

## 11.9 ATTACHMENT 9 – FIRM REFERENCE FORM

### Instructions:

Provide two (2) Firm References from two different Projects cited in the **Attachment 8 - Firm Mandatory Qualifications Table**. Each Firm Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where the Contractor performed the experience.

The Firm references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission, including signature of the customer/client reference.

### References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the Contractor's performance.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Firm proposed for this effort, whether or not they are identified as references, to verify that the Firm has successfully performed their contractual obligations on other similar projects.

Table 1 - Firm Reference Form

FIRM REFERENCE FORM	
<b>Contractor Name:</b>	
<b>TABLE 1 – Reference’s Information</b> This information should match the information provided in <b>Attachment 8 – Firm Mandatory Qualifications</b> .	
Customer/Client Reference Name:	Holly Murphy
Customer/Client Reference Title	PMO Director
Agency, Department, Organization or Company where Staff member performed:	California Work Opportunity and Responsibility to Kids Information Network (CalWIN) Consortium
Project Title on which Staff member performed	CalWIN
Reference Phone Number:	O: (916) 282-3806   M: (916) 549-5696
Reference E-mail Address:	<a href="mailto:MurphyH@CalSAWS.org">MurphyH@CalSAWS.org</a>

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Firm Reference Form. Please provide your comments and the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking “yes” or “no” and providing an explanation if needed.
- Step 2:** Complete Table 3 and provide your performance ratings.
- Step 3:** At the bottom of the page, print your name, your company’s name, then sign and date.
- Step 4:** Return the completed, signed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed <b>Attachment 8 – Firm Mandatory Qualifications</b> ?	Did this Firm perform the services described in <b>Attachment 8 – Firm Mandatory Qualifications</b> , including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If “No” checked, explain here.)

**TABLE 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed Firm and overall performance rating.

**Performance and Ability Statements**

1. Describe the services provided:

Gainwell provided a full suite of services for the CalWIN system, including application maintenance and enhancement, infrastructure support (both on-premises and cloud-based), and operations services such as a help desk, interactive voice response (IVR), application telephonic signature, a client self-service portal — including a mobile application — and text messaging alerts.

Gainwell's CalWIN service highlights included:

- Supporting 30,000 users in more than 485 county sites
- Providing benefits for 3.5 million cases / 6.3 million Californians each month
- Processing 31 million online transactions daily with sub-second average response time
- Generating 3.7 million items of client correspondence per month in 14 languages
- Authorizing more than 24,900 electronic benefits transfer (EBT) cards per month
- Managing more than \$660 million in benefit payments monthly
- Processing 177,000 recipients applying for aid each month
- Scheduling more than 90,000 interviews per month, as required to maintain SNAP/TANF benefits
- Maintaining more than 1 billion total client eligibility database records

The scale of the CalWIN system was massive, requiring best-practice IT services and Gainwell technical resources disciplined to manage the 10,000 nightly batch programs, to perform security for the 30,000 users, and to maintain uptime reliability and performance across a complicated landscape of servers while implementing new business enhancements.

CalWIN's innovation included capability for mobile phone client engagement using responsive mobile design techniques. It integrated with our CalWIN Eligibility and Case Management system and, in conjunction with the MyBenefits CalWIN (MyBCW) client portal, provided self-service capabilities. These public-facing capabilities provided easy-to-navigate functionality that addressed the most frequent customer requests in an automated, 24x7 available solution. Other important CalWIN technology successes included:

- **Notice CalWIN.** Correspondence generator that produces notices of action and other forms required by county, state, and federal regulation, court actions, or other program requirements — in English and 13 other languages, operating in AWS using microservices and a PostgreSQL database
- **CalHEERS Interface.** Real-time communication between the California Health Benefits Exchange and the CalWIN system offers a “no wrong door” single application for

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healthcare, whether the individual meets Medicaid income levels or can receive other healthcare financial assistance through tax credits

- **CalWIN Business Intelligence.** Provided analysis and reporting capabilities for case, client, program, fiscal, and other information for data-driven decision making

2. Did the Contractor produce high quality deliverables? Please describe briefly.

Gainwell continually produced high quality contract and project deliverables, meeting all expectations.

3. Was the Contractor flexible and willing to work through issues during all stages of the Project?

Yes. Gainwell displayed flexibility when supporting mandated delivery dates and managing the various CalSAWS budgets. Gainwell consistently showed a willingness to work through CalSAWS conversion issues, regardless of the source.

4. Was communication between the Contractor and your organization's Staff open, timely, complete and effective? Please briefly summarize.

Yes. Communication was effective from the executive level to the project sponsor / segment leader level and to the team member level. Gainwell's staff consistently provided timely information and remained available whenever needed.

5. Were any Subcontractors used by this Contractor? If so, for what purpose/major tasks? How well did the Contractor manage its Subcontractors and did your organization ever have to mediate?

Yes, subcontractors were used. The contract began with a subcontractor that developed and implemented the Business Intelligence (BI) solution. Gainwell also used a subcontractor to support and enhance the ACCESS CalWIN and Contact CalWIN IVR systems. Gainwell managed the subcontractors well, and mediation was not necessary.

6. Was the Project a success?

Yes. We have contracted with Gainwell since the implementation of CalWIN. The longevity of this contract, lack of recurring issues, and active support of CalSAWS conversion efforts contributed significantly to the success of the project.

**TABLE 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed Firm and overall performance rating.

7. Would you rehire/recommend this Contractor? If not, why not?

Yes.

8. Optional Comments:

On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this Contractor's overall performance?

9

**By signing this form, the Reference is certifying that all information provided on this form is correct.**

Holly Murphy, PMO Director

CalSAWS Consortium

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Name of Reference (print)  
(print)

Name of Company Reference

7/25/24

*Holly Murphy*  
Signature of Reference

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Date

Table 1 - Firm Reference Form

FIRM REFERENCE FORM	
<b>Contractor Name:</b>	
<b>TABLE 1 – Reference's Information</b>	
This information should match the information provided in <b>Attachment 8 – Firm Mandatory Qualifications</b> .	
Customer/Client Reference Name:	Sarah Young
Customer/Client Reference Title	BMS Deputy Commissioner
Agency, Department, Organization or Company where Staff member performed:	State of West Virginia, Department of Human Services, Bureau for Medical Services (BMS)
Project Title on which Staff member performed	West Virginia Portals/West Virginia Molina-HealthPAS
Reference Phone Number:	304.558.1700
Reference E-mail Address:	<a href="mailto:Sarah.K.Young@wv.gov">Sarah.K.Young@wv.gov</a>

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Firm Reference Form. Please provide your comments and the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Table 3 and provide your performance ratings.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
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TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed <b>Attachment 8 – Firm Mandatory Qualifications</b> ?	Did this Firm perform the services described in <b>Attachment 8 – Firm Mandatory Qualifications</b> , including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

**TABLE 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed Firm and overall performance rating.

**Performance and Ability Statements**

1. Describe the services provided:

Gainwell upgraded the Medicaid Management Information System (MMIS) to expand capabilities, including support for Health Information Exchanges (HIEs), as well as expanded web portal services for providers and members. West Virginia has public-facing portals for members, providers, and Managed Care Organizations (MCOs), which are linked to an internal network hosted in AWS VPC. We enable members and providers to use a web portal to enter claims, verify eligibility, and check claim status. The West Virginia Medicaid Member Portal is accessible by more than 500K program members to verify eligibility and print current day Medicaid cards. The West Virginia Medicaid Provider Portal is accessible by more than 87K West Virginia Medicaid providers to submit claims, check eligibility, and process enrollment activities. Also, electronic data interchange (EDI) transactions can be downloaded from this portal. The West Virginia Drug Rebate solution has successfully generated invoices, handled dispute resolution, and supported CMS64 reporting. PRIMS Connect is a web portal used by pharmaceutical manufacturers that participate in the Federal and State Medicaid Drug Rebate Program to access invoices, statement of accounts, and claim-level detail. Gainwell also uses PRIMS Connect to send quarterly electronic invoices and late payment letters.

West Virginia's Medicaid enterprise systems have been transitioned several times from one company to another as the predecessor companies have taken over responsibility for the contract with the State: DXC Technology, Molina Healthcare, and Gainwell have all had responsibility for West Virginia's MMIS and related systems. These transitions have involved extensive legal arrangements, reporting structures, corporate governance, and the many other considerations of onboarding a new organization, while maintaining uninterrupted service levels and quality and, where possible, account staff stability. This process included new staff to transition on to the program, run platform and applications, and to re-platform the hosted solution to the AWS cloud. Gainwell transitioned the West Virginia MMIS (a cloud-based system) from Molina Healthcare, Inc.'s virtual private cloud. Prior to transition, the cloud-based system was operated by Molina Healthcare, Inc. as a tenant, which was fully containerized, architected for cloud operations, and using cloud-based tooling. Gainwell transitioned the cloud-based West Virginia MMIS to an AWS cloud instance managed by Gainwell in March 2021.

Gainwell solutions are cloud-based and optimized to provide clients with the most flexible infrastructure solution options and latest technologies. This approach provides assurance that Gainwell solutions can quickly accommodate Federal- and State-mandated changes as well as typical maintenance and operational updates while mitigating project timeline, performance, system outage recovery, backup, and cost risks.

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The Reference shall complete performance and abilities statements for the proposed Firm and overall performance rating.

2. Did the Contractor produce high quality deliverables? Please describe briefly.  
Yes, deliverables have met or exceeded expectations.

3. Was the Contractor flexible and willing to work through issues during all stages of the Project?

Yes, the contractor has been a good partner through all stages of the project. When issues arise, they are quick to notify the state and provide a solution. They have also been open to changes requested by the state.

4. Was communication between the Contractor and your organization's Staff open, timely, complete and effective? Please briefly summarize.

**TABLE 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed Firm and overall performance rating.

Yes, the contractor is in constant contact with the state during all stages of the project. We hold regular meetings regarding operations, service level agreements, and provider enrollment, as well as a weekly escalation meeting for any ongoing or unresolved issues on either side. The contractor is quick to notify the state when issues arise between meetings as well.

5. Were any Subcontractors used by this Contractor? If so, for what purpose/major tasks? How well did the Contractor manage its Subcontractors and did your organization ever have to mediate?

Yes, they use a subcontractor for the pharmacy technical helpdesk and a different subcontractor for data entry of paper claims. These are managed well, and we've never had to mediate. The state holds the main contractor responsible for all aspects of the contract, including the work of subcontractors and there have been no issues.

6. Was the Project a success?

Yes

**TABLE 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed Firm and overall performance rating.

7. Would you rehire/recommend this Contractor? If not, why not?

Yes. The contractor has been a tremendous help and resource for many years. Deliverables meet the needs of the state, and the partnership has been very advantageous.

8. Optional Comments:

On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this Contractor's overall performance?

9

**By signing this form, the Reference is certifying that all information provided on this form is correct.**

State of West Virginia, Department of  
Human Services, Bureau for Medical Services

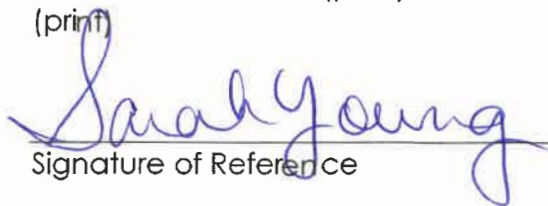
Sarah Young

Name of Reference (print)  
(print)

Name of Company Reference

Signature of Reference

Date



7/22/2024