBMS contain appropriate configuration of coverage, service authorization, PDL status, and limitations for DMAS programs.				
PBMS-GN-050	The Contractor shall support business-user configuration of user-defined drug file data, in addition to those provided by national commercial drug file vendor, to support configuration of the DMAS Pharmacy Program.				
PBMS-GN-051	Provide, for use in adjudication and shared with MES modules, a national commercial drug file updated on a frequency not greater than weekly that includes all data elements necessary to meet Federal and DMAS program requirements.				
PBMS-GN-052	The Contractor shall provide an exposable Web Service that makes available an online web drug lookup tool, containing all drug products in the drug database that indicates, at a minimum: Coverage Status, PDL status, Service Authorization Required, Quantity Limits, and Step Therapy edits.				
PBMS-GN-053	The Contractor shall obtain, process, and load CMS data required to support edits and audits defined in the DMAS program.				
PBMS-GN-054	The Contractor shall support a bi-directional interface with the MES ISS to send and receive PBMS data required to support MES functions including reporting and analytics; exchanged data elements will be defined during DDI.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-055	The Contractor shall provide a PBMS that supports multi-program benefit design by leveraging a rules engine that allows sharing of rules between programs or benefits.				
PBMS-GN-056	The Contractor shall provide a PBMS that supports business user benefit configuration and operational change management activities.				
PBMS-GN-057	The Contractor shall provide the ability to edit transactions for controlled substances in accordance with all Federal and DMAS regulations.				
PBMS-GN-058	The Contractor shall provide the ability to reject or deny for Service Authorization any claims that exceed Department-defined dollar limits.				
PBMS-GN-059	The Contractor shall provide the ability to reject or deny claims when unit of measure or package size is inconsistent with product data found in the national commercial drug file.				
PBMS-GN-060	The Contractor shall provide the ability to enforce Department-defined early refill percent utilized edits that are based upon the product dispensed (e.g. Controlled substances require 90% and non-controlled require 75%).				
PBMS-GN-061	The Contractor shall provide a PBMS that supports early refill approval but shall not allow a member to obtain additional refills of a specific drug product in a twelve (12) month evaluation period.				
PBMS-GN-062	The Contractor shall provide a user-configurable PBMS that allows the addition of new price types in a timely manner and supports an integrated exchange of new price types and price data with the MES.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-063	The Contractor shall provide a configurable PBMS that allows only those users authorized via role-based security to create, change or update reimbursement rates and algorithms.				
PBMS-GN-064	The Contractor shall support multiple concurrent pricing algorithms that may apply to one or more programs or plans; the algorithm used during claim adjudication shall be determined by a business rules engine with rules defined by the Department during DDI.				
PBMS-GN-065	The Contractor shall provide a business-user configurable rules engine capable of applying different dispense fee rules, copay/coinsurance rules, eligible price types, and ingredient cost algorithms within the same plan or program.				
PBMS-GN-066	The Contractor shall maintain all historic program pricing algorithms, pharmacy provider reimbursement rate detail, and pharmacy provider program participation detail for online viewing, ad-hoc reporting, auditing, or use in exposed PBMS Web Services.				
PBMS-GN-067	The Contractor shall maintain historic drug price detail and make available for online viewing, ad-hoc reporting, auditing, or use in exposed PBMS Web Services.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-068	The Contractor shall provide a PBMS that integrates diagnosis coding, procedure codes, and DMAS approved clinical documentation including record effective dates for diagnosis and procedure data received from the MES into the PBMS to support DMAS edits, audits and operations including automated service authorizations, RetroDUR analysis, care coordination, case management, and program analytics.				
PBMS-GN-069	The Contractor shall provide a change management solution capable of documenting the workflow of each change request including capture of all documentation required to support internal and external audits. Timelines for Contractor deployment of DMAS approved changes to production environments must be on an agreed upon schedule between DMAS and the Contractor.				
PBMS-GN-070	The Contractor shall provide a change management Solution with the ability to update system parameters that do not require complex configuration or use case scenarios within three (3) business days of receipt of request.				
PBMS-GN-071	The Contractor shall maintain, store, and make available via online inquiry, throughout the duration of the contract and turnover phase, an easy-to-read audit trail of all database changes/updates; Captured data elements shall include date, time, and indicate the user or job process responsible for the change/update.				
PBMS-GN-072	The Contractor shall provide the ability to navigate to additional, more detailed, information related to the data elements contained in the adjudicated claim record.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-073	The Contractor shall provide the ability to edit all transactions, according to CMS Guidance, for outpatient prescription drug product coverage under the Medicaid Drug Rebate Program.				
PBMS-GN-074	The Contractor shall provide the ability to approve for payment exceptions to Medicaid Drug Rebate Program requirements as defined by the Department.				
PBMS-GN-075	The Contractor shall provide the ability to identify in the EDI Pharmacy Claim Data extract to the MES, any claim paid pursuant to a Department approved exception to the Medicaid Drug Rebate Program requirements.				
PBMS-GN-076	The Contractor shall support all edits/audits required to appropriately determine product coverage status under the DMAS Mandatory Generic Program.				
PBMS-GN-077	The Contractor shall support pharmacy provider submitted DAW values, and apply edit logic defined by the Department, to facilitate management of the Preferred Drug List Program.				
PBMS-GN-078	The Contractor shall support multi-ingredient prescription (compound) processing in accordance with NCPDP Standards and Guidance throughout the life of the contract.				
PBMS-GN-079	The Contractor shall provide the ability to apply coverage determination, limitations, service authorizations, and price edits/balancing rules to each ingredient of a multi-ingredient compound transaction.				
PBMS-GN-080	The Contractor shall provide the ability to pay a compound for only those ingredients covered under the program benefits when other ingredients in the compound are not covered in the program benefit.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-081	The Contractor shall provide a Solution that mitigates the risk of FFS pharmacy claims adjudicating to a paid status if a duplicate medical claim has previously been adjudicated and paid by the MES.				
PBMS-GN-082	The Contractor shall provide a PBMS that allows DMAS to define and deploy edits/audits that restrict FFS pharmacy claim payments for products/services that are covered under the medical pharmacy benefit.				
PBMS-GN-083	The Contractor shall provide the ability to view all rules and data elements applied to or used in an adjudicated claim record.				
PBMS-GN-084	The Contractor shall provide the ability, during adjudicated claim review, to navigate to additional member information including concurrent drug therapy, ProDUR interactions, and chronic or acute diagnoses received from MES.				
PBMS-GN-085	The Contractor shall provide the ability to navigate between associated claim records (e.g. users, authorized via role-based security, may view original claim submission record as well as any claim reversal or adjustments without requiring a new search).				
PBMS-GN-086	The Contractor shall provide an automated Solution to apply mass adjustments to previously adjudicated claims.				
PBMS-GN-087	The Contractor shall provide a mass-adjustment Solution with workflow management gates that allow the Department to review and approve, at an individual claim level, adjustment activity prior to application to the claim(s) in a production environment.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-088	The Contractor shall maintain a website for the Virginia Medicaid Pharmacy Services Program that supports single-sign-on where the Identity Manager is the DMAS ICAM Solution.				
PBMS-GN-089	The Contractor shall maintain a website that contains both static content, such as program specific postings or member and provider notifications, and dynamic content accessed through role-based user security to Web Services including, but not limited to, an on-line drug lookup that provides product or service coverage, limitations in effect, hyperlinks to forms for requesting or submitting prior authorization, and program contact information.				
PBMS-GN-090	The Contractor shall develop and make available web-based information to aid providers and members in understanding and compliance with program requirements and design.				
PBMS-GN-091	Create and distribute presentation materials for DMAS DUR Board meetings.				
PBMS-GN-092	Attend and lead DMAS DUR Board meetings in support of Department ProDUR, RetroDUR, and provider profiling; provide meeting minutes from DMAS DUR Board meetings. Distribute and make DUR Board minutes available electronically as directed by the Department.				
PBMS-GN-093	Create and distribute presentation materials for DMAS P&T Committee meetings.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-094	Attend and support the DMAS P&T Committee in performing its responsibilities in the administration and maintenance of the PDL and service authorization programs; provide meeting minutes from DMAS P&T Committee meetings. Distribute and make available electronically as directed by the Department.				
PBMS-GN-095	The Contractor shall research, coordinate, and resolve drug claims processing problems identified by providers, DMAS and the Contractor; resolution is defined as completion of appropriate corrective action that includes any reprocessing or mass adjustment activities required to sate the documented problem.				
PBMS-GN-096	The Contractor shall provide, at the direction of the Department, secure transmission and delivery of FFS pharmacy claim data to approved entities or agencies in support of care coordination, case management, or litigation and investigation activities.				
PBMS-GN-097	Support a bi-directional interface with the MES System Integrator to send and receive claim and encounter data using XML versions of industry standard formats.				
PBMS-GN-098	The Contractor shall support assignment of fund codes to FFS pharmacy claims in the claim extract to identify distinct DMAS financial accounting fund sources.				
PBMS-GN-099	The Contractor shall obtain DMAS approval prior to archiving data from production application(s) or environment(s). All data archived by the Contractor shall be readily retrievable, defined as available to DMAS within 5 business days. This shall include all paper record storage placed in an archive or off-site storage facility.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-100	The Contractor shall provide to DMAS the results of program quality assurance reviews of PBMS functions; documented results shall include any action taken that updates Contractor's Solution or Policies and Procedures.				
PBMS-GN-101	The Contractor shall complete an annual review of all formal documentation shared with DMAS, on a mutually agreed upon schedule, and provide a report of any changes or modification to Contractor's PBMS within 15 business days of completion of the review.				
PBMS-GN-102	The Contractor shall develop and deploy a Training Plan, reviewed and updated annually, that provides system, user, analytical and reporting training materials and courses to support Contractor's and DMAS staff activities. The Contractor shall provide training which is comprehensive enough so the Agency PMO can participate in the deliverable review and approval process.				
PBMS-GN-103	The Contractor shall provide the following documentation, updated throughout the life of the contract, regarding the Contractor's PBMS: detailed system design, user manuals, training materials for DMAS staff, detailed descriptions of all standard reports including the Contractor's methodology to generate results and Contractor data dictionary.				
PBMS-GN-104	The Contractor shall provide online access to all service authorization information including automated service authorizations.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - General Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-GN-105	The Contractor shall provide a scheduled, standard reporting package that allows the Department to monitor the distribution of final price types, at a product and program level, for all FFS Pharmacy claims.				
PBMS-GN-106	The Contractor shall provide the Department with the reporting output of their standard reporting packages using an online access point as well as through other secure delivery methods as specified by the Department.				
PBMS-GN-107	The Contractor shall provide clinical, operational, and ad-hoc reporting for any Virginia Medicaid report requests or analytical activities required to meet the needs of DMAS.				
PBMS-GN-108	The Contractor shall produce and coordinate a comprehensive PBMS annual report and presentation to include all aspects managed by the Contractor, incorporating input from DMAS and other Contractors supporting the MES.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-001	The Contractor shall provide automated, integrated online real-time ProDUR functionality that is fully compliant with 42 CFR Subpart K – Drug Use Review (DUR) Program and Electronic Claims Management System for Outpatient Drug Claims (Section 456.700-456.725, provides the requirements for the DUR program).				
PBMS-DUR-002	The Contractor shall provide online access to Prospective Drug Utilization Review (ProDUR) criteria/screening data files.				
PBMS-DUR-003	The Contractor shall provide DMAS users online access to DUR criteria for the purpose of displaying DUR module groupings (therapeutic classes), dosing guidelines/limitations, and other configurable criteria available for edits.				
PBMS-DUR-004	<p>The Contractor shall provide configurable DUR Clinical Module edits that meet the requirements of DMAS policy as listed below in items A through K. The Contractor shall note any capability exceptions.</p> <ul style="list-style-type: none"> A. Drug-Drug Interaction B. Therapeutic Duplication C. Drug-Disease Contraindications D. Early Refill/Excessive Utilization E. High Dosage F. Maximum Duration G. Pregnancy Precaution H. Breastfeeding Precaution I. Late Refill/Non-Compliance J. Drug Age (Pediatric/Geriatric) 				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-005	The Contractor shall provide for each ProDUR alert/denial, as part of the claim transaction response, the information listed below in items A through D. The Contractor shall note any capability exceptions. A. Alert conflict type (e.g., Drug-Drug interaction) B. Alert severity level C. Available data related to the alert (e.g., other drug or condition in conflict) D. Other data, including but not limited to, next fill date, other prescriber or pharmacy, and call center contact information				
PBMS-DUR-006	The Contractor shall provide a PBMS that allows the initial values for ProDUR Screening Parameters, such as severity level of interactions resulting in transaction denials or alternately returning only a warning message, to be defined by the Department during DDI and configured by an authorized business user.				
PBMS-DUR-007	The Contractor shall provide ProDUR functionality that allows an authorized business user to refine, add, or remove specific Department-defined interactions for each ProDUR module deployed.				
PBMS-DUR-008	The Contractor shall provide the ability to modify the national commercial drug file defined severity level for specific ProDUR interactions at the direction of the Department.				
PBMS-DUR-009	The Contractor shall provide the ability to use existing Medicaid FFS and MCO Member pharmacy claim history records to evaluate current prescription claim transactions for possible interactions between the member's active historical prescriptions and the drug currently prescribed.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-010	The Contractor shall provide a PBMS that has the ability to capture and store chronic disease states on the member record for use during adjudication.				
PBMS-DUR-011	The Contractor shall provide a PBMS with the ability to return ProDUR response messages, up to the NCPDP limit allowed in the claim transaction response to the billing Provider for both paid and denied transactions.				
PBMS-DUR-012	The Contractor shall provide a PBMS that allows the Department to determine the hierarchy of ProDUR edits in the transaction response.				
PBMS-DUR-013	The Contractor shall provide interaction or event detail in the transaction response, using the NCPDP DUR Response Segment, to enable the submitter to perform a comprehensive prospective drug utilization review to ensure patient safety.				
PBMS-DUR-014	The Contractor shall provide a PBMS that allows the pharmacist to use his or her professional judgement as to the depth of counseling required for DUR conflict resolution and to submit documentation of their activity using the NCPDP Billing Transaction DUR/PPS Segment to effect a provider level override of ProDUR alert.				
PBMS-DUR-015	The Contractor shall provide a configurable PBMS that allows the Department to define the combinations of provider submitted values in the DUR/PPS Segment that will authorize a provider level override.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-016	The Contractor shall provide the ability to edit a claim against data elements in the prescriber or pharmacy provider record, identified via submitted National Provider Identifier (NPI) in the NCPDP transaction, for the purpose of overriding or bypassing ProDUR edits (e.g., not returning ProDUR denial responses on prescription claims written by certain prescriber specialties or taxonomies).				
PBMS-DUR-017	The Contractor shall support PBMS call-center staff override, by authorized users, for all ProDUR edits.				
PBMS-DUR-018	The Contractor shall support configuration of Department defined drug utilization review edits that require additional clinical intervention or information.				
PBMS-DUR-019	The Contractor shall provide the ability to deny Department-defined ProDUR interactions with an NCPDP "75 - Prior Authorization Required" reject code (511-FB) response in addition to any Pro-DUR alert; do not allow provider-level override submission to return a paid claim response without required service authorization on file for the edit.				
PBMS-DUR-020	The Contractor shall provide the ability to bypass DUR edits for paper claim processing, or other Department defined claim adjudication scenarios.				
PBMS-DUR-021	The Contractor shall provide their standard DUR reporting package, including claim-level reporting capability upon request, listing all ProDUR alerts encountered for specified members, providers, and/or prescribers.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-022	The Contractor shall manage the operational functions for the RetroDUR Solution including the collaborative development and presentation of therapeutic criteria for review and approval, Solution updates and maintenance required to deploy approved criteria, and the production of RetroDUR reports and profiles.				
PBMS-DUR-023	The Contractor shall provide licensed pharmacist reviewers who shall review, using clinical tools and professional discretion, Contractor generated RetroDUR profiles. Profiles approved through this requirement shall be delivered to the RetroDUR distribution channel(s) for distribution.				
PBMS-DUR-024	The Contractor shall provide a RetroDUR Solution that will produce and mail materials to identified prescribers as well as provide materials in .pdf format that shall be made available on a secure prescriber portal for purposes of focused educational interventions and report card monitoring based on Department and DUR Board approved Retrospective DUR criteria.				
PBMS-DUR-025	Provide the ability to suppress profile distribution, for a period specified by the Department, when a prior criteria review generated a RetroDUR intervention to the prescriber.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-026	<p>The Contractor's RetroDUR Solution must retrieve information and produce outputs which support the creation of the reports listed below. The Contractor is required to identify those items where it cannot provide a reporting capability in their response to meeting this requirement.</p> <p>A. Monthly summary reports that include a count of members whose profiles are being flagged for the current month, a listing of member names and numbers, and a listing of all drugs that caused profiles to be generated</p> <p>B. Member specific drug history reports which includes a chronological listing of all drugs dispensed and summary of providers involved in a member's therapy</p> <p>C. A report of intervention responses received in response to RetroDUR opportunities</p> <p>D. Outcome assessment reports as defined by DMAS</p> <p>E. A report that identifies drug claim records paid that are not appropriate for current primary or secondary diagnosis</p> <p>F. Reports on the cost savings from Retro-DUR including qualitative and quantitative analysis of the impact of the program</p>				
PBMS-DUR-027	<p>The Contractor's Retro-DUR Solution profiles presented for review shall contain pharmacy claim level detail that includes member, provider and drug detail, and shall incorporate encounter claim data in the creation of the member profile.</p>				
PBMS-DUR-028	<p>The Contractor shall provide the ability to generate reports that compare RetroDUR activity using month-to-date and year-to-date totals.</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-029	The Contractor shall provide the ability to generate RetroDUR reports for a user defined variable date range.				
PBMS-DUR-030	<p>The Contractor shall provide their standard Drug Utilization Review reporting package that meets the Department's program monitoring needs as documented in items A through F below. The Contractor is required to identify those items where it cannot provide a reporting capability in their response to meeting this requirement.</p> <p>A. Alerts/claims denials by reason (e.g., therapeutic duplication, drug/drug interaction, excessive utilization)</p> <p>B. Reports to the DUR Board for review of output and approval of corrective actions</p> <p>C. Cost saving and cost tracking reports (e.g., savings amounts, co-pays)</p> <p>D. Identification of DUR interaction at various drug hierarchy levels</p> <p>E. Claim-level reporting of interventions, outcomes, trends, and opportunities</p> <p>F. Drug-file ProDUR interaction update reporting (e.g., changes to therapeutic class, update descriptions, interaction criteria additions or changes)</p>				
PBMS-DUR-031	The Contractor shall provide clinical, operational, and reporting resources to support production of the Medicaid Drug Utilization Review Annual Report Survey.				
PBMS-DUR-032	The Contractor shall provide draft versions of all Contractor content required to complete the Medicaid Drug Utilization Review Annual Report Survey at least 120 calendar days prior to submission due date with final versions of Contractor content no less than 60 days prior to submission due date.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Utilization Review Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-DUR-033	The Contractor shall provide an online quarterly Pharmacy Update newsletter that contains DMAS program announcements, clinical alerts that educate the pharmacy provider community, and other Department-directed content that supports the advancement of the Agency.				
PBMS-DUR-034	The Contractor shall provide the Department an annual review of the prior Fiscal year with identified opportunities for improvement or development of innovative practices related to items captured in the Medicaid Drug Utilization Review Annual Report Survey.				
PBMS-DUR-035	The Contractor shall identify and present to DMAS suggested program improvements or initiatives that could result in more effective drug therapy management, clinically appropriate cost saving opportunities, or enhancements to provider or member experience.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Utilization Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-UM-001	The Contractor shall accept, log, and report to the Department any utilization anomalies or fraud, waste and abuse events reported by internal or external customers within 24 hours of Contractor notification.				
PBMS-UM-002	The Contractor shall research any utilization anomalies or fraud, waste, and abuse events reported by internal or external customers and report Contractor findings within 72 hours or initial report to the Department.				
PBMS-UM-003	The Contractor shall provide monthly status reporting on all Contractor research and outcomes related to utilization anomalies or fraud, waste, and abuse events; in the event an entry is not resolved when the monthly status is reported, retain the event on the monthly report until such time as it is resolved.				
PBMS-UM-004	The Contractor shall provide the ability, at the Department's direction, to restrict a member's pharmacy activity to a defined pharmacy, prescriber, or combination of pharmacy and prescriber.				
PBMS-UM-005	The Contractor shall monitor and report on clinical and financial utilization activity for members in the DMAS Client Medical Management (CMM) program.				
PBMS-UM-006	The Contractor shall generate expenditure and utilization data by benefit/plan/program any of their components to support budget forecasts, monitoring and health benefit modeling.				
PBMS-UM-007	The Contractor shall provide analysis and recommendations on an ongoing basis to identify and monitor clinical and financial utilization issues that may warrant new edits or audits.				



PBMS - Utilization Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-UM-008	The Contractor shall provide the ability to apply different automated utilization anomaly detection criteria for members identified as part of a special populations or programs (e.g. End Stage Renal Disease or Aged, Blind and Disabled).				
PBMS-UM-009	The Contractor shall provide support for the Surveillance and Utilization Review (SUR) team as needed to support the Department's lock-in program.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Utilization Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-UM-010	<p>The Contractor shall provide, as part of the reporting functionality, the automated production and delivery of monthly standard reports. Included in these standard reports are those that identify inappropriate activity or improper utilization by member, prescriber, or provider that fall within, but not limited to the categories below. The contractor shall provide online access to detailed data that suggest utilization anomalies and is required to identify those categories where it cannot provide data access in their response to meeting this requirement.</p> <ul style="list-style-type: none"> A. High utilization (claim volume as well as financial) B. Early refill of controlled substances C. Early refill of non-controlled substances D. Late refill patterns or suspected non-compliance E. Pediatric utilization when contraindicated F. Geriatric utilization when contraindicated G. Doctor Shopping H. Pharmacy Shopping J. Excessive Pharmacy Provider claim rejection or resubmission rate K. Inappropriate use of Other Coverage Codes in claim submission L. Inappropriate use of DUR Professional Service Codes 				
PBMS-UM-011	<p>The Contractor shall research outlier utilization activity identified in PBMS-UM-010 and provide results of Contractor findings within 5 business days of delivery of the monthly report(s) along with Contractor's recommendations to the Department to mitigate future recurrent risk.</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-001	The Contractor shall capture and store all changes made to service authorization determinations, including the source of the edit or update.				
PBMS-SA-002	The Contractor shall create and distribute communication letters to providers and members regarding service authorization determinations in accordance with the Department's rules and regulations (e.g., notification timing, content, and appeal rights).				
PBMS-SA-003	The Contractor shall comply with all Federal and State Grievance and Appeal regulations as found in CFR 42 Subpart E 431.200-431.250, the Virginia Administrative Code at 12 VAC 30-110-10 through 12 VAC 30-110-370, 12 VAC 30-20-500 through 12 VAC 30-20-560, and in the Virginia Code at 2.2.4019, 2.2.4020, and 32.1-325.1.				
PBMS-SA-004	The Contractor shall provide a workflow management administered Solution for service authorization reconsiderations; upon request by a member or provider, a denied service authorization request must be routed to a clinician that was not party to the original denial who shall complete and document the results of the reconsideration in the Contractor's PBMS.				
PBMS-SA-005	The Contractor shall support the exchange of approved and denied service authorization records using the NCPDP Prior Authorization Transfer Standard (inbound and outbound transfer between other service organizations and the Department).				
PBMS-SA-006	The Contractor shall identify and reject duplicate service authorization requests.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-007	The Contractor shall provide the ability for authorized users to search service authorization records using selected criteria including, but not limited to, provider (name or ID), member (name or ID), and product or service.				
PBMS-SA-008	The Contractor shall apply the same evaluation criteria to service authorization requests received from all transaction sources (mail, phone, fax, electronic, or automated).				
PBMS-SA-009	The Contractor shall support the receipt and use of clinical attachments as a component of service authorization determination (e.g., HL7/275).				
PBMS-SA-010	The Contractor shall maintain compliance with NCPDP Standards and Guidance applicable to service authorization processing.				
PBMS-SA-011	The Contractor shall produce and distribute to the Department, the Contractor's standard reports on the results of the automated service authorization Solution to monitor the performance and accuracy of the process.				
PBMS-SA-012	The Contractor shall provide an Electronic Prior Authorization (ePA) Solution as defined in the NCPDP SCRIPT Standard and named in the Medicare Modernization Act (MMA) in support of Meaningful Use (MU).				
PBMS-SA-013	The Contractor shall record and maintain service authorization records in a manner that allows authorizations to affect the disposition of a claim should the member's enrollment change program, group, or plan.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-014	The Contractor shall provide Single-Sign-On access to DMAS Staff, authorized via role-based security, to review, evaluate, and update service authorization records.				
PBMS-SA-015	The Contractor shall provide the ability to identify, search, and report on service authorizations with potentially conflicting or duplicative data.				
PBMS-SA-016	The Contractor shall attest and confirm, by standard reports or dashboards, that the Contractor's service authorization Solution is available 24 hours per day, seven (7) days per week, except for DMAS-approved scheduled maintenance.				
PBMS-SA-017	The Contractor shall provide response by telephone or other telecommunication device within 24 hours of a request for service authorization in compliance with Section 1927(d)(5)(A) of the Social Security Act.				
PBMS-SA-018	The Contractor's PBMS shall provide the flexibility and configurability to create and modify Pharmacy Benefit Plans within the rules-based PBMS such that services, limitations and service authorizations within a pharmacy benefit/plan/program are created and maintained by business users and do not require development or customization.				
PBMS-SA-019	The Contractor shall provide a PBMS that allows the Department to define Pharmacy Benefit Plans, edit and audit criteria, and service authorization rules for a product or service that may be program or population specific.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-020	The Contractor shall provide the ability for authorized users to create and update a searchable free-form text field, of no less than 240 bytes, in service authorization detail records.				
PBMS-SA-021	The Contractor shall provide an auto-assigned unique, non-duplicated Authorization Identifier that supports utilization tracking through the life of the service authorization.				
PBMS-SA-022	The Contractor shall provide the ability to exempt Department-designated members or providers from service authorization requirements in a manner that allows DMAS to identify those exemptions from routine application of Service Authorization criteria.				
PBMS-SA-023	The Contractor shall provide the ability to message or notify providers prior to the deployment of future scheduled edits or authorizations.				
PBMS-SA-024	The Contractor shall provide the ability to notify DMAS providers, via electronic delivery methods, prior to the deployment of program changes when directed by the Department.				
PBMS-SA-025	The Contractor shall provide the ability to communicate electronically with the submitter of an authorization request in the event additional data or intervention is required.				
PBMS-SA-026	The Contractor shall support the application of service authorization criteria at Department defined drug hierarchy levels or their equivalent in the Contractor's PBMS.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-027	The Contractor shall support the ability to deny claims for products that are not covered by the member benefit even if an authorization is in effect for the product (e.g. non-rebate eligible manufacturer in a therapeutic classification otherwise subject to authorization)				
PBMS-SA-028	The Contractor shall support the evaluation of medical claims and medical claim data when evaluating a claim subject to service authorization criteria.				
PBMS-SA-029	The Contractor shall support the application of date specific edit criteria when evaluating a claim subject to service authorization.				
PBMS-SA-030	The Contractor shall provide the ability to define service authorization criteria at the benefit/plan/program (i.e., unique service authorization criteria may be applied to different defined groups or sub-groups of members where distinct authorization criteria applies).				
PBMS-SA-031	The Contractor shall provide the ability to "grandfather" members on identified services when a new service authorization edit is identified and deployed; the Department currently manages a Preferred Drug List. At the discretion of the DUR Board, P&T Committee, or the Department members who are current users of a drug may be permitted to continue to receive a non-preferred agent for a specified period of time, while new users are subject to service authorization requirements.				
PBMS-SA-032	The Contractor shall provide the ability to view all authorizations associated with a member record.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-033	The Contractor shall support date specific service authorization entry including retrospective authorization effective dates.				
PBMS-SA-034	<p>The Contractor shall operate a provider and member PBMS call center and shall meet the requirements in items A through J below. Contractor is required to identify those call center services it cannot provide in their response to meeting this requirement.</p> <p>A. Call Center staffed 24 hours a day, 7 days per week</p> <p>B. Toll-Free caller access for providers and members</p> <p>C. Multilingual call center services, including TTY access, for all callers that supports languages prevalent in the Commonwealth of Virginia</p> <p>D. Call center staff trained to support DMAS requirements; this shall include remediation training when appropriate</p> <p>E. Caller assistance resolving requests regarding the use of drugs on the preferred drug list, mandatory generic policy, clinical service authorizations, quantity limitations, drug utilization review (DUR), eligibility</p> <p>F. Caller assistance for provider questions or issues related to claim submission issues or errors received in response to claim submission</p> <p>G. Call center staff with minimum competency requirements of certified pharmacy technicians and licensed pharmacists during all hours of call center operation to respond to pharmacy related questions that require clinical interventions, reconsiderations or consultative decisions; provide licensed physician support through the Contractor's CMO, Medical Director or their designee(s) for responses to service authorization request reconsiderations</p> <p>H. A Virginia licensed call center pharmacist, with a Pharm. D degree or equivalent DMAS approved experience, dedicated to the Commonwealth of Virginia contract</p> <p>I. A call monitoring solution that allows the Department to listen to call records, including caller and Contractor staff, on a scheduled or ad hoc basis</p> <p>J. Contractor's standard reporting package of weekly, monthly and annual reports demonstrating call center performance</p>				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-035	The Contractor shall provide access to physician(s) who are specialists in certain practice areas including, but not limited to, pediatrics, geriatrics, and psychiatry for consultation related to the administration of the pharmacy program and for reconsideration and appeal reviews to determine the most appropriate outcome of the service authorization request.				
PBMS-SA-036	The Contractor's PBMS shall provide a workflow management solution that allows authorized call center staff to prioritize and escalate requests based upon service requested, requestor type, authorization decision/status, reconsideration status, or other Department defined criteria (e.g. Edit Complexity, Age of Request).				
PBMS-SA-037	The Contractor shall provide all documentation, staff support, and research required for any reconsideration escalated to DMAS level appeal processing in the timeframes established by Virginia Code and Virginia Administrative Code.				
PBMS-SA-038	The Contractor shall attend and defend the Contractor's decisions at all appeal hearings and conferences, whether informal or formal, or whether in person or by telephone or as deemed necessary by the DMAS Appeals Division. Failure to attend or defend the Contractor's decision at any appeal hearing or conference shall result in the Contractor being held liable for any costs that DMAS incurs as a result of the Contractor's noncompliance.				
PBMS-SA-039	The Contractor shall provide the ability to display and print all communication records associated with a service authorization request.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Service Authorization Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SA-040	The Contractor shall process, retain, and make available to the MES all service authorization data for use in reporting and analytics.				
PBMS-SA-041	The Contractor shall coordinate and standardize processing and tracking of service authorization data for the purpose of utilization review.				
PBMS-SA-042	The Contractor shall provide their standard reporting package for service authorization activity, both detailed and summary, to help improve management of member outcomes and program efficiency.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Third Party Liability Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TPL-001	The Contractor shall support all TPL functions, files, and data elements necessary to meet the requirements of this RFP, CMS certification standards, and the State Medicaid Manual (Part 11 and Section 3900).				
PBMS-TPL-002	The Contractor shall provide support as well as any required member data to facilitate identification and matching of potential other health insurance information with other intrastate government agencies and intra/interstate private insurers to ensure that Medicaid is the payor of last resort.				
PBMS-TPL-003	The Contractor shall provide an automated process to receive TPL or other health insurance coverage provided by other Contractors or agencies, match information to clients, and apply to the member record.				
PBMS-TPL-004	The Contractor shall provide the capability to maintain audit trails and report on changes to TPL data as directed by DMAS.				
PBMS-TPL-005	The Contractor shall accept and load TPL carrier and resource files and update member and carrier information as received in the member eligibility file from the MES; historical TPL eligibility and coverage data shall be maintained through the life of the contract.				
PBMS-TPL-006	The Contractor shall provide a PBMS that will accept, apply, and store provider submitted other health insurance information received in the NCPDP Coordination of Benefits/Other Payments segment for insurance carriers not listed on the Member eligibility file.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Third Party Liability Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TPL-007	The Contractor shall provide a PBMS with the ability to apply program specific TPL processing rules and edits pursuant to the member's other health insurance carrier or coverage sector (e.g. private vs public).				
PBMS-TPL-008	The Contractor shall provide the ability to cover only Department approved products for members who are identified as dually eligible for Medicare and Medicaid including denial of any submitted claims for Part-B eligible products. (DMAS does not provide coverage for any Medicare Part D copayment or pay for drugs not covered by Part D plan formularies, other than the CMS defined list of drugs that are excluded by Part D and remain the responsibility of Medicaid).				
PBMS-TPL-009	The Contractor shall support all fields in the Coordination of Benefits/Other Payments Segment (Request and Response) as provided in NCPDP standards for claims/encounters; process transactions in full compliance with the HIPAA named NCPDP standard, the appropriate External Code List version, NCPDP published guidance, and editorial documents.				
PBMS-TPL-010	The Contractor shall maintain HIPAA/NCPDP compliant Coordination of Benefits/Other Payments processing functionality, at no additional cost to the Department, throughout the life of the contract.				
PBMS-TPL-011	The Contractor shall deny claims for members with appropriate third-party coverage or Medicare Part D assignment.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Third Party Liability Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TPL-012	The Contractor shall provide Other Payer Information when a claim is rejected/denied as a result of failure to cost avoid another payer or payers; return all known carrier details regarding Other Payer(s) and member coverage detail with Other Payer(s).				
PBMS-TPL-013	The Contractor shall provide Other Payer(s) and Member information as noted in Requirement PBMS-TPL-012 if a claim is rejected due to benefit limitations and Other Payer(s) coverage is present on the member record.				
PBMS-TPL-014	The Contractor shall provide call center support to pharmacy providers for TPL issues including the ability to override or allow claim processing if it is determined that the member Other Payer record (TPL) does not accurately reflect existing member coverage.				
PBMS-TPL-015	The Contractor shall provide a workflow management Solution to identify and escalate the exchange with the MES event detail related to any TPL issues resolved through the Contractor's call center that required the Contractor to update to the member record.				
PBMS-TPL-016	The Contractor shall provide a PBMS that will edit all claim billing and service billing transactions, during claim adjudication, for other health insurance coverage to ensure Medicaid is the payer of last resort.				
PBMS-TPL-017	The Contractor shall provide a PBMS that supports multiple Other Payer coverage records (including Medicare) per member up to the limit defined in the appropriate HIPAA named standard(s); maintain an unlimited number of date-specific (effective and termination) historical Other Payer coverage records for each client.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Third Party Liability Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TPL-018	The Contractor shall provide a PBMS that is capable of evaluating one or more Coordination of Benefit segments on an individual member record when adjudicating a claim or service billing transaction.				
PBMS-TPL-019	The Contractor shall provide claim transaction responses that contain all known Other Payer records in the event one or more known Other Payer coverages on the member record are not appropriately cost avoided.				
PBMS-TPL-020	The Contractor shall provide the ability to deploy coordination of benefits financial validation edits to ensure Coordination of Benefit/Other Payment amounts are reasonable relative to the Medicaid Allowed Amount; Contractor shall provide user configurable functionality to mitigate risk of providers submitting inappropriate financial amounts from primary or secondary payers to DMAS. Department defined value(s) to support the Contractor's PBMS will be provided during DDI.				
PBMS-TPL-021	The Contractor shall provide the ability to adjudicate claims submitted with Other Payer co-payment or co-insurance amounts in the NCPDP COB Segment and shall calculate the Medicaid allowed amount in compliance with NCPDP standards and guidance.				
PBMS-TPL-022	The Contractor shall provide a PBMS that supports claim editing using NCPDP Field 472-6E Other Payer Reject Code when providers submit NCPDP Field 308-C8 Other Coverage Code = 3 (Other Coverage Billed - claim not covered).				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Third Party Liability Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TPL-023	The Contractor shall provide a PBMS that allows the Department to define which Other Payer Reject Codes (NCPDP Field 472-6E) are permitted to continue claim processing under Medicaid benefits when the other payer has returned a claim not covered response.				
PBMS-TPL-024	The Contractor shall support the exchange, with the MES, of any new or changed TPL information received during claim processing for DMAS review, research, and integration with the member record.				
PBMS-TPL-025	The Contractor shall provide, as part of their standard reporting package, monthly standard reporting of TPL activity by insurance carrier and other coverage code activity.				
PBMS-TPL-026	The Contractor shall provide, as part of their standard reporting package, monthly reporting of all TPL overrides processed by the Contractor's call center.				
PBMS-TPL-027	The Contractor shall provide their standard Unduplicated Cost Avoidance (TPL) reports, including documented report design, by program category and by type of service with accurate totals and subtotals.				
PBMS-TPL-028	The Contractor shall support the automated load, as claim adjustments entered at the transaction level, of monies reported recovered by the DMAS Recovery Contractor; all adjustments received shall remain on the claim record through the life of the contract.				
PBMS-TPL-029	The Contractor shall provide automated tracking and exchange of detail related to recoveries by source of recovery, including the ability to load adjustment reason code(s) to individual claim adjustment entries.				



PBMS - Third Party Liability Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-TPL-030	The Contractor shall provide unique identification of individual recovery entries to support the application of multiple recovery events for a single claim transaction.				
PBMS-TPL-031	The Contractor shall support Medicaid Subrogation activities, including creation and receipt of subrogation files, in full compliance with HIPAA named standards.				
PBMS-TPL-032	The Contractor shall support the ASC X12N 270/271 eligibility request and response transactions for internal and external customers approved by the Department.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Encounters Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-ENC-001	The Contractor shall implement and update Encounter Processing/Load functionality to maintain accuracy of claims, encounters, code sets, and adjustment processes, at no charge to the Department, to maintain compliance with industry standards for information exchange as adopted by CMS.				
PBMS-ENC-002	The Contractor shall accept and process/load paid and denied encounter claims in formats as mandated by HIPAA.				
PBMS-ENC-003	The Contractor shall provide the ability to categorize and display encounter claims in a manner that distinguishes them from fee-for-service claims in PBMS applications.				
PBMS-ENC-004	The Contractor shall provide the ability to uniquely identify the Organization or Program associated with an encounter.				
PBMS-ENC-005	The Contractor's PBM shall bypass fee-for-service Medicaid PBMS edits in whole or in part, as defined by the department, when processing/loading encounter claims to the PBMS Contractor's application(s).				
PBMS-ENC-006	The Contractor shall provide configurable encounter validation criteria for individual managed care program in addition to DMAS approved fee-for-service criteria.				
PBMS-ENC-007	The Contractor shall accept and integrate encounter claim data for products or services covered by the submitting entity but not covered in the fee-for-service benefit; ensure those encounters are viewable in PBMS ancillary applications required to support Contractor and DMAS business processes.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Encounters Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-ENC-008	The Contractor shall provide the ability to capture utilization that occurred while the member was enrolled in managed care and, at the Department's direction, integrate captured utilization with fee-for-service edits/audits or limitations when a member is eligible under the fee-for-service benefit.				
PBMS-ENC-009	The Contractor shall provide the ability to shadow price encounter claims, on an ad-hoc basis and as specified by the Department; make available to DMAS the shadow price calculated amount to support DMAS review and monitoring of Encounter Cost Value for pharmacy claims, defined as the cost of services reported on the encounter claim priced as if paid on a fee-for-service basis.				
PBMS-ENC-010	The Contractor shall attest to and demonstrate that encounter claims processed or loaded to the Contractor's systems are excluded from all PBMS Contractor fee for service claim extracts delivered to the MES for distribution to CSS, FMS, or EDWS.				
PBMS-ENC-011	The Contractor shall create and publish a companion guide specifying policies, procedures, and requirements for the submission of encounter claim data required to support PBMS Contractor responsibilities including, but not limited to, drug rebate programs, integrated RetroDUR analytics and reporting, program edits, and federal reporting requirements.				
PBMS-ENC-012	The Contractor shall provide the ability to receive and apply adjustments or recoveries to previously processed encounter claims, when approved by DMAS.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Encounters Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-ENC-013	The Contractor shall provide the ability to apply mass adjustments to encounter claims at the direction of DMAS and shall support any reconciliation activities required by DMAS related to adjustment(s).				
PBMS-ENC-014	The Contractor shall provide response error files, at the claim level, detailing any encounter data rejected by the PBMS Contractor during encounter processing/load.				
PBMS-ENC-015	The Contractor shall support the correction of any errors identified during Encounter processing/load; this shall include reprocessing of error claims or files utilizing fields 981-JV Transmission Action and 398 Record Indicator along with compliant External Code List values for those fields.				
PBMS-ENC-016	The Contractor shall provide technical and operational support, through documentation and active participation during meetings, for DMAS interactions with submitting entities when errors are reported and a multi-party, collaborative solution is required to resolve those errors.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-001	The Contractor shall confirm that they have a minimum of five (5) years of experience managing OBRA drug rebate programs for at least one (1) client with greater than 20 million rebate claims processed per year.				
PBMS-REB-002	The Contractor shall confirm that that they have a minimum of five (5) years of experience managing Supplemental drug rebate programs for at least one (1) client with greater than two (2) million rebate claims processed per year.				
PBMS-REB-003	The Contractor shall confirm that they operate an existing drug rebate solution capable of managing an increase in rebate claim volume of five (5) million claims per year without requiring system development.				
PBMS-REB-004	The Contractor shall provide a drug rebate solution with the ability to manage the administrative, billing, and reporting functions required to support DMAS Pharmacy and Medical Policy related to CMS and Supplemental Rebate programs including billing for Managed Care drug utilization as allowed under the Affordable Care Act.				
PBMS-REB-005	The Contractor shall provide a Drug Rebate solution that meets all requirements for CMS certification.				
PBMS-REB-006	The Contractor shall provide the following documentation regarding the Contractor's drug rebate solution: detailed system design, user manuals and training materials for DMAS staff, detailed descriptions of all drug rebate solution reports including the Contractor's methodology to generate results, data dictionary for reports, invoices, or other materials shared with DMAS or manufacturers.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-007	The Contractor shall provide, at no additional cost to DMAS, all technical and system maintenance or enhancements required to maintain drug rebate operations per the RFP specifications and CMS regulations or guidance.				
PBMS-REB-008	The Contractor shall document and maintain, during the life of the contract, Contractor's standard operating procedures (SOPs) for processes required to support CMS and Supplemental Rebate programs.				
PBMS-REB-009	The Contractor shall provide a drug rebate solution capable of maintaining distinct files and processes for Medicaid FFS Pharmacy and Medical Drug Rebates, Managed Care Pharmacy and Medical Drug Rebates, and Supplemental Rebates.				
PBMS-REB-010	The Contractor shall maintain drug rebate program historical data, including conversion and storage of all paper records, in sustainable electronic format that supports indexing for both keywords and full text search.				
PBMS-REB-011	The Contractor shall provide the ability to perform previous payment adjustments for Medicaid FFS Pharmacy and Medical Drug Rebates from 1991 to present.				
PBMS-REB-012	The Contractor shall provide the ability to perform previous payment adjustments for Managed Care Pharmacy and Medical Drug Rebates from March 23, 2010 to present.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-013	The Contractor shall provide a drug rebate solution that identifies and excludes from invoicing, any claims for products that are on the Drug Efficacy Standard Indicators (DESI) file as well as claims for products from manufacturers who do not participate in the Medicaid Drug Rebate Program.				
PBMS-REB-014	The Contractor shall provide DMAS with a quarterly report, at the individual claim level, for any drug claims paid by the Medicaid program (FFS or Managed Care) for products that must be excluded due to DESI status or manufacturer non-participation in the Medicaid Drug Rebate Program.				
PBMS-REB-015	The Contractor shall provide a Medicaid Drug Rebate solution capable of identifying and excluding FFS or Managed Care claims dispensed using 340B drug inventory (physical or virtual).				
PBMS-REB-016	The Contractor shall provide a Medicaid Drug Rebate solution that identifies any claim purported to have been dispensed with 340B inventory where an Other Payer provided any financial coverage; claims so identified shall be treated as non-340B program claims and included for manufacturer rebate invoicing.				
PBMS-REB-017	The Contractor shall provide a Medicaid Drug Rebate solution capable of accepting retrospective notification of FFS or Managed Care claims identified as dispensed using 340B drug inventory.				
PBMS-REB-018	The Contractor shall exclude from Medicaid Drug Rebate invoicing, or provide adjustments to prior invoice activity, all claims retrospectively identified to the Contractor or DMAS as dispensed using 340B drug inventory.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-019	The Contractor shall maintain all records related to a labeler's optional and mandatory effective and termination dates in the CMS Drug Rebate Program and in a manner that is available for DMAS review and reporting.				
PBMS-REB-020	Provide and operate a drug rebate management system that shall convert HCPCS Codes identifying payments for specific drug NDCs to medical providers to HCPCS valid 11 digit NDCs and capture the number of claims/prescriptions, and total reimbursed amount to be included on the quarterly drug rebate invoices.				
PBMS-REB-021	The Contractor shall provide an NDC/HCPCS crosswalk file that contains a list of National Drug Codes (NDC) assigned to a Level II HCPCS along with any conversion factors required to calculate the appropriate drug rebate billing.				
PBMS-REB-022	The Contractor shall allow DMAS to make modifications to the Contractor's NDC/HCPCS crosswalk file to maintain a DMAS specific version of the crosswalk.				
PBMS-REB-023	The Contractor shall validate that all claims submitted for drug rebate that include a HCPCS code and NDC contain an NDC that is valid for the HCPCS code present on the claim.				
PBMS-REB-024	The Contractor shall obtain, on behalf of DMAS, rebate data and program notifications from CMS on the first date the rebate data is posted and available on the CMS website.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-025	The Contractor shall maintain and store, for the duration of the contract and turnover period, all rebate documents or files required to support the DMAS drug rebate program.				
PBMS-REB-026	The Contractor shall obtain and store, at the Contractor's expense, all rebate documents including hard copy and electronic documentation of previous Contractor activity, on a schedule agreed upon by DMAS and all affected parties, with transfer completion prior to program implementation by Successful Contractor.				
PBMS-REB-027	The Contractor shall invoice manufacturers for all rebate eligible products reimbursed by the DMAS Medicaid program.				
PBMS-REB-028	The Contractor shall include zero (0) Unit Rebate Amount (URA) product utilization data on manufacturer invoices.				
PBMS-REB-029	The Contractor shall validate all manufacturer invoices, prior to distribution, for completeness and accuracy to minimize discrepancies or disputes.				
PBMS-REB-030	The Contractor shall proactively identify and correct billing units in accordance with the NCPDP Billing Unit Standard and CMS rebateable units for all programs prior to creation of manufacturer invoices.				
PBMS-REB-031	The Contractor shall provide multiple access points or methods for invoice delivery to manufacturers, including the ability to deliver via secure internet connection or manufacturer portal.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-032	The Contractor shall provide the ability to reconcile electronic payment of rebate invoices paid by manufacturers via secure wire transfer or other secure electronic means approved by DMAS.				
PBMS-REB-033	The Contractor shall commit to forwarding all checks inadvertently sent to the Contractor and shall prepare a check receipt tracking report that is reconciled with DMAS financial staff on a daily basis.				
PBMS-REB-034	The Contractor shall obtain and store copies of all checks, or other manufacturer documentation processed for payment by DMAS.				
PBMS-REB-035	The Contractor shall maintain all drug rebate program receivables at the NDC level.				
PBMS-REB-036	The Contractor shall provide a Drug Rebate Management solution that is capable of allocating, completely and accurately, rebate dollars received by DMAS to the correct drug rebate program (FFS, MCO, Supplemental, or additional future programs).				
PBMS-REB-037	The Contractor shall provide a Drug Rebate management solution that leverages evolving technologies in concert with CMS regulations and guidance related to manufacturer invoice distribution resulting in shortened manufacturer payment cycles.				
PBMS-REB-038	The Contractor shall manage all manufacturer communication related to disputes, unpaid balances, or other variances including dunning notices and notification of interest accrual.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-039	The Contractor shall provide invoice summary reports detailing rebate program activity including amounts billed, adjusted, or excluded, by manufacturer and quarter.				
PBMS-REB-040	The Contractor shall provide all content required to complete the CMS64.9R report to DMAS no later than the tenth (10th) day of the month following invoicing for the quarter.				
PBMS-REB-041	The Contractor shall provide a full coverage Supplemental Drug Rebate program including management of Contractor bids/participation, invoicing and collections activities with no lapse in Supplemental Rebate income to DMAS during or following any transition activities. For reference, the current DMAS Supplemental Rebate rebid cycle occurs in January and July.				
PBMS-REB-042	The Contractor shall provide a distinct Supplemental Rebate workplan that details all activities required of the Supplemental Rebate program including but not limited to, financial modeling, bid process, manufacturer negotiations, presentation to and review by the DMAS P&T Committee, and program invoicing.				
PBMS-REB-043	The Contractor shall provide financial modeling scenarios of current PDL and suggested changes based on DMAS specific Supplemental Rebate Contracts no later than 30 days prior to Contractor's presentation to the P&T Committee.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements					
Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-044	The Contractor shall negotiate all supplemental rebates on behalf of DMAS according to a timeline that allows for financial modeling, presentations to the P&T Committee, and maintenance of the Preferred Drug List benefit design and all required program postings or notifications.				
PBMS-REB-045	The Contractor shall provide DMAS with notification of new drugs to market and support an expedited review process when this occurs outside the standard bid cycle.				
PBMS-REB-046	The Contractor shall provide a Supplemental Rebate Solution that mitigates risk to collection of Supplemental Rebate income from selected bidders.				
PBMS-REB-047	The Contractor shall utilize Supplemental Rebate Contract templates supplied by DMAS.				
PBMS-REB-048	The Contractor shall provide an online system to accept, track, and manage bid and negotiation activity with manufacturers.				
PBMS-REB-049	The Contractor shall provide an online, searchable repository for the management, oversight, and execution of Supplemental Rebate Contracts including all attachments and exhibits.				
PBMS-REB-050	The Contractor shall provide, on a mutually agreed upon cycle that is no less than annually, recommendations for expansion of the Supplemental Rebate program that contain financial modeling, for review by DMAS; recommendations may include, but are not limited to, drug classes, product lines, or supplies and equipment not currently managed under the Supplemental Rebate Program.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-051	The Contractor shall provide quarterly reporting of Contractor's drug rebate program quality monitoring activities, changes to procedure or policy, and any updated program materials that are the result of findings.				
PBMS-REB-052	The Contractor shall provide an annual Drug Rebate Summary Report that shall include utilization, savings, and program projections for all DMAS Drug Rebate programs managed by the Contractor.				
PBMS-REB-053	The Contractor shall provide a suite of standard financial and operational reports to demonstrate the accuracy, efficiency, and performance of the Contractor's drug rebate Solution.				
PBMS-REB-054	The Contractor shall provide a 340B Cost Ceiling report quarterly, no less than 15 days following the release of CMS calculated Unit Rebate Amounts, that leverages CMS guidance related to Average Manufacturer Price (AMP) and Unit Rebate Amount (URA).				
PBMS-REB-055	The Contractor shall, at the direction of the Department, accept, apply, and utilize during claim adjudication Contractor calculated 340B Cost Ceiling price or a federally-approved price point that reflects the maximum price point under the 340B Program for a covered drug product.				
PBMS-REB-056	The Contractor shall monitor all HRSA guidance, clarifications, or modifications to Section 340B of the Public Health Service Act (PHSA) to keep DMAS in full compliance with the 340B Drug Pricing Program.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Drug Rebate Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-REB-057	The Contractor shall provide additional ad-hoc reports as required by DMAS to support program reviews and manufacturer or government agency inquiries or audits. Mutually agreed upon delivery dates of ad hoc reports will determined be at the time of the request and Contractor must meet all timelines imposed by external requests.				
PBMS-REB-058	The Contractor shall provide a detailed description of the Contractor's Dispute Resolution Process including Standard Operating Procedures (SOPs), document capture and retention standards, and communication plan.				
PBMS-REB-059	The Contractor shall attend, at the Contractor's expense, and represent DMAS at dispute resolution conferences to resolve any disputes not completed through Contractor's standard process.				
PBMS-REB-060	The Contractor shall pursue, to the fullest extent possible, collection of all outstanding manufacturer drug rebate balances and resolve all aged receivables and disputes from 1991 to present.				
PBMS-REB-061	The Contractor shall provide support for other Contractors awarded a component of the MES procurement as well as any encounter claim submitters to ensure a successful deployment of the Drug Rebate Management Solution to support DMAS' drug rebate programs.				
PBMS-REB-062	The Contractor shall provide support for Testing and Audit activities, including the assignment of Contractor drug rebate program resources to participate in all phases of required activity for the deployment of the MES.				



PBMS - Specialty Drug Management Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-SDM-001	The Contractor shall provide an innovative Specialty Drug Management Solution that demonstrates a keen understanding of the Medicaid program and populations. The goals of a Contractor managed Specialty Drug Management Solution include ensuring appropriate access to specialty drug therapies, control or reduction in overall program costs and benefit expenditures, and the ability to scale or add products or therapies as the product pipeline evolves and expands.				



PBMS - Identification of Other Health Insurance Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-OHI-001	The Contractor shall provide a reliable and accurate means of identifying other health insurance coverage for prescriptions dispensed to Virginia Medicaid members. The goals of the identification of other health insurance Solution include strengthened assurance that DMAS is the payer of last resort, exchange of verified other health insurance coverage with the MES, and delivery of accurate information that will ease the administrative burden on providers.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - E-Prescribing Support Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-ERX-001	The Contractor shall provide a Solution that supports the functionality available in E-Prescribing relevant to serving the Virginia Medicaid Population. The Contractor is not restricted by the traditional E-Prescribing delivery channels and may propose alternate methods of information delivery that support the value-added service that E-Prescribing can deliver to public sector healthcare.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Provider Enrollment Services Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-PES-001	The Contractor shall provide a Solution that manages pharmacy provider enrollment, reporting of results, and integrates with MES modules that require enrolled pharmacy provider detail. Included in the pharmacy provider enrollment Solution are all enrollment, verification, re-enrollment and maintenance activities required of Federal program provider enrollment. DMAS also seeks a Contractor Solution for enrolling and credentialing individual pharmacist providers in advance of any regulatory or statutory requirements to support Medication Therapy Management or other care management activities.				



PBMS - Integration of Laboratory Data Requirements

Req#	Statement of Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-LAB-001	The Contractor shall provide a Solution that leverages the increased availability of clinical or laboratory data in the healthcare sector while preserving patient privacy and security. DMAS is seeking a Solution that allows the use of additional data elements in service authorizations, ProDUR and RetroDUR interventions, and the management of population health.				



Commonwealth of Virginia
 Department of Medical Assistance Services
 Virginia Medicaid Enterprise System: Pharmacy Benefits Management Solution RFP
 Requirements Traceability Matrix (RTM)

June 15, 2016

PBMS - Meeting Space Requirements

Requirement ID	Requirement	Compliant?	Availability	Date	Proposal Mapping
PBMS-MTG-001	The Contractor shall provide appropriate space to conduct meetings during the DDI phase that require DMAS staff attendance, including but not limited to JADs, walkthroughs, and team meetings. The space would ideally be within walking distance of the DMAS offices, but must be no more than 3 miles from 600 East Broad Street. Include the number of sessions, length of sessions, and capacity in your proposal. The proposed meeting space should be fully functional to ensure productivity, including but not limited to accommodate teleconferences, connectivity for WebEx meetings, projector equipment and white boards.				