



**Document Process Outsource Services  
For  
Connecticut Health Insurance Exchange  
Statement of Work**

Revision 1.3  
Date 5/21/2013  
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*Solutions With Integrity*



## Revision History

Revision	Date	Comments
1.0	5/2/2013	Initial creation.
1.1	5/9/2013	Minor revisions – Doc Prep definition, payment terms.
1.2	5/10/2013	Updated setup fee.
1.3	5/21/2013	Changes requested by AHCT – page 2 and payment terms.

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## Document Process Outsource Services

### Description

The AHCT is implementing a Health Insurance Exchange that will be used to establish eligibility for health insurance programs (subsidized and unsubsidized), Medicaid, and Children's Health Insurance Program (CHIP). Starting on October 1, 2013, individuals will be able to apply to AHCT and determine whether they are eligible for coverage. It is expected that the majority of applications will be submitted through the web portal. However, a number of applications and verifications will be submitted on paper and it is difficult to project the volume of the paper intake at this time. These paper submissions will require document processing to scan and index the documents and export the images and data to the AHCT/DSS FileNet document management system.

It is anticipated that paper documents will be received throughout the year. However, there may be a peak of new applications received during the initial open enrollment period from October 1, 2013 through March 31, 2014. In addition, starting in March 2014, redetermination applications will have to be processed. Going forward, the annual open enrollment period will be between October 15 and December 7 for subsequent years. The document types that will be processed during the open enrollment period include: single streamlined applications; appeals forms; applications for individual responsibility exemption; and verification documents.

### Scope of Services

Scan-Optics will provide outsourced document scanning, indexing and image and data export to AHCT. In addition, Scan-Optics will provide professional services as required throughout all phases of the project up to and including production operations.

Scan-Optics expects to perform the following:

### Operations

- Establish and fund a Manchester CT U.S.P.S. Post Office Box dedicated to AHCT on a mutually agreed start date.
- Provide appropriate staffing to handle the daily mail pickup at the U.S.P.S. Post Office.
- Provide a dedicated fax line to receive documents.
- Accept couriered documents during normal business hours.
- Provide adequate work space within its secure production facility located in Manchester, Connecticut for the daily processing of various documents such as streamlined application, appeals forms, AHCT paper documents, verification documents.
- Provide document scanning hardware and software to capture 200dpi bi-tonal (black and white) images of paper documents. (Color scanning is not required)
- Provide mail opening hardware.
- Provide PC workstations for indexing operations and processing of data.

- Scan and index documents and export images and data within 24 hours of receipt.
- OCR/barcode reading.
  - Automatically identify structured document types using OCR and OCR-A text.
  - Read industry-standard barcodes and populate the document metadata.
  - OCR the mutually agreed machine print and hand print data on the documents and populate the document metadata. If the confidence level on any OCR read is below a predetermined threshold, the document will be routed to a data entry work queue for manual entry.
- Perform manual identification of semi-structured and unstructured client documents (e.g., identifying a client's bank statement as document type "Bank Statement"). Perform manual separation of merged client documents to allow each document to be indexed separately.
- Work with AHCT to define the required index fields for each document type and define which index fields are automatically populated and which fields are manually populated.
- Automatically populate the mutually agreed index fields through OCR and bar code reading.
- Manually populate the mutually agreed index fields.
- Export images and data to the DSS/AHCT FileNet system at least every 2 hours.
- Provide mail processing, pre-scan document preparation, document scanning, indexing for both OCR and exception processing along with manual data entry as necessary.
- Provide a single Scan-Optics point of contact and Scan-Optics Project Manager.
- Coordinate all activities with the AHCT Project Manager.
- Comply with the methods, procedures, documentation, standards and controls for the Scanning and Indexing Operations identified by DSS and AHCT and mutually agreed upon by Scan-Optics.
- Upon request, provide the AHCT Project Manager, with status information/reports on work plans, schedules, deliverables, acceptance criteria and other work products related to the Scanning and Indexing Operations necessary for the completion of the project.
- Produce status reports and other measurements of status and progress for the Scanning and Indexing Operations and attend project meetings as directed by the AHCT Project Manager.
- Provide operational reports that detail the volume of documents scanned by date and source, quality/error rates, etc.
- Return certain critical documents (such as original passports and original driver's licenses) to clients via US mail within 7 days. Scan-Optics will work with AHCT to develop a plan to address situations in which the critical documents are undeliverable.

- Advise the AHCT Project Manager on a timely basis of any and all issues and concerns which Scan-Optics becomes aware of relating to the conduct of the project.
- Perform quality assurance reviews of structured documents that are OCR'd.
- Store post-scanned AHCT paper documents for a maximum of 90 days. Provide secure destruction of the AHCT paper documents upon receipt of approval from AHCT.
- Work with AHCT to analyze the workflow to verify that the documents are readable and to verify the aging of the open workflow items.
- Identify and handle Return to Post Office (RPO) documents by scanning the envelope and the first page of document. RPOs will be routed through a predetermined work queue for knowledge worker follow up.
- Provide business continuity/disaster recovery.
- Support DSS and AHCT audits of the Scan-Optics facilities and operations.
- Quality Assurance
  - Perform pre- and post-scanning QA processes, including mutually agreed field-level quality thresholds on index fields (e.g. double-keying, triple-keying, OCR).
  - Resolve issues with unreadable post-scanned images.

## **System Design**

- Leverage the fiber line currently in place with the State of Connecticut.
- Support enhanced forms design by working with AHCT to validate that AHCT forms will be acceptable for scanning and processing.
- Prepare a capture design document/process document for AHCT review. This will entail establishing methods, procedures, documentation, standards and controls for the Scanning and Indexing Operations and reviewing form elements and each detailed structured form to review and document capture approach (including any OCR fields, etc.).
- Support the design of the file layout and interface with the DSS/AHCT FileNet system.
- Work with AHCT and DSS to finalize model for scanning operations by proving recommendations around integrated scanning vs. isolated scanning operations (considerations should include clarity in billing; handling AHCT documents received from DSS offices; leveraging shared technical infrastructure; integrated vs. isolated scanning locations).

## **Development and Integration**

- Develop scanner applications.
- Develop data purification applications, for workflow and data output.
- Develop required reports.
- Establish and maintain a complete solution integrated test environment throughout the life of this SOW.
- Establish FTP connection and transmission protocols.
- Develop User Acceptance Test scripts in conjunction with AHCT.

- Unit testing and complete solution testing.

## Testing

- Use the integrated test environment to test the capture and indexing processes and associated workflows.
- Provide resources to support integration testing efforts and troubleshooting.
- Participate in user acceptance testing in conjunction with AHCT.
- Conduct training of Scan Optics personnel.
- Create operational documentation.

## Deployment

- Support Go-Live.
- Allow AHCT staff or designee on-site (at AHCT discretion) to help with knowledge transfer of forms/document types etc.

## Post-Implementation Support

- Provide post-implementation support to process and resolve AHCT support requests (emails/phone calls) regarding system issues such as: unreadable images; images not received; incomplete batch of documents; etc.

## Project Schedule

Task	Start	Finish
Design, Development and Integration	5/1/2013	6/15/2013
Testing	6/16/2013	9/13/2013
Deployment	9/14/2013	9/27/2013
Post Implementation Support	10/1/2013	6/29/2018
Production Operation	10/1/2013	6/29/2018
Contract Renewal	3/1/2018	NA

## Fees and Payment Terms

### Setup Fees

Description	Fee
Project Start-Up	\$67,000.00

The Project Start-Up fee includes:

- Forms definition and setup
- Infrastructure configuration
- Business rules design and development
- Workflow configuration
- Reports definition, design and development
- Export configuration and development
- Test
- Documentation

## Processing Fees

### Definitions

Task	Definition
Document Preparation	Pre scanning handling of paper including: opening envelopes; removing staples and paper clips; repairing torn paper; copying undersize or oversize documents; sorting etc. In addition, Document Preparation includes Professional Services support to AHCT for the design of new forms. The Document Preparation fee is invoiced on a per hour basis as incurred.
Scanning	Each piece of paper that is scanned and processed will incur the per page scanning fee. The scanning fee includes pick up from the Post office box.
OCR	Optical Character Recognition – Each piece of paper that is scanned creates two images (the front and back of the page). Every image is processed through OCR for: image quality enhancement; blank page detection; data extraction. Each image will incur the per image OCR fee. The OCR fee includes manual entry of low confidence OCR reads and double key verify processing of up to three index fields per transaction.
Coding	Form Classification - Scan Optics will classify each document type that is processed resulting in the Coding fee. The base coding fee includes up to four documents per transaction. Each document may have an unlimited number of pages. Each additional group of from 1 to 4 documents in a transaction will incur an additional coding fee equal to the base coding fee.

### Fees

Per Page/Action	Pricing Below 1.5M Pages per Month						
	AG Contract Pricing	Ramp Up volume items 1 - 1,500,000 (Cumulative)	Ramp Up volume items 1,500,001- 4,500,000 (Cumulative)	Volume Pricing (1.5M pages or more per month)	1,000,000- 1499,999	500,000- 999,999	Less than 500,000
Scanning (inc. pick up)	\$0.1230	\$0.1230	\$0.0984	\$0.0369	\$0.0443	\$0.0517	\$0.0590
OCR	\$0.0320	\$0.0320	\$0.0256	\$0.0096	\$0.0115	\$0.0134	\$0.0154
Coding	\$0.4280	\$0.4280	\$0.3424	\$0.1284	\$0.1541	\$0.1798	\$0.2054
<b>Hourly Rate</b>							
Document Preparation	\$19.8000	\$19.8000	\$19.8000	\$19.8000	\$19.8000	\$19.8000	\$19.8000

The ramp up period is defined as the processing period from October 1, 2013 through March 31, 2014. Work that is processed during this period will be invoiced at the ramp up volume banding rates.

Starting April 1, 2014, work that is processed will be invoiced at the defined volume banding rates.

### Note

More than 3 index fields per transaction and additional verification steps (e.g. triple key verify) will result in a change in the fee structure.

### Storage Fees

Document storage requirements, if any, are not defined at this time.

**Professional Services Fees**

Scan-Optics can provide other Professional Services support as and when needed. These requirements, if any, are not defined at this time

**Payment Terms**

The project start-up fee is payable upon execution of this Statement of Work by AHCT.

Invoices for all other processing fees will be issued to AHCT on a monthly basis.

Payment terms are Net 30.