
Puerto Rico Department of Health Asset Verification System Request for Proposal (RFP) 2024-PRMP-MES-AVS-005

Puerto Rico Department of Health Medicaid Program

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DUE DATE: October 31, 2024



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CITIZ3N Government Solutions, a newly established subsidiary of SOFTHEON Inc., is a premier provider of integrated, modular platforms specifically tailored for government agencies overseeing Affordable Care Act (ACA) Marketplaces, Medicaid, Health & Human Services (HHS) and Government Health Benefits for Employees.



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II. Proposal Summary

CITIZ3N Government Solutions (CITIZ3N), a subsidiary of Softheon with over two decades of prolific experience delivering innovative and impactful technology solutions for state-based government programs, is excited to submit our proposal in response to the Puerto Rico Medicaid Program's (PRMP) RFP for an Asset Verification System (AVS) and looks forward to successfully meeting the objectives of the Puerto Rico Department of Health (PRDoH) and achieving immediate results. We offer you:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

III. Executive Summary

Introduction

CITIZ3N Government Solutions (CITIZ3N), a brand of Softheon, is excited to submit our proposal in response to the Puerto Rico Department of Health's (PRDoH) RFP #2024-PRMP-MES-AVS-005 for an Asset Verification System (AVS). With over 20 years of successful experience delivering innovative technology solutions for state government programs, CITIZ3N can support the Puerto Rico Medicaid Program's (PRMP) efforts to enhance program integrity, reduce fraud, and ensure eligibility determination accuracy. [REDACTED]

We offer the PRMP our [REDACTED]

We bring this up because PRMP has identified the desire for a similar deployment of the solutions.

VERIFY Platform Capabilities

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PRMP Will Be Supported by a Dedicated Team

[REDACTED]

Looking to the Future

As your reliable and results-driven AVS partner, CITIZ3N is committed to growing our relationship and providing impactful and tangible value to you and the Puerto Ricans you compassionately serve. We look forward to your thoughts and next steps.

Sincerely,

[REDACTED]
Address: 1500 Stony Brook Road, Stony Brook, NY 11794

IV. Firm/Organization Information

Purpose:

CITIZ3N Government Solutions (CITIZ3N), an emerging brand of Softheon, is committed to delivering innovative, modular technology solutions that enhance the efficiency and integrity of government programs, particularly those serving Medicaid and other social services. Our purpose is to empower state agencies with tools to efficiently improve program integrity, streamline eligibility determinations, and prevent fraud, waste, and abuse in public assistance programs.

Mission:

CITIZ3N is dedicated to enabling local, state, and federal agencies with transformative technology and services. Our overarching goals are to reduce costs, enhance member experiences, support eligibility verification, and broaden access to healthcare for all members of society.

Vision:

We value innovation, collaboration, and trust and aim to provide comprehensive platforms for, but not limited to, State-Based Marketplaces and tailored solutions for Medicaid and HHS agencies. Our driving objective is to make healthcare affordable, accessible, and plentiful for all.

Description of Relevant Qualifications and Experience

AVS Spotlight

CITIZ3N offers the PRMP extensive experience providing asset verification and eligibility solutions for state Medicaid programs.

[REDACTED]

Additionally, CITIZ3N/Softheon has over 20 years of experience delivering successful solutions throughout the entire U.S.



Figure 2. We successfully do business in all 50 states.

Our wide-ranging experience has equipped us with a deep understanding of the complexities involved in Medicaid eligibility determinations, and our technical expertise ensures we can meet the PRMP's evolving needs.

Additional Value Add Offerings

As an extension of our asset verification solutions,

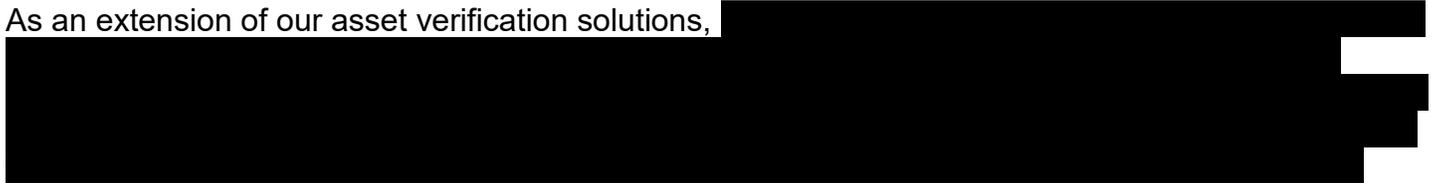


Figure 3. [REDACTED]

Evidence of organization capacity

CITIZ3N (through its parent company Softheon) is a well-established leader in delivering advanced technology solutions for government programs, including Medicaid AVS. Our team is composed of highly experienced and skilled professionals across various disciplines, ensuring we have the organizational capacity to fully execute and support the PRMP's requirements.

Qualified Leadership

CITIZ3N's leadership team is comprised of industry experts with decades of combined experience in implementing and managing large-scale technology solutions for state and federal programs:

Highly Qualified Staff

In addition to our leadership team, CITIZ3N has a roster of highly qualified professionals dedicated to ensuring the success of our state government programs:

- **Certified IT and System Architects:** Our architects are experienced designing scalable and secure AVS platforms that comply with federal regulations, including HIPAA, MARS-E 2.0, MARS-E 2.2, NIST 800-53, and Section 1940 of the Social Security Act.
- **Data Security and Compliance Experts:** We have a dedicated team of security experts who specialize in data protection, encryption, and compliance with federal and state regulations. This ensures sensitive information, including Medicaid beneficiary data, is handled securely and in compliance with PRMP's privacy requirements.

- **Experienced Project Managers:** Our project management team uses industry-standard methodologies such as Agile and PMBOK to ensure efficient and timely delivery of milestones.
- **Customer Support and Training Specialists:** CITIZ3N provides support and training personnel who offer comprehensive training programs, including e-learning modules, live workshops, and one-on-one coaching for PRMP staff and financial institutions, ensuring they can fully utilize the system's capabilities.

Capacity for Large-Scale Operations



Scalability and Redundancy

Our AVS platform is designed to scale with PRMP's growing needs, allowing for future system enhancements and expansion. We also have built-in redundancies in our technology infrastructure to ensure uninterrupted service, data integrity, and high availability during peak usage.

Commitment to Excellence

CITIZ3N is fully equipped with the necessary resources, expertise, and organizational structure to successfully deliver the requirements of this RFP. Our strong leadership team, experienced technical staff and robust infrastructure collectively provide the capacity needed to ensure the success of the PRMP's AVS.

Leadership

Figure 4. A view of our leadership team.

Key Project Staff

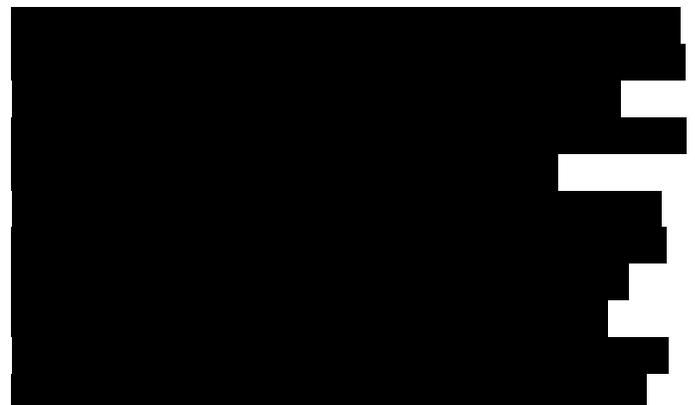
Figure 5. Our committed team is set to support PRMP.

Subcontractors

Industry-Leading Data Partnerships

Our extensive partnerships with trusted and experienced data providers and technology firms enable us to meet state-specific needs. [REDACTED] to obtain financial, real property, and vehicular asset information to assist states with their eligibility determination process.

A key advantage of CITIZ3N is our strategic partnerships with a range of data vendors, allowing us to offer the PRMP with additional solutions beyond those requested in this RFP. These partnerships, combined with our ability to seamlessly integrate with federal, state, and municipal data sources, provide valuable insights that can further enhance the accuracy and efficiency of the PRMP's eligibility determination process.



[REDACTED]

[REDACTED]

[REDACTED]

Figure 6. An at-a-glance view of our various partners who can provide PRMP with reliable and comprehensive asset verification data.

References

CITIZ3N has extensive experience in providing Asset Verification Systems (AVS) and other Medicaid-related solutions to state agencies across the United States. [REDACTED]



V. Scope of Services

Approach to statement of work – Detailed scope of services as referenced in 3.4

2. Asset Verification System

2.1 Scope of Work

Objective:

CITIZ3N's **VERIFY** platform, in partnership with [REDACTED], fully meets the PRMP's asset verification needs.

[REDACTED] With successful implementations in [REDACTED] our AVS has been proven to support Medicaid eligibility determinations, reduce fraud, and ensure compliance with CMS and FCRA standards. Our partnerships provide access to a vast array of financial institutions and property data sources, offering instant, reliable results.

2.1.1 To Implement and Effectively Operate the AVS System, the Vendor Shall:

a) Establish a Robust Network of Financial Institutions (FIs) and Real Property Data Sources

CITIZ3N, through our partnerships with [REDACTED] provides access to an expansive network of financial institutions (FIs) and property data within Puerto Rico and across the U.S. Our partnerships confirm comprehensive verification of financial asset types such as, but not limited to [REDACTED]

[REDACTED] In addition, our platform will integrate with **CRIM (Centro de Recaudaciones de Ingresos Municipales)**, the **Department of Transportation and Public Works (Departamento de Transportación y Obras Públicas, DTOP)**, **Puerto Rico Department of Natural Resources (DRNA)**, and **Bureau of Transportation and other Public Services (Negociado de Transporte y otros Servicios Públicos, NTSP)** to identify properties and vehicles reported in the applicant's name, as well as with [REDACTED]

b) Develop Tracking Tools and Report on Verification Activity

The **VERIFY** platform includes advanced tracking tools that provide real-time status updates for every verification request. [REDACTED]

[REDACTED]. The reporting tools are tailored to meet PRMP's specific needs, offering complete transparency over the verification process.

Figure 7. PRMP staff can generate impactful AVS reports by leveraging our customizable dashboards.

c) Account for System Flexibility

Our system offers the PRMP scalability and flexibility, ensuring smooth integration with PRMP's existing Medicaid Eligibility & Enrollment (E&E) systems. [REDACTED]

This flexibility, coupled with our data partners' abilities to provide global financial insights and property data, ensures that PRMP can effortlessly adjust its processes without the costly and time-consuming process of overhauling its verification system.

d) Process High-Volume Requests

CITIZ3N's scalable platform is built to offer high performance and handle **high transaction volumes**, easily supporting **over thousands of concurrent users**. We consistently process large volumes of verification requests in real time, delivering instant and reliable results, and will empower PRMP to deliver large volumes of asset verification requests without delays.

2.2 Vendor Requirements

1. The vendor must have successfully implemented and obtained CMS approval for an AVS in at least two (2) states:

Yes, CITIZ3N has successfully implemented CMS-approved [REDACTED]

Each of our state implementations received **CMS approval** for full compliance with federal Medicaid requirements, including Section 1940 of the Social Security Act. These implementations have proven the scalability, security, and accuracy of the **VERIFY** platform in supporting Medicaid eligibility determinations across various states over several years.

2. Vendors must have a commercially available AVS product compliant with the FCRA:

Yes, the **VERIFY** platform, supported by [REDACTED]. This compliance ensures all financial and property data collected and shared is secure, private, and used only for authorized purposes. Our platform meets federal and state legal requirements, protecting sensitive information and confirming all asset verification processes are fully compliant with applicable regulations.

3. Vendors should be available to conduct a live demonstration of the AVS:

Yes, CITIZ3N looks forward to conducting a **live demonstration** of our AVS platform for the PRMP team. Our demo will showcase the platform's seamless integration with PRMP's eligibility system and its ability to verify assets in real time. We will also demonstrate our **stand-alone web portal**, which enables hundreds of users to submit and receive verification requests in a collaborative environment, empowering the PRMP's staff to work efficiently to process verifications and save you valuable time and manpower.

2.3 Requirements

1. Compliance with Security Standards

Yes, CITIZ3N's **VERIFY** platform, in collaboration with [REDACTED] with the highest levels of security standards, including:



- Health Insurance Portability and Accountability Act (HIPAA)
- SAS 70
- National Institute of Standards and Technology (NIST) guidelines

- MARS-E 2.0
- MARS-E 2.2
- NIST 800-53
- FIPS 140-3

Our platform employs stringent security features, including multi-factor authentication (MFA), role-based access controls (RBAC), and AES-256 encryption for data stored within the system. All data transferred between PRMP, and financial institutions is [REDACTED]

2. Compliance with Section 1940 of the Social Security Act

Yes, our platform is designed to ensure full compliance with Section 1940 of the Social Security Act (42 U.S.C § 1396w), enabling the real-time verification of assets such as checking, savings, and investment accounts. The platform searches for assets held by Medicaid applicants and their spouses, providing comprehensive reports on asset holdings and any potential transfers.



3. Interface with PRMP Eligibility System

Yes, the **VERIFY** platform integrates seamlessly with [REDACTED]



4. Secure, Web-Based Solution

Yes, the **VERIFY** platform is entirely web-based, eliminating costly time and mistake-prone manpower, paper-based verification processes. Since all transactions between PRMP, data providers, and state agencies are conducted securely and immediately via the Internet, verification of assets results are fast, reliable, and maintain the highest integrity of data throughout the process.



5. Real-Time Availability and Support

Yes, the **VERIFY** platform operates continuously, ensuring PRMP staff can access it at any time. The platform is designed to easily accommodate the transactional volume required by PRMP without any degradation in performance. In fact, the system can seamlessly support thousands of concurrent users.



In addition, CITIZ3N provides 24/7 real-time customer support via phone, email, and via our online ticketing system, **Lighthouse**, ensuring that PRMP can access technical assistance on demand.

6. Coordination with Medicaid, FIs, and Other Systems

Yes, our platform coordinates seamlessly between PRMP, FIs ([REDACTED]), and other state agencies or systems. Our comprehensive data network allows for instant and accurate verification of [REDACTED], ensuring compliance with PRMP's eligibility criteria and federal guidelines.



7. Training and Support

Yes, CITIZ3N will provide **bilingual, in-person, comprehensive** training and support for PRMP staff and financial institutions. Your tailored training program will be led by your [REDACTED], and includes:



[REDACTED]

[REDACTED]

8. Match Information for a 60-Month Lookback Period

Yes, the **VERIFY** platform supports the requirement for a 60-month lookback period from the date determined by PRMP. This includes the ability to:



[REDACTED]

[REDACTED]

9. Financial Institution Network

Yes, the **VERIFY** platform, in partnership [REDACTED], meets PRMP's requirement for an established network of FIs and state agencies, providing access to a wide range of financial entities, [REDACTED].



Additionally, [REDACTED].

10. Verification Availability for Inspection

Yes, all verifications used for determining or redetermining eligibility are securely archived and accessible to PRMP during and after the contract period. Throughout the life of the contract, verification records are readily available for inspection and administrative purposes, including subpoenas, hearings, and supervisory review. After the contract's completion, CITIZ3N will work closely with PRMP to implement a secure data transfer plan, ensuring all historical verification records remain accessible to authorized PRMP personnel for ongoing administrative needs. This process guarantees the PRMP maintains uninterrupted access to all eligibility verifications, supporting compliance, transparency, and continuity in Medicaid program oversight.



11. Disclosed and Undisclosed Account Verification

Yes, the **VERIFY** platform provides PRMP with the ability to submit verification requests to disclosed and possibly [REDACTED]. This ensures the PRMP can conduct thorough and accurate verifications, thus reducing the chances of fraud or abuse.



12. Support for 300 Concurrent Users

[REDACTED]



13. Maintenance and System Updates

Yes, CITIZ3N provides ongoing preventive and corrective maintenance for the **VERIFY** platform. All system updates, including security patches, are applied non-intrusively to minimize any disruptions to PRMP's operations. We work closely with PRMP to schedule updates and maintenance tasks during off-peak hours, ensuring the system remains fully operational throughout the contract period.



14. Compliance with CMS and Federal Requirements

Yes, **VERIFY** is in full compliance with CMS and federal requirements. Also, any future changes to CMS or federal regulations that affect asset verification processes will be implemented in the **VERIFY** platform at no additional cost to PRMP.



CITIZ3N's system is designed to adapt to regulatory changes, ensuring the PRMP remains continually compliant with all applicable laws and regulations throughout the contract term.

15. Secure and Redundant Vendor-Hosted Solution

[Redacted content]



2.3.1 AVS Implementation Requirements

a) Establish a Robust Network for FIs

Yes, [Redacted] CITIZ3N has established a comprehensive network of FIs across Puerto Rico and the mainland U.S. Our platform provides PRMP with access to a wide range of financial institutions, ensuring thorough verification of both disclosed and undisclosed assets across numerous entity types. This network is constantly maintained and expanded to include additional institutions as needed.



b) Establish a Robust Network with State Agencies

Yes, CITIZ3N's platform can integrate with those of state agencies, including, but not limited to [Redacted], providing direct access to data and enabling PRMP to receive prompt and secure financial and property asset information for all Medicaid applicants.



c) Develop Tracking Tools and Report on Verification Activity

Yes, [Redacted]



d) Account for System Flexibility

Yes, our system is designed with scalability and flexibility in mind, ensuring smooth integration with PRMP's existing Medicaid E&E systems. [Redacted]



[Redacted]

[Redacted] adjust its processes without overhauling its verification system.

e) Process High-Volume Transaction Requests Accurately and Timely

Yes, CITIZ3N's platform is designed to handle high transaction volumes with no performance degradation, ensuring consistent, reliable results even during peak periods. Drawing on successful implementations in a wide range of states, we have a demonstrated ability to [Redacted]



[Redacted]

f) Ensure Financial Institutions and State Agencies Respond Electronically

Yes, all interactions with FIs and state agencies are conducted securely.



CITIZ3N's platform ensures all FIs and state agencies respond electronically, streamlining the verification process and reducing response times. This electronic response capability guarantees that PRMP receives timely, accurate data for efficient eligibility determinations.

2.3.2: Financial Institution Verification

1. Capacity for Electronic Submission and Receipt

CITIZ3N's **VERIFY** platform was created to meet the exact electronic submission and receipt requirements outlined in this section. The platform supports real-time, **web-based electronic transmissions** of asset verification requests to FIs, and can handle a variety of financial asset types, including:



[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted text block]

2. Verification Requests to Other Financial Institutions and Agencies:

[Redacted text block]



3. Option for Specifying Financial Institutions and State Agencies:

[Redacted text block]



4. Cross-State Matching of Assets:

[Redacted text block]



5. Analysis of Financial Data to Determine Eligibility Thresholds and Asset Transfers:

The **VERIFY** platform is equipped to analyze data received from FIs to determine if the applicant or recipient has exceeded Medicaid eligibility thresholds. Our data analysis capabilities provide detailed insights into account balances, transaction histories, and potential asset transfers that may affect Medicaid eligibility.



6. Automated Flagging and Notifications:



7. Verification of Assets Held by Medicaid Applicants and Spouses:

The **VERIFY** platform is fully capable of verifying accounts held by the applicant and their spouse. This verification includes all accounts held in FIs, whether open or closed, for the month of the application as well as during the 60-month lookback period. The platform retrieves account details such as balance information, transaction history, and ownership information, providing a complete financial profile for the PRMP to use in eligibility determinations.



8. Specific Requirements for Applicants of Aged, Blind, and Disabled (ABD) Medicaid Coverage:

For applicants seeking Medicaid coverage under the Aged, Blind, and Disabled (ABD) program, the **VERIFY** platform provides detailed account verification capabilities to ensure PRMP can make informed eligibility decisions. Specifically, the system can:



- Verify the individual and spouse's accounts for the month of the application and the 60-month lookback period.
- Include accounts closed during the provided period and offer details on balances as of the first day of the month, average daily balances, and interest earned.
- Based on state-approved criteria, flag months where potential transfers of assets have been detected.

2.3.3 Property Verification

A. Real Property Verification

CITIZ3N's **VERIFY** platform integrates with [REDACTED] [REDACTED] to conduct thorough searches for real property



owned by Medicaid applicants or their spouses. The system uses multiple identifiers to conduct property searches, including:

[REDACTED]

[REDACTED]

[REDACTED]

B. Vehicle Verification:

The **VERIFY** platform extends its capabilities to verify ownership of various vehicular assets, including:



[REDACTED]

[REDACTED]

C. Other System Requirements:

1. System Access and Rights:

The **VERIFY** platform accommodates and implements system access and rights based on user roles and permissions. PRMP can designate user categories and assign different levels of access to the system, ensuring only authorized personnel can perform specific tasks or access certain data.



2. System Flexibility:

The system is designed to remain flexible and will accommodate any Department system changes without disrupting operations. As Medicaid eligibility rules evolve, CITIZ3N will work closely with the PRMP to update the system to ensure continued compliance with all regulations and standards.



3. Request Frequency:

PRMP staff can submit verification requests at any frequency, including batch processing or ad-hoc requests. The system allows the PRMP direct access to submit verification requests and receive responses as needed, providing flexibility to manage asset verifications in real time.



4. Summary Response:

The **VERIFY** platform attempts to limit summary responses to a single page for efficiency. These summary reports are available to PRMP through the AVS portal, in a format approved by PRMP. This ensures that all relevant financial and asset information is provided concisely, streamlining verification.



5. Request Process:

Our system is designed to ensure verification requests and results are instantly routed to the appropriate location or personnel, with workflows subject to PRMP’s approval, ensuring accuracy and efficiency in processing asset verification requests.



6. Documentary Evidence:

For auditing and compliance purposes, the **VERIFY** platform provides documentary evidence of each search conducted, including details of the financial institutions included in the query, even if no financial account or other assets were found.



D. Transition:

After the contract, CITIZ3N commits to a smooth and secure transition of services back to PRMP or to a successor vendor. Ninety days prior to the end of the contract, we will begin working with PRMP to develop a Data Transition Plan (DTP), ensuring all systems, data, and services are transferred without disruption.



2.3.4 Asset Verification System Process

Figure 8. A view of our effective and successful Medicaid eligibility verification process.

1. Individual Applies for Medicaid

When an individual applies for Medicaid, they are required to answer a series of questions related to their assets, including any bank accounts or other financial entities, as well as real property or vehicles in their possession. Applicants typically list the names of the financial institutions where they hold accounts, along with the current balance(s). As part of the application process, they sign a legal attestation stating that all information provided is accurate and complete.



Using CITIZ3N's **VERIFY** platform, in [REDACTED]

2 [REDACTED]



3. [Redacted]

[Redacted]



[Redacted]

4. [Redacted]

[Redacted]



5. [Redacted]

[Redacted]



Figure 9. [REDACTED]

3. Response to Statement of Work

3.1 System Functionalities and Capabilities

3.1 System Functionalities and Capabilities 1. Please detail your company's compliance with the AVS Requirements. Please clearly describe how each requirement is met. 2. Describe how identifying information such as name, date of birth, social security number, and current and previous address must be submitted to and returned from an AVS electronically. 3. Describe the security implementation of the proposed solution, to include user access authentication methodology. 4. Provide examples of previous engagements implementing bank account validation.

1. Compliance with AVS Requirements

Yes, CITIZ3N's **VERIFY** platform, and its data partners fully comply with all the AVS requirements outlined in the Puerto Rico Medicaid Program's RFP. Our system provides real-time, secure, and comprehensive asset verification services by electronically verifying accounts such as checking savings, IRAs, annuities, and other financial assets across a 60-month retroactive period. The platform is fully compliant with the **Health Insurance Portability and Accountability Act (HIPAA)** and adheres to stringent security standards, including **NIST 800-53** guidelines and **SAS 70** auditing standards.

How Each Requirement is Met:

[REDACTED]

2. Submission and Return of Identifying Information:

The **VERIFY** platform securely handles identifying information such as names, SSNs, DOBs, and current and previous addresses. [REDACTED]

3. Security Implementation:

[REDACTED]

4. Examples of Previous Engagements in Bank Account Validation:

[REDACTED]

3.2 Security

3.2 Security 1. Describe how the proposed solution will implement security to protect sensitive HIPAA and privacy data. 2. The vendor must comply with CMS security regulations, for example MARS-E, ARC-AMPE etc. 3. Must support PRMP Security Assessment Requests. It may include Penetration Tests and also make available any system documentation required in support of any security assessment.

1. Protection of HIPAA and Privacy Data

CITIZ3N and its data partners ensure the **VERIFY** platform adheres to all HIPAA and privacy data protection standards.

[REDACTED]

Our system also maintains detailed audit trails that log every access, query, and data transmission, enabling PRMP to monitor and maintain full compliance with federal and state regulations.

2. Compliance with CMS Security Regulations:

[REDACTED]

3. Support for PRMP Security Assessment Requests:

CITIZ3N supports all PRMP security assessment requests, including participation in regular penetration testing and security assessments as required by CMS. Our platform is fully secure, and documentation needed for security evaluations is readily available.

3.3 Identifying Information

3.3 Identifying Information 1. Describe the proposed methodology to request information concerning both open and closed accounts including balances and date of closure on accounts closed with the five-year (sixty-month) lookback period. 2. Describe the proposed methodology to determine if the identifying information appears or appeared on any account as single or joint owner during the five-year (sixty month) lookback period. 3. Describe the proposed methodology to match individuals to accounts. 4. Describe the proposed methodology to include at a minimum checking, savings, investment accounts, individual retirement accounts, treasury notes, certificates of deposit, annuities and any other assets that may be held or managed by a FI. 5. Describe the proposed method to allow for verification requests to be sent to FIs other than those identified by the applicant or recipient. 6. Describe the proposed methodology to provide for matching of assets to include FIs located outside of Puerto Rico. 7. Describe the maximum timeframe for matching of assets to include FIs located outside of Puerto Rico for the proposed solution.

1. Methodology for Requesting Account Information:

CITIZ3N's **VERIFY** platform allows for the verification of open and closed accounts, including balances and dates of account opening and closure across a 60-month lookback period. Our methodology ensures the PRMP receives comprehensive financial data, including details on disclosed and undisclosed assets, from a vast range of financial institutions.

2. Methodology for Identifying Single or Joint Ownership:

[REDACTED]

3. Methodology to Match Individuals to Accounts:

[REDACTED]

4. Coverage of All Asset Types:

[REDACTED]

[REDACTED]



5. Verification Requests to Other FIs:

[Redacted]

6. Cross-State Matching of Assets:

[Redacted]

7. Timeframe for Matching Assets:

[Redacted]

[Redacted]

[Redacted]

3.4 Network, Methodology, and Reporting:

3.4 Network, methodology and reporting 1. Describe the established network of FI who will participate in the AVS. 2. Describe the current arrangements or plan for arrangements with the FIs. 3. Describe the proposed methodology to establish a system for recruiting FIs. 4. Describe the proposed methodology to maintain FIs in the network. 5. Describe the proposed methodology to make FI verifications available for inspection, and how to modify a request that has already been submitted for corrections, such as SSN.

6. Describe any AVS reporting capabilities available to the state. 7. Describe the proposed methodology to make available FI verifications to the state after completion of contract. 8. Describe the proposed methodology to allow for verification requests to be sent to disclosed FIs. 9. Describe the proposed methodology to allow for verification requests to be sent to undisclosed FIs as determined by the state.

1. Established Network of Financial Institutions (FIs):

[REDACTED]

[REDACTED] Our network covers a wide range of FIs, ensuring disclosed and undisclosed accounts are verified across state lines as required.

2. Current Arrangements or Plan for Arrangements with FIs:

[REDACTED]

3. Proposed Methodology to Establish a System for Recruiting FIs:

[REDACTED]

4. Proposed Methodology to Maintain FIs in the Network:

[REDACTED]

5. Proposed Methodology for FI Verifications and Modifications:

[REDACTED]

6. AVS Reporting Capabilities:

[Redacted text block]

Table 1. Leverage Our Powerful Reporting Capabilities

Report Type	Description
[Redacted]	[Redacted]

Figure 10. Highlights of our extensive reporting capabilities.

[Redacted]

7. Methodology to Make FI Verifications Available After Completion of the Contract:

[Redacted]

8. Verification Requests for Disclosed FIs:

[Redacted]

[Redacted]

[Redacted]

9. Verification Requests for Undisclosed FIs as Determined by the State:

[REDACTED]

[REDACTED]

[REDACTED]

3.5 Users:

3.5 Users 1. Describe the maximum number of concurrent user sessions for the proposed solution. 2. Describe any performance degradation that may result from additional concurrent user sessions for the proposed solution. 3. Please describe available help services for eligibility workers and IT program staff. 4. Please describe available customer service options (including for any FCRA-related inquiries) for applicants and beneficiaries with regard to asset verification. 5. Please detail available training options and reference materials for system users. Please provide a recommendation for a training program for initial implementation of the AVS and further on an ongoing basis.

1. Concurrent User Sessions:

[REDACTED]

2. Performance Degradation:

[REDACTED]

3. Help Services for Eligibility Workers and IT Program Staff:

[REDACTED]

4. Customer Service Options for Applicants and Beneficiaries:

CITIZ3N provides a dedicated, bilingual call center to ensure applicants and beneficiaries receive prompt, accessible support with all asset verification inquiries.

Our experienced agents assist seamlessly, connecting individuals directly with the PRMP or our FCRA-related data partner when needed, eliminating barriers, and ensuring efficient, responsive assistance.

5. Training Options and Reference Materials:

We offer an extensive training program encompassing:

[REDACTED]

Training Recommendations:

[REDACTED]

3.6 Maintenance

3.6 Maintenance 1. Describe the on-going maintenance strategy for the AVS solution. 2. Describe the maintenance strategy to ensure non-intrusive maintenance.

1. Ongoing Maintenance Strategy for the AVS Solution

CITIZ3N works tirelessly to ensure our AVS remains fully operational, secure, and updated throughout its lifecycle. Our maintenance strategy is designed to provide continual updates and enhancements, including any upgrades requested by other clients, which we will do for PRMP for no charge. This approach yields non-disruptive service and ensure all components of the system are functioning optimally. The strategy includes:

[REDACTED]

- The system undergoes regular audits and security reviews to comply with federal (HIPAA, MARS-E 2.0, MARS-E 2.2, and NIST 800-53) and Puerto Rico-specific regulations.

2. Maintenance Strategy to Ensure Non-Intrusive Service

[REDACTED]

[REDACTED]

3.7 Training

3.7 Training 1. Describe how the proposed training provides training and customer support to both state and FI staff. 2. Describe the proposed training approach and methodology. 3. Describe the proposed training plan. 4. Describe the role and experience of the proposed Key Trainers. 5. Describe the training on any necessary tools and methodologies used and provide a sample curriculum and user guide. 6. Provide sample training materials. Asset Verification System (AVS) Request for Proposal (RFP) 18 7. Provide a sample of training survey.

1. Training for State and Financial Institution Staff

Our comprehensive training program is designed to provide clear and in-depth instruction for state staff and FI personnel. Training covers the full range of system functionalities, including accessing, navigating, and utilizing the **VERIFY** platform. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. Training Approach and Methodology

[REDACTED]

[REDACTED]

3. Training Plan

[REDACTED]

4. Key Trainers

Our key trainers are experienced professionals with deep knowledge of AVS operations and Medicaid eligibility workflows. Each trainer has undergone rigorous certification in the use of our AVS solution, including system navigation, troubleshooting, and compliance requirements. Trainers are selected based on their ability to communicate complex technical information clearly and are proficient in English and Spanish to accommodate bilingual training needs.

5. Training Tools and Methodology

[REDACTED]

6. Sample Curriculum and User Guide

[REDACTED]

7. Training Survey

We conduct post-training surveys (Attachment 1g) to gather feedback from participants. The survey covers:

[REDACTED]

This feedback allows us to continuously improve our training offerings and ensure that all users are equipped to maximize the benefits of AVS. **The survey is available in multiple languages** to accommodate all participants and can be **easily accessed on a computer or mobile smartphone**, making it convenient for users to provide feedback at their convenience.

3.8 Network Security and Operations

1. Describe the vendor hosted solution facility physical security features, including intrusion prevention/detection. 2. Describe the Vendor hosted solution facility's data and network security features including intrusion prevention/detection. 3. Describe the vendor hosted solution facility's backup power capabilities, including the timeframe for restoration of normal AVS processing. 4. Describe the Vendor hosted solution's disaster recovery/ continuity of Operations capabilities, including the timeframe for restoration of normal AVS processing. 5. Describe the Vendor hosted solution's facility's redundant communications capabilities, including timeframe for restoration of normal AVS processing. 6. Describe the notification process, including maximum timeframe, to be used in case of an event.

1. Physical Security Features of the Vendor-Hosted Facility

CITIZ3N's AVS solution is hosted in a **highly secure data center** that meets industry standards for physical security. The facility includes:

[REDACTED]

These measures ensure only authorized personnel access the data center, reducing the risk of physical threats to the AVS system's infrastructure.

2. Data and Network Security Features, Including Intrusion Prevention/Detection

CITIZ3N's data and network security are designed to protect sensitive information while maintaining system performance. Key features include:

[REDACTED]

[Redacted]

[Redacted]

3. Backup Power Capabilities and Timeframe for Restoration

CITIZ3N's data center is equipped with multiple layers of backup power, ensuring continuous operation during power outages. These include:

[Redacted]

[Redacted]

4. Disaster Recovery and Continuity of Operations Capabilities

[Redacted]

[Redacted]

[Redacted]

5 [Redacted]

[Redacted]

[Redacted]

[Redacted]

6. Notification Process in the Event of an Incident

[REDACTED]

3.9 Management Plan

1. Include a chart showing how the project will be organized, including all tasks and deliverables and the overall leadership, business management, task or team leader and staff for each part. 2. Include a timeline or schedule of task and subtask starts, endings and milestones. 3. Include a brief overview of how the project will be managed.

1. Project Organization and Leadership

The project organization for CITIZ3N's implementation of the AVS will follow a structured approach based on Project Management Body of Knowledge (PMBOK) principles ensuring clarity in roles and efficient task execution. For additional details of our proposed PRMP Management Plan and Project Plan, please refer to Attachment 2 and Attachment 3.

Also, a comprehensive **Work Breakdown Structure (WBS)** will also be created to divide the project into manageable sections. Each task and deliverable is assigned a designated **Team Lead** or **Subject Matter Expert (SME)** responsible for its completion. The key areas of focus are as follows:

[REDACTED]

- **Technical Team Leads:** Dedicated teams will handle technical components, including data security, interface integration, and system maintenance.
- **Training and Customer Support Leads:** Responsible for ensuring users and FI staff are trained and have access to customer support.

2. Timeline and Schedule

CITIZ3N will develop a detailed PRMP project schedule using **Microsoft Project** equivalent t The schedule will include:

- **Task and Subtask Start/End Dates:** Each task in the Work Breakdown Structure (WBS) will have clear start and end dates.
- **Milestones:** Major project milestones such as system configuration, training, and go-live will be highlighted.
- **Dependencies:** Dependencies between tasks will be identified to ensure the project stays on track. For example, system configuration must be completed before user training begins.

A **Gantt Chart** will visually represent the project timeline and track progress. The project schedule will be delivered within the first 30 days after contract award and regularly updated to reflect any changes.

3. Overview of Project Management Approach

The CITIZ3N management approach emphasizes clear communication, detailed tracking, and proactive issue resolution. We follow **Agile** project management principles to ensure flexibility in response to changing requirements. Regular **stand-up meetings**, **project status updates**, and **risk assessments** will be conducted to keep the project on course.

Table 2. Our PRMP Management Plan’s Key Features

Initiative	Description
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

Our experienced team monitors and manages each project phase, emphasizing meeting deadlines and staying within budget.

3.10 Post-Implementation Support: Provide details on vendor SLA technical support that will be provided post go-live including but not limited to response and resolution time for issue severity and Points of Contact (POCs).

CITIZ3N is committed to providing comprehensive post-implementation support, ensuring continued success and operation of the AVS post go-live. Our support framework is built around robust Service-Level Agreements (SLA) that clearly define response and resolution times based on the severity of issues, with dedicated Points of Contact (POCs) to address the PRMP’s needs.

1. Service-Level Agreement (SLA)

CITIZ3N’s post-implementation support is structured around clear service-level agreements (SLAs) and is committed to honoring all SLAs as outlined in Attachment F of this RFP. CITIZ3N seeks to set an industry standard with our product and service, and often includes tiered response and resolution times based on the severity of issues to ensure accurate prioritization when handling critical system problems.

At any time, CITIZ3N will work with PRMP to tailor service-level agreements to best fit your needs. This could include collaborating on SLAs that evaluate effectiveness, like those in Attachment 6, Section 12 of the Operations Plan, incorporating system availability, request submission, response, and import time(s), and batch processing. Our proposed response and resolution times are the same agreements we honor with other AVS clients.

[Redacted]

[Redacted]

2. Points of Contact (POCs)

To ensure the PRMP has direct access to the right support resources, CITIZ3N assigns dedicated POCs for post go-live support detailed as follows:

[Redacted]

3. Ongoing System Monitoring and Maintenance

[REDACTED]

[REDACTED]

4. Continuous Improvement and Support

CITIZ3N is committed to supporting the PRMP’s evolving needs through regular system upgrades that enhance performance and incorporate feedback-driven features, annual system reviews to assess and improve functionality, and refresher training sessions to keep PRMP staff updated on new features. Our team remains flexible and responsive, ready to accommodate requests for modifications, enhancements, or additional support throughout the contract.

3.11 Project Deliverables Project deliverables are a comprehensive guide for managing the Asset Verification System, ensuring smooth functioning and alignment with the organization objectives.

A. Implementation Plan and Timeline: Vendors must detail an implementation plan that aligns with the milestone’s dates. A graphic version of the plan may be included as an attachment. The Implementation Plan and Timeline should be based upon initial approval of this deliverable by PRMP. At minimum, the Implementation Plan and Timeline should be delivered within the first 30 days of the contract. Please provide those tasks that are on the critical path and provide the tasks that will require assistance from PRMP resources. Asset Verification System (AVS) Request for Proposal (RFP) 19 The Implementation Plan and Timeline should be provided as an attachment to the vendor’s proposal and tabbed as such in the submission. At a minimum, the vendor’s proposed Initial Project Schedule should include the following: a) Detailed tasks and timelines, outlining the major tasks planned by the vendor. b) The Work Breakdown Structure (WBS). c) The project schedule for all project deliverables and milestones. d) Identification of resources assigned as the responsible entity for each deliverable within the WBS to the level at which control will be exercised. e) Dependencies to task should be identified.

B. Updated Implementation Plans and Timelines: The Contractor must submit an updated implementation plan and timeline each month. Submitted with each Implementation Plan and Timeline should be a document that details the changes made to the Implementation Plan and Timeline since the prior submitted version. This Implementation Plan and Timeline should show all task details with responsibilities, timelines, durations, milestone dates, deliverable dates, and vendor personnel hours by deliverables for each phase, personnel hours

necessary by phase and deliverable, and all critical dependencies for the project's milestones and deliverables.

C. Operations Phase Plan: Vendors must submit an Operations Phase Plan that includes: 1. Outline the deployment process, installation, configuration, and integration with existing system. 2. Detail the allocation of personnel, equipment and budget required for operations. 3. Identify potential risks and mitigation strategies to minimize disruptions to operations. 4. Describe how the system will be monitored for performance, reliability, and security. 5. Describe the procedures for regular maintenance and updates. 6. Provide plan for training users on system operation and troubleshooting. 7. Include ongoing support mechanisms. 8. Outline procedures for data storage, backup, and protection to ensure compliance with federal and state regulations and safeguard against unauthorized access. 9. Include a communication plan, establish the communication channels and protocols for internal and external stakeholders. Include escalation procedures for addressing issues and concerns. 10. Detail procedures for ensuring the accuracy, reliability, and integrity of the data that is processed by the system. Asset Verification System (AVS) Request for Proposal (RFP) 20 11. Establish mechanisms for collecting feedback, analyzing performance data, and implementing improvements to enhance system functionality and effectiveness over time. 12. Include milestones, key performance indicators and metrics for evaluating effectiveness.

D. Turnover Phase Plan: The Turnover Plan must include the following: 1. Proposed approach to turnover 2. Tasks and subtasks for turnover 3. Schedule for turnover 4. Detailed chart illustrating the Vendor's total operation. 5. Transfer of PRMP documents. 6. Turnover Results Reports. The Vendor must provide the Turnover Plan within the specified date and time.

E. Reports: The AVS must meet the requirements of the Centers for Medicare and Medicaid Services (CMS) in the sending and receiving of inquiries and verifications. Monthly documentary reports would provide, but not limited to, the following: 1. Weekly summary of requests, responses and amounts (disclosed and undisclosed). Identified by institution and by applicant. 2. Monthly summary of data collected for each applicant from all respondents. 3. Response rate analysis by institution. 4. Report of period of ineligibility based on asset verification results. 5. Ad hoc reports as requested by PRMP. The format of the reports will be discussed with the winning Vendor.

A. Implementation Plan and Timeline

CITIZ3N will provide a comprehensive Implementation Plan and Timeline to ensure smooth deployment of the AVS. The plan outlines all key activities, timelines, and responsible parties to ensure alignment with PRMP's objectives. The plan includes:

- **Detailed tasks and timelines:** All major tasks such as system setup, configuration, testing, training, and go-live are clearly identified.
- **WBS:** This divides the project into manageable components, with each task clearly assigned to specific teams or individuals.
- **Project schedule:** A complete schedule is provided, with timelines for each deliverable and major milestone, ensuring the project stays on track.
- **Identification of resources:** Needed resources from CITIZ3N and PRMP are identified and assigned to specific tasks within the WBS, with clear responsibilities outlined at each project phase to ensure accountability.

- **Critical path and dependencies:** Tasks on a critical path are highlighted to ensure project risks are managed effectively. Dependencies between tasks are clearly defined and assigned.

This initial Implementation Plan and Timeline will be delivered within 30 days of the contract award, allowing the PRMP to review and approve the final plan before full execution begins.

B. Updated Implementation Plans and Timelines

CITIZ3N will submit an updated Implementation Plan and Timeline each month, ensuring the PRMP is up to date on the progress of the AVS implementation. Each update includes:

- Documenting changes to the original plan, including timeline adjustments, new risks, task reassignments, and updated personnel hours by deliverable and phase.
- Task detail updates, including timelines, durations, deliverables, and resource allocation based on project needs.
- Dependencies and risk assessments: Any new task dependencies or changes in critical milestones will be documented and communicated to the PRMP for approval.

These updates ensure transparency, accountability, and that the project stays on track while meeting the PRMP’s operational goals.

C. Operations Phase Plan

CITIZ3N will deliver a comprehensive Operations Phase Plan detailing the ongoing operation of the AVS. This plan includes:

Table 3. Our Operations Phase Plan Components

Key Role	Description
[REDACTED]	[REDACTED]

Key Role	Description
[REDACTED]	[REDACTED]

D. Turnover Phase Plan

At go live and within the specified date and time provided by the PRMP, CITIZ3N will prepare a turnover plan encompassing the features in Table 5.

Table 4. Turnover Phase Plan Components

Component	Description
[REDACTED]	[REDACTED]

E. Reports

CITIZ3N will provide monthly and ad-hoc reports to meet CMS and PRMP requirements. These reports will include:

[REDACTED]

[REDACTED]

3.12 Vendor's Minimum Qualifications and Experience

Vendors shall provide information regarding the firm/organization so PRDoH can evaluate the vendor's ability to provide the services requested herein. At its discretion, PRDoH may require vendors to provide additional information and clarify information. To be considered for award, a vendor must provide evidence of their experience, including: 1. Description of the firm/organization and/or personnel assembled to complete the project. 2. List of the advisors that will be part of the services. Asset Verification System (AVS) Request for Proposal (RFP) 21 3. Submit at least two (2) project descriptions where similar services were rendered and included: a) Provide samples of graphs, charts and other visuals. 4. Demonstrate experience working with tight timelines. 5. Provide evidence of compliance with all requirements by law to operate in Puerto Rico and contract with Puerto Rico Government. a) Before the contract, the winning vendor must be registered with the "Registro Único de Proveedores de Servicios Profesionales" (RUP) from the Puerto Rico General Services Administration (ASG) and with the Puerto Rico Treasury Department (Hacienda) for the collection of sales and use tax (IVU) as a provider (if applicable) in the Unified Internal Revenue System (Sistema Unificado de Rentas Internas, SURI). The PRMP shall not award a contract, unless the vendor provides proof of such registration or provides documentation from the Puerto Rico Treasury Department that the vendor is exempt from this registration requirement in the SURI system.

The foregoing is a mandatory requirement of an award of a contract pursuant to this solicitation. For more information, please refer to the PR Treasury Department's web site <http://www.hacienda.pr.gov>. b) Certificate of good standing of the Department of State of Puerto Rico. 6. Show compliance with other relevant Commonwealth and federal regulations.

1. Description of the Firm/Organization and Personnel Assembled to Complete the Project

CITIZ3N Government Solutions, a division of Softheon, has extensive experience providing secure and scalable AVS for state Medicaid programs. [REDACTED] where we have successfully supported eligibility verification processes while ensuring full compliance with federal and state regulations.

CITIZ3N's team for the PRMP includes a carefully assembled group of experts, illustrated in Table 5.

Table 5. Our Committed Key Role Team Members

Key Role	Description
[REDACTED]	Responsible for overseeing the entire project lifecycle, ensuring timely delivery, coordination, and quality control.
[REDACTED]	Manages the technical implementation, system integration, and maintenance of the AVS solution.
[REDACTED]	Ensures that all data security, privacy, and compliance requirements (HIPAA, CMS) are strictly adhered to.
[REDACTED]	Ensures that PRMP staff are fully trained on the system, with ongoing support for all users and financial institution (FI) staff.
[REDACTED]	Acts as the main point of contact for PRMP and ensures alignment between CITIZ3N and PRMP's objectives.

2. List of Advisors for the Services

CITIZ3N is proud to partner with industry-leading advisors and consultants who will support the Puerto Rico AVS project, including:

[REDACTED]

3. Project Descriptions Where Similar Services Were Rendered

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

4. Experience Working with Tight Timelines

CITIZ3N has a proven track record of delivering complex AVS projects within tight timelines. In Indiana, our team implemented the AVS solution well within a 90-day window, meeting all critical milestones and ensuring the system was fully operational by the go-live date.

[Redacted]

5. Compliance with Puerto Rico's Legal Requirements

a) Registro Único de Proveedores de Servicios Profesionales (RUP) and SURI Compliance

CITIZ3N is fully prepared to comply with all registration and tax requirements of the Puerto Rico General Services Administration (ASG) and the Puerto Rico Treasury Department (Hacienda). We will ensure that our company is registered with the RUP and Hacienda for the collection of sales and use tax (IVU) as required by the Sistema Unificado de Rentas Internas (SURI).

Documentation proving our compliance with these regulations will be submitted prior to contract award. We will also work closely with the PRMP to ensure all legal and tax obligations are met.

b) Certificate of Good Standing

CITIZ3N has attached a Certificate of Good Standing (Attachment 4) from the Department of State of Puerto Rico, verifying our legal status to operate and contract with the Puerto Rico government.

6. Compliance with Other Commonwealth and Federal Regulations

CITIZ3N is committed to ensuring compliance with all relevant federal and Commonwealth regulations, including:

- **HIPAA:** Protecting the privacy and security of all health-related information processed by the AVS.
- **CMS Guidelines:** Adhering to all CMS regulations related to Medicaid asset verification and eligibility determinations.
- **PRMP Requirements:** Full compliance with the local Medicaid regulations and any additional PRMP-specific policies.

CITIZ3N has extensive experience working with tight federal and state guidelines, ensuring all operational, technical, and legal standards are met.

3.13 Qualifications and Experience of Key Personnel

Vendors shall submit resumes for proposed Key Personnel to demonstrate evidence of relevant qualifications and experience necessary according to the scope of this RFP. Some personnel should be fully bilingual so they can communicate effectively and without delay.

Table 6. An Overview of Our Key Personnel

Personnel Name	Title	Role/Responsibility
[REDACTED]	[REDACTED]	[REDACTED]

***Indicated Spanish and English-Speaking**

PRMP will additionally be supported by a significant number of other CITIZ3N resources to ensure program success.

Resumes



3.13.1 Staff Qualifications

The Contractor shall warrant that all persons assigned shall be employees of the Contractor (or specified Subcontractor) and shall be fully qualified to perform the work required. The Contractor shall include a similar provision in any contract with any Subcontractor selected to perform work under this contract. Failure of the Contractor to provide qualified staffing at the level required by the contract specifications may result in termination of this contract or damages.

CITIZ3N is committed to assigning highly qualified personnel to ensure the success of the contract. We warrant that all individuals assigned to this project, including employees of CITIZ3N and any subcontractors, possess the qualifications and experience required to perform the work as outlined in the RFP. This includes:

[REDACTED]

Should there be any deficiencies in performance, corrective actions will be implemented immediately to ensure continued compliance.

Failure to provide qualified staffing at the level required by PRMP's contract specifications is not an option for CITIZ3N. We are committed to maintaining a team of highly skilled professionals throughout the contract's lifecycle to ensure the project's success and avoid any risk of contract termination or penalties.

3.13.2 Subcontractors

The Contractor shall be the primary vendor for the contract. PRDoH will not subcontract any work under the contract to any other firm and will not deal with any subcontractors. The Contractor is solely responsible for all actions and work performed by its Asset Verification System (AVS) Request for Proposal (RFP) 22 subcontractors. All terms, conditions, and requirements of the contract shall apply without qualification to any services performed or goods provided by any subcontractor.

CITIZ3N acknowledges the requirement that PRDoH will not subcontract any work under this contract and that CITIZ3N, as the primary vendor, will be solely responsible for all actions and performance by any subcontractors involved.

We maintain full accountability for the services provided by our partners, [REDACTED] who assist in data aggregation and real property verification. These subcontractors operate under the strict direction and oversight of CITIZ3N, ensuring their adherence to all contract terms, conditions, and requirements. We guarantee that:

- All services provided by subcontractors meet the same high standards outlined in this RFP.
- Any contractual obligations and service-level expectations will be enforced and monitored by CITIZ3N.
- CITIZ3N retains full responsibility for the quality, timeliness, and compliance of any subcontracted work.

3.13.3 Ownership

PRDoH shall own all data, forms, procedures, and work products developed or accumulated by the Vendor under this contract. The Vendor may not release any materials without the written approval of PRDoH.

CITIZ3N fully complies with the requirement that PRDoH will retain ownership of all data, forms, procedures, and work products developed or accumulated under this contract. We acknowledge that:

- All materials created or managed under this contract are the exclusive property of PRDoH.
- CITIZ3N will not release any documents or proprietary information without prior written approval from PRDoH.
- Strict data security protocols will be implemented to safeguard all owned materials, ensuring the integrity and confidentiality of PRDoH's assets throughout the contract.

3.13.4 Proof of Insurance Upon request, the Vendor shall present an affidavit of Worker's Compensation, Public Liability, and Property Damage Insurance to the Division of Purchases.

CITIZ3N will provide proof of insurance, including:

- **Worker's Compensation:** Ensuring coverage for all CITIZ3N employees engaged in the project.
- **Public Liability Insurance:** Protecting against third-party claims related to bodily injury or property damage.
- **Property Damage Insurance:** Covering any risks related to the work performed under this contract.

Upon request, CITIZ3N will submit affidavits of all relevant insurance policies to the Division of Purchases, demonstrating compliance with insurance requirements and maintaining the necessary coverage levels for the duration of the contract.

3.13.5 Conflict of Interest

The Vendor shall not knowingly employ, during the period of this contract or any extensions to it, any professional personnel who are also in the employ of the Commonwealth and providing services involving this contract or services similar in nature to the scope of this contract to the Commonwealth. Furthermore, the Vendor shall not knowingly employ, during the period of this contract or any extensions to it, any Commonwealth employee who has participated in the making of this contract until at least two years after his/her termination of employment with the State.

CITIZ3N is committed to avoiding any conflicts of interest during the contract period. We certify that:

- We will not employ any personnel currently working for the Commonwealth of Puerto Rico or engaged in similar contracts with the Commonwealth.
- CITIZ3N will not knowingly employ any Commonwealth employees who have participated in the making of this contract until a minimum of two years after their termination of employment with the Commonwealth.

This ensures the integrity and impartiality of the services provided by CITIZ3N under the AVS contract.

3.13.6 Right of Inspection

If any auditing agency prior-approved by PRMP, or their authorized representative shall, at all reasonable times, have the right to enter onto the Vendor premises, or such other places where duties under this contract are being performed, to inspect, monitor, or otherwise evaluate (including periodic systems testing) the work being performed. All inspections and evaluations shall be performed in such a manner as to not unduly delay work. Refusal by the Vendor to allow access to all documents, papers, letters, or other materials, shall constitute a breach of contract.

CITIZ3N fully supports PRDoH's right to inspect, monitor, or evaluate the work being performed under this contract. Our facilities and project documentation will be made available for inspection by PRDoH or any auditing agency approved by PRDoH, including but not limited to:

- Periodic systems testing to ensure the functionality and security of the AVS system.
- Audits of all processes, documentation, and data handling procedures to verify compliance with contract terms.

We will ensure that these inspections and evaluations do not unduly delay work, and we will provide full cooperation to PRDoH auditors and their representatives.

3.13.7 Licenses, Patents and Royalties

PRMP does not tolerate the possession or use of unlicensed copies of proprietary software. The vendor shall be responsible for any penalties or fines imposed as a result of unlicensed or otherwise defectively titled software. If the Vendor uses any design, device or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work. Asset Verification System (AVS) Request for Proposal (RFP) 23

CITIZ3N adheres to strict software licensing policies and acknowledges that the PRMP does not tolerate the use of unlicensed copies of proprietary software. We commit to:

- Using fully licensed software and materials throughout the project.
- Bearing full responsibility for any penalties or fines that may result from the use of unlicensed or improperly titled software.
- Including any royalties or costs arising from the use of patented designs, devices, or materials within the proposed pricing structure.

This ensures that PRDoH is fully protected from legal and financial liabilities related to intellectual property.

3.13.8 Award according to PRMP best value The Buena Pro will be awarded in favor of the proposal that represents the best value for PRDoH and the government of Puerto Rico. Cost, although it is a core factor, is not decisive to award the good pro in favor of a participant.

CITIZ3N acknowledges that the contract will be awarded based on best value rather than cost alone. We understand that:

- PRDoH will evaluate proposals on a range of factors, including the overall quality of services, compliance with RFP requirements, and past performance.
- While cost is a core consideration, the decision will ultimately be made in favor of the proposal that represents the best value for PRDoH and the government of Puerto Rico.

CITIZ3N's proposal emphasizes a balanced approach, offering cost-effective solutions while ensuring the highest standards of service, data security, and compliance with federal and Commonwealth regulations. We are confident that our experience, expertise, and proven track record in Medicaid AVS solutions position us as a valuable partner for PRDoH.

3.13.9 Reference Checks

Please see sections eight (8) and nine (9), and Attachments B and C of this proposal for more information.

CITIZ3N is happy to share references that demonstrate our ability to successfully implement and manage AVS for Medicaid programs. We understand that PRDoH requires thorough reference checks, and have provided references who can speak to our capabilities, including our:

- Project delivery success
- Ability to meet tight deadlines
- System performance
- Compliance with CMS, HIPAA, and other regulatory requirements

[REDACTED]

Attachments B and C:

As referenced in sections 8 and 9 of the RFP, we will complete and submit Attachment B (Vendor References) and Attachment C (Subcontractor Reference Forms), ensuring that all required details are provided, including:

- Client name and contact information
- Project description and scope of services
- Contract duration and outcomes

These references will give PRDoH a clear understanding of our performance, reliability, and ability to deliver high-quality AVS solutions.

VI. Cost/Budget

CITIZ3N is committed to providing a cost-effective solution that aligns with PRMP's budgetary constraints while delivering a high-quality Asset Verification System (AVS). Our cost proposal is detailed in **Attachment A**, where we have provided a comprehensive breakdown of all estimated expenses, ensuring transparency and clarity in our pricing structure.

Estimated Expenses Breakdown

The table is almost entirely redacted with black bars. Only a few lines of text are visible, including a header row and several rows of data. The redaction covers the majority of the content, making the specific expense details illegible.

Justification for Costs:

[REDACTED]

VII. Attachment B – Vendor Reference Form

Please find our completed Attachment B - Vendor Reference Forms on the following pages.

Attachment B
2024-PRMP-MES-AVS-005

The vendor is NOT to change any of the pre-filled cells in the following tables.
The vendor may add additional reference tables as necessary.

Vendor Reference Form

Vendor Information	
Vendor Name: Softheon Inc.	Contact Name: [REDACTED]
	Contact Phone: [REDACTED]
Customer Information	
[REDACTED]	Contact Name: [REDACTED]
[REDACTED]	Contact Title: [REDACTED]
[REDACTED]	Contact Phone: [REDACTED]
[REDACTED]	Contact Email: [REDACTED]
Project Information	
[REDACTED]	[REDACTED]
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
Key Personnel	
[REDACTED]	[REDACTED]
Project Measurements:	
[REDACTED]	[REDACTED]

[REDACTED]				
[REDACTED]				
[REDACTED]		[REDACTED]		
[REDACTED]				
[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]				
[REDACTED]				
[REDACTED]				

[REDACTED]

[REDACTED]

[REDACTED]

Vendor Information

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Customer Information

[REDACTED]	[REDACTED]	[REDACTED]

Project Information

[REDACTED]	[REDACTED]
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

Key Personnel

[REDACTED]	[REDACTED]

Project Measurements:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]		[REDACTED]		
[REDACTED]				
[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]				
[REDACTED]				
[REDACTED]				

VIII. Attachment C – Subcontractor Reference Form

Please find our completed Attachment C - Subcontractor Reference Forms on the following pages.

Attachment C
2024-PRMP-MES-AVS-005

Subcontractor Reference Form

Subcontractor Information		
[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Customer Information		
[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Project Information		
[REDACTED]	[REDACTED]	
[REDACTED]		
Key Personnel		
[REDACTED]	[REDACTED]	
Project Measurements:		

[REDACTED]		[REDACTED]		
[REDACTED]				
[REDACTED]				
[REDACTED]		[REDACTED]		
[REDACTED]				
[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]				
[REDACTED]				

[REDACTED]

[REDACTED]

Subcontractor Information

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Customer Information

[REDACTED]	[REDACTED]	[REDACTED]

Project Information

[REDACTED]	[REDACTED]
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

Key Personnel

[REDACTED]	[REDACTED]

Project Measurements:

[REDACTED]	[REDACTED]
------------	------------

[REDACTED]				
[REDACTED]				
[REDACTED]		[REDACTED]		
[REDACTED]				
[REDACTED]				
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]				
[REDACTED]				
[REDACTED]				

IX. Attachment F - Outcomes Traceability Matrix

Please find our completed Attachment F – Outcomes Traceability Matrix on the following pages.

X. Supporting Attachments

Supporting Attachment 1a – Foundry Business Intelligence User Guide

FoundryBI User Guide

Published by [Hongqun Xia](#), [Sam Zurl](#) in [Softheon](#) • Jul 10, 2020 • 🌐 • 1648 Views • 21 min read
Modified on Mar 13, 2023

#Foundry

#Analytics

#Solution

#FoundryBI

#UserGuide

#Onboarding

FoundryBI

FoundryBI is a secure, Web-based portal through which users can access all of Softheon's reports and business intelligence tools. Designed with both technical and non-technical users in mind, FoundryBI makes information readily available in an intuitive, easy-to-use, yet robust environment.

The Home Page



[REDACTED]

1. [Redacted]

2. [Redacted]

3. [Redacted]

4. [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

View

[REDACTED]

[Redacted] the question builder bar to open up

these additional settings:

[REDACTED]

Arranging Cards

Each question in a dashboard is embedded into card, which you can move around or resize as you see fit. Simply click the edit icon that looks like a pencil in the top-right of the dashboard screen to do so.

- To move cards just click and drag.

- To resize a card just click and drag the handle at the bottom right corner of the card.

- To remove a card, click the X icon in the top right corner.

Archiving a Dashboard

In order to archive a dashboard, click the edit (Pencil) button at the top right of the dashboard, and then click the

Archive button. Doing this only archives the dashboard and not the queries contained in it.

Full-Screen Dashboards

If you need to display a dashboard in full-screen mode, you can click the Enter Fullscreen button at the top right of the dashboard.

Auto-Refresh

Since data is constantly changing, FoundryBI can auto-refresh dashboard queries based on a preset time interval. To do this, click on the button then choose from the available options. Options range from 1 minute up to 60 minutes.

[REDACTED]



Supporting Attachment 1b – Lighthouse Dashboard on Foundry

[Redacted]

[Redacted]  [Redacted]

#Lighthouse

[Redacted]

[Redacted]

[Redacted]

1. [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

2. [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]

3. [Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

4. [Redacted]

[Redacted]
[Redacted]
[Redacted]

5. [Redacted]

[Redacted text block]

6. [Redacted text block]

[Redacted text block]

7. [Redacted text block]

[Redacted text block]

8. [Redacted text block]

[Redacted text block]

9. [Redacted text block]

[REDACTED]

Supporting Attachment 1c – Lighthouse Incident Management

Lighthouse Incident Management Part 2:

[Redacted]

[Redacted]

#Lighthouse #Prioritization #FMEA #SixSigma #ProcessImprovement #Incident #RPN

[Redacted]

[Redacted]

The first is optional and is Severity and the second is required and is the priority. Severity can be one of four categories as outlined before. Priority is based on Failure Mode and Effects Analysis (FMEA) and will be discussed in detail in this document. This process allows both our clients and us to effectively manage competing priorities to ensure resources are focused on the right things.

Correctly assigning both *severity* and *FMEA* to the Lighthouse tickets results in faster resolution of all tickets.

Severity =

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]







[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Supporting Attachment 1d – Lighthouse – Softheon Support Platform

[Redacted]

[Redacted]  [Redacted]

#LighthouseSoftwareSupportPlatform #Newsletter

[Redacted]

1. [Redacted]

[Redacted]

2. [Redacted]

3. [Redacted]

4. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

○ [Redacted]

- [Redacted]

○ [Redacted]

- [Redacted]

○ [Redacted]

- [Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

[Redacted text block]

Enter your comment or update.

Click Save. The comments will be posted below the Discussion box.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

To Select the Type of Ticket, click on the Request Category drop down menu.



- Product Backlog - Defect: System issue that will require development and

[Redacted]

- [Redacted]

[Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- Production

- [REDACTED]

[REDACTED]

[REDACTED]

([REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

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[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]



Supporting Attachment 1e – Lighthouse – Softheon Support Platform for Testing

[Redacted]

[Redacted]  [Redacted]

#Lighthouse

[Redacted]

1. [Redacted]

2. [Redacted]

3. [Redacted]

[Redacted]

[Redacted]

• [Redacted]

- [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]

- [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]

- [Redacted]
 - [Redacted]
 - [Redacted]

- [Redacted]
 - [Redacted]
 - [Redacted]

[Redacted]

The following fields can be viewed on a ticket:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]

○ [REDACTED]

- [REDACTED]

○ [REDACTED]

- [REDACTED]

○ [REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

- [Redacted]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Click Rename to edit the the title of the query.

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED] ic

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

.....

[REDACTED]

[REDACTED]

[Redacted]

.....

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

1. What's wrong? (Provide a brief name for your issue)

Please do not submit any PHI/PII in this title.

Title here

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

- [Redacted]

- [Redacted]

[Redacted]

[Redacted]

- [Redacted]

[Redacted]

- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

You can also submit evidence (i.e. screenshots) of testing fail issue by adding files. You can either drag and drop your files or upload them.

Note: Attachment types of .zip, .CSV, .XML, .txt, .pdf, .xls, .xlsx, .doc, .docx, .png, .jpg, .jpeg, .gif, .svg are permissible.

[Redacted]



Supporting Attachment 1f – Softheon Wiki User Guide

[Redacted]

[Redacted]  [Redacted]
[Redacted]

[#PostingToWik](#) [#UploadingToWik](#) [#NewArticle](#) [#Softheon](#) [#Wiki](#) [#UserGuide](#)

[Redacted]

[Redacted]

[Redacted]
[Redacted]
[Redacted]

[Redacted]

[Redacted]
[Redacted]

[Redacted]
[Redacted]

[Redacted]
[Redacted]

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[Redacted]

[Redacted]

[Redacted]
[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

• [REDACTED]

- [REDACTED] this point.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted] from the file explorer.

[REDACTED]

[REDACTED]

[REDACTED]

Using Markdown Beta Editor

[REDACTED]

[REDACTED]

[REDACTED]

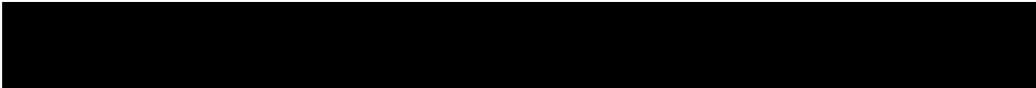
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

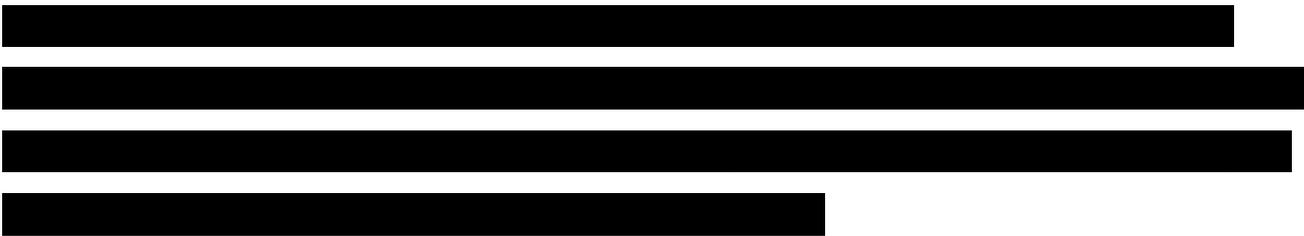


Inserting an Image

1. [Redacted]

[Redacted]

2. [Redacted]



By hovering over the search results, that collection's breadcrumbs list will appear.

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

[Redacted text]

Once moved, Wiki will redirect to the new destination collection.

[Redacted]



Supporting Attachment 1g – AVS Training Survey

[Redacted]

[Redacted]

1. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

2. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

3. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

4. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

5. [Redacted]

[Redacted]

[Redacted]

[Redacted]

6. [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Supporting Attachment 1h – AVS Metadata Dictionary/VERIFY User Guide

2024

SOFTHEON

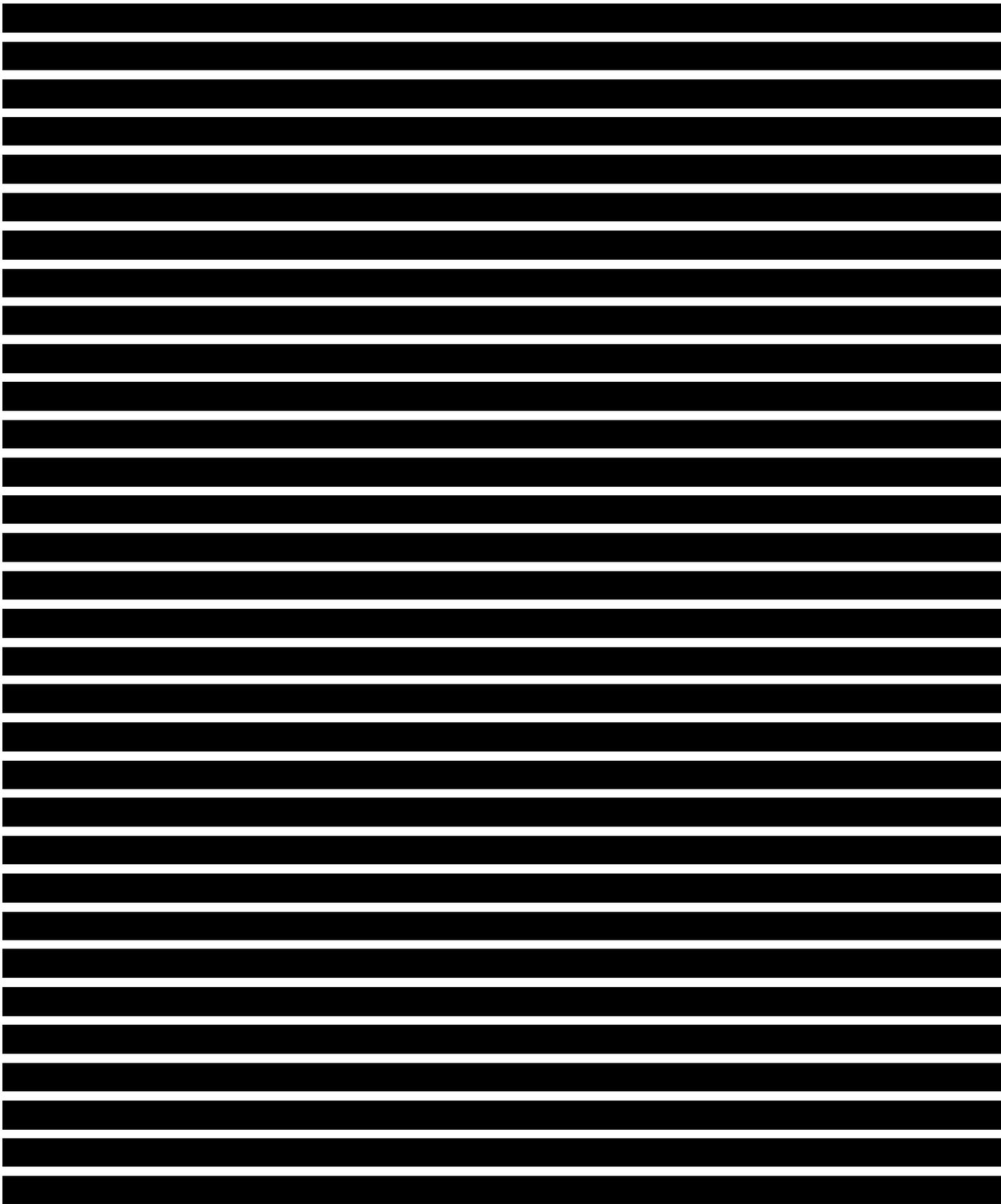
Powering What's Next in Healthcare

Softheon
Verify Solution
Metadata Dictionary

Version 20241024

Contents

[Redacted Table of Contents]



[Redacted text block]

3.4.1.11.3.3

[Redacted text block]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

2.1 Household Profile

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[Redacted]

[Redacted]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]

--	--	--	--	--

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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2.3 Asset Verification Profile

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2.4 Case Profile

2.5 Response

2.6 API Response Codes

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3.1 Callback Verification Response SOAP

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3.2 Liquid Asset Entity Response Metadata

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3.2.1.1 Accounts Table

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3.2.1.2

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3.3.1.1

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3.3.1.4 Financials Profile

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3.3.1.5 Registration Profile

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3.3.1.6 Person Detail Entity

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3.3.1.6.2.1 Addresses Table

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3.4 Real Property Entity Response Metadata

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3.4.1.1 Property Details Profile

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3.4.1.2 Property Address Profile

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3.4.1.3 Financials Profile

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3.4.1.5 Tax Profile

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3.4.1.7 Land Profile

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3.4.1.9 Metadata Profile

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3.4.1.10 Real Estate Building Entity

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3.4.1.10.3.1 Amenities Table

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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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3.4.1.11 Property Ownership Entity

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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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3.4.1.11.2.1 Deed Registry Table

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[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Redacted]
3.4.1.11.3.1 Info Profile

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			[Redacted]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

3.4.1.11.3.2 Address Profile

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

3.4.1.11.3.3 Employer Profile

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

■	■	■	■
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Supporting Attachment 2 – PRMP Management Plan

CITIZ3N'S Management Plan for the Puerto Rico Medicaid Program (PRMP)

[Redacted text block]

[Redacted text block]

① [Redacted text block]

② [Redacted text block]

[Redacted text block]

[Redacted text block]

Planning

3

[Redacted text block]

[Redacted text block]

[Redacted text block]

4

[Redacted text block]

[Redacted text block]

[Redacted text block]

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5

[Redacted]

[Redacted]	[Redacted]	[Redacted]

6

[Redacted]

[Redacted]

[Redacted]	[Redacted]	[Redacted]

7

[Redacted]

[Redacted]	[Redacted]	[Redacted]

8

[Redacted text block]

[Redacted]	[Redacted]
[Redacted]	[Redacted]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[REDACTED]

[REDACTED]

Supporting Attachment 3 – PRMP Project Plan

Supporting Attachment 4 – Certificate of Good Standing



CERTIFICATE OF GOOD STANDING

I, **Omar J. Marrero Díaz**, Secretary of State of the Government of Puerto Rico,

CERTIFY: That, pursuant to the provisions of Puerto Rico's General Law of Corporations, **CITIZ3N GOVERNMENT SOLUTIONS LLC**, register number **538976**, a **for profit foreign** Limited Liability Company, organized under the laws of **Delaware** and duly authorized to do business in Puerto Rico since **September 11, 2024**, is in good standing until **April 15, 2025**, date on which its first Annual Fee is due.



IN WITNESS WHEREOF, the undersigned by virtue of the authority vested by law, hereby issues this certificate and affixes the Great Seal of the Government of Puerto Rico, in the City of San Juan, Puerto Rico, today, **October 16, 2024**.

Omar J. Marrero Díaz
Secretary of State

To validate this certificate go to: <https://estado.pr.gov/>

This certificate is valid for one (1) year from issue date (Regulation 8688, Art. 26). However, it is subject to faithful compliance with the provisions of Chapter XV and Chapter XXI of Act 164-2009, as applicable.

Certificate Validation Number: **726354-13781221**

Supporting Attachment 5 – PRMP Implementation Plan

[REDACTED]	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Supporting Attachment 6 - Operations Plan

[REDACTED]

[SOP](#)

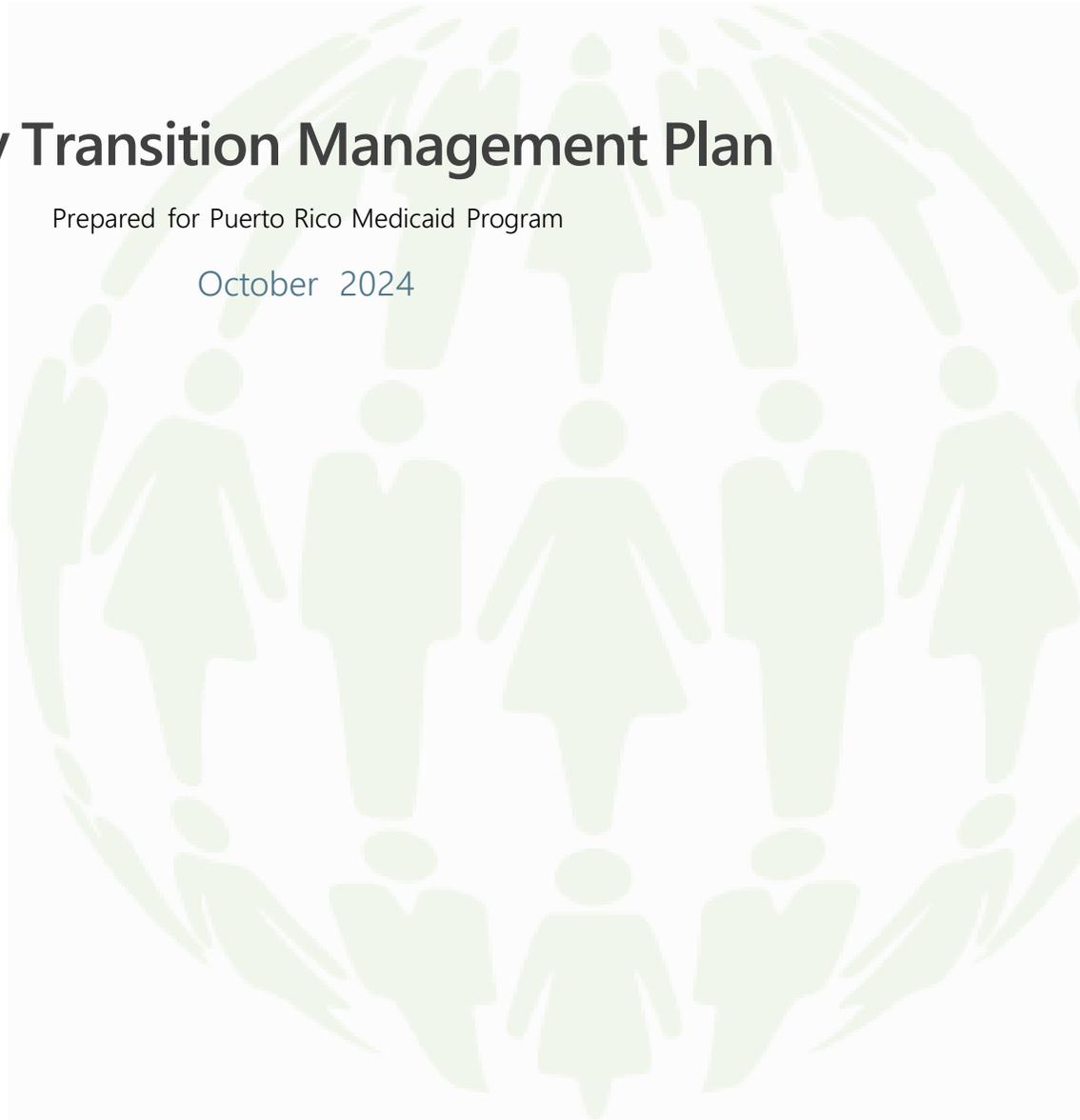
[Redacted]

Supporting Attachment 7 – AVS Transition Plan

Verify Transition Management Plan

Prepared for Puerto Rico Medicaid Program

October 2024





Confidentiality

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Scope	5
Transitional Management Team	5
Transitioning Process Tasks	6

[Redacted]

Our History

[Redacted]

Our Mission

[Redacted]

Role	Who
[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Task	Responsible Person	Due Date
[REDACTED]	[REDACTED]	[REDACTED]

Supporting Attachment 8 – Financial Institution Network Management Plan

Asset Verification Services Financial
Institution (FI) Network
Management Plan
for the
Puerto Rico Medicaid Program

Version 1.0



[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]



Contact Information:



CITIZ3N
GOVERNMENT SOLUTIONS
A SOFTHEON Brand