

Question	Answer	Comments
<p>What is the current data source, and will this be used for the new portals? -MCAS/HEDIS measures -Gaps In Care -Member Engagement -Vaccination-% of fully, partial, and not vaccinated members -2D Provider peer profile comparison</p>	Existing data files provide the necessary information in a structured format.	
<p>Authorizations JIVA versus Authorizations-please clarify the requirements in the first two rows of the "Additional tabs with the provider portal:" section. What Authorization processes will happen in the portal versus in JIVA?</p>	Currently all authorization processes are done through Jiva via an SSO from the provider portal.	
<p>"Authorizations JIVA The provider portal has a dashboard that helps all provider groups, but particularly larger groups remain organized. The portal gives all users alerts for any decision made on an authorization associated with the tax id. The user that submitted the authorization will also receive a request."</p>	No, currently all authorization processes are done through Jiva via an SSO from the provider portal. I don't believe the business decision is to change this process.	
<p>Is the requirement to integrate a JIVA produced dashboard into the provider portal?</p>		
<p>"Users can begin an authorization and if they do not have time to finish save it a draft mode. It will stay in a draft mode for 48 hours before dropping off."</p>		
<p>Is the requirement for an SSO to pass the provider user into JIVA's authorization submission? Or is the requirement to allow the provider to create the request in the provider portal and then send the request to JIVA?</p>	No, currently all authorization processes are done through Jiva via an SSO from the provider portal. I don't believe the business decision is to change this process.	
<p>Is a member facing Mobile Application in scope? Are you seeking a replacement for LINK?</p>	Yes Yes	
<p>Please more detail related to the appointment scheduling requirement. Is there a current system(s) in use? Is the requirement for an SSO or interface into another system? Or, is this a requirement for a ExR to facilitate an appointment?</p>	No current system for this deliverable, appointment data is provided through data exchange with certain network providers (Cesar can provide more detail)	we need to look at the requirement we documented
<p>Does KHS use a 3rd Party Health Education Vendor like Healthwise, WebMd, etc.? Our portals are pre integrated with Healthwise; however, we can work with any vendor.</p>	Yes, we use Healthwise	
<p>What are the business goals for the Member and Provider Portal?</p>	Increase adoption rate for Member portal with a better User experience Maintain existing functionality and add functionality for non-participating providers. Enhance end user experience	Need provider goal Maintain existing functionality and add functionality for non-participating providers. Enhance end user experience
<p>What is the current usage rate for Member Portal?</p>	19%	
<p>How many members are active users of the Member Portal?</p>	Member Portal currently has approximately 79k users registered.	
<p>Page 5, Change My PCP: Should the Member Portal have a link to the Provider Directory? Or should the Provider Directory be replicated within the Member Portal? Is the Provider EXR a Member Portal form with workflow for a real time update?</p>	<p>The portal creates the provider directory using KHS data files, the portal provides the user interface to the Provider Directory that is linked to by several areas. Member EXR (express request) submits the request (change PCP, demographic update, ID request, Newborn, etc.) and is not real-time. The real-time update processes for members demographic updates made via core system are updated real-time to Member portal. Real-time update process for PCP changes when PCP changes are made in the core system are updated on Provider portal real-time.</p>	

If Provider Directory is maintained within Member Portal, what is the integration to the system of truth for Provider information?	The directory information comes from several different systems, (Symplr, 274, etc.) Data is all stored in KHS data warehouse	Does not apply to UM to respond-ere
Are EXR forms, screens on the Member Portal to capture information?	They are self-service tools that allow members to request information, provide information to us and there are able to upload forms and documents	
	Any specific performance guarantees surrounding data/reports for NCQA, DHCS, or other regulators would be negotiated with the selected vendor. However, KHS' expectations surrounding any data/reporting requested by regulatory agencies be complied	
Page 11, Performance Guarantees: What is the expectation of data/reports to be submitted from the Member Portal to NCQA or DHCS?	with/provided within the required timeframe from the regulator (even "ad hoc" requests for data/reports from regulators). Please provide any 'known' performance guarantees surrounding regulatory reporting/data that you have already established (if portal used for member/provider communication for example, may request reports on response timeframes from inquiry to response; etc.).	Does not apply to UM to respond-ere
	Anticipated Provider portal usage ? 7,500+ Provider Users. This was answered in V1 of this document.	
What is the anticipated number of users on the Portals?	Anticipated Member portal usage?? 70K + members	Does not apply to UM to respond-ere
	At any given time there are approximately 150+ concurrent provider portal users	
How many concurrent users do you anticipate?	Does not apply to UM to respond-ere	