# Attachment G:

# Agency-provided Facilities, Equipment, and Software

As part of the Contract agreement the Agency will not require all Contractor staff be housed at the Iowa Medicaid facility. The Agency will allow flexibility with staff working from home and on-site, subject to Agency approval. Regardless of whether staff are working from home or on-site, the Agency will provide the following to Contractor staff, unless otherwise noted below:

|  |  |
| --- | --- |
| * Shared office work space\* (on-site only) | * HHS Standard Forms |
| * Telephones and telephone service | * Access to storage (on-site only) |
| * Standard Agency Desktop PC or Laptop with docking station | * Access to break rooms, restrooms, and conference rooms (on-site only) |
| * Keyboard and mouse | * Internet Access (on-site only) |
| * DHS Network Access | * Access to shredding (on-site only) |
| * Access to HHS laptops for occasional use | * Access to copiers including copy supplies, network printers, and Fax (on-site only) |
| * Printing, envelopes, and postage for correspondence directly related to the Iowa Medicaid Program | * Access to Agency training equipment (on-site only) |
| * Software List (see table below) |  |

Note:

\* Work surfaces throughout the building have been installed at the “standard” height. If a Contractor employee is tall or short the work surface can be adjusted for that employee up or down. If an employee has pain due to equipment they are using, an ergonomic evaluation can be completed at the Contractor’s expense. If special equipment is needed based on the ergonomic evaluation, purchase of equipment is at the Contractor’s expense. If any change is needed due to a medical necessity, a note from the employee’s doctor is required. This includes lights out or on, work surfaces raised for standing purposes (more than an inch or two), etc.

**Systems and Software List**

Below is a list of Agency-licensed systems and software available for use on Agency computers.

|  |  |
| --- | --- |
| **Name of System/Software** | **Business Purpose** |
| Adobe Acrobat | Reports |
| Appeals Information System (AIS) | DHS System for appeal tracking |
| Cisco CallRex | Call center recording software |
| Cisco VPN | Field staff use to connect to the DHS network |
| First Data Bank (previously known as MEDISPAN) | Clinical drug information to help inform medication-related decisions |
| Microsoft Windows 10 Enterprise Operating System | Operating system |
| Microsoft Outlook | Email and Calendar |
| Microsoft Teams | Video conferencing |
| Iowa Health Information Network (IHIN) | Iowa’s Health Information Exchange system, access EHR information, alerts, and notifications for Members |
| Iowa Medicaid Portal Access (IMPA) | Secure DHS system for document uploads. |
| Institutional and Waiver Authorization and Narrative System (IoWANS) | HCBS services coordination and workflow system. |
| Microsoft 365 (Access, Excel, Powerpoint, Project, Publisher, Sharepoint, Visio, Word) |  |
| Microsoft Windows 7 Enterprise Operating System | Operating system |
| MMIS | Medicaid information system (enrollment, PA entry, claims) |
| Medicaid Quality Utilization Information Data System (MQUIDS) | Data entry and retrieval application for documenting review data and outcomes related to HCBS Programs |
| OnBase Client | Workflow and document management system |
| PowerBI | Data visualization software |
| QualAssure Performance System (QPS) | Data entry and retrieval application for documenting data and outcomes related to provider reviews |
| RightFax Utility Software | Fax utility software |
| Roxio CD/DVD Creator Basic | CD/DVD Creator |
| Worker Information System Exchange (WISE) | Slot database, number of slots filled, released, member info for each slot assigned, etc) |
| WinZip | Send/receive compress/ encrypted files |