Welcome!

Thank you for your interest in the CommonWell Health Alliance Service Provider RFP!

This Bidder Call is to provide you with preliminary information prior to release of the RFP, which is currently scheduled for early December.

We will not be taking questions on this call. **We will host a Q&A Call in mid-December after release of the RFP.**

Please note that all participants are MUTED. For the best audio experience, please use your phone line and individual Audio Pin provided upon logging into the webinar.

A copy of the presentation slides will be distributed after the webinar ends.

The webinar will begin shortly. Thank you!
CommonWell Health Alliance RFP Bidder Call

November 16, 2018
Agenda for Today

- Intros and background
- RFP Process
- Service Provider Scope
- Service Provider Requirements
- Next Steps
Jitin Asnaani is the first Executive Director of CommonWell Health Alliance and is charged with stewarding CommonWell as it pursues its mission of building a scalable infrastructure that enables health data to follow the patient, regardless of where care occurs. Prior to CommonWell, Jitin was a director at athenahealth, where he focused on building the company’s cloud-based interoperability platform and population health services, and worked at the Office of the National Coordinator for Health IT (ONC), where he helped incubate and launch the S&I Framework. Jitin represented athenahealth in Federal Advisory Committees, CommonWell Health Alliance, the Argonaut Project and DirectTrust.org. Jitin has a Bachelor’s degree in Computer Science & Engineering from MIT and a Master’s in Business Administration from Harvard Business School.

Micky Tripathi is the CEO of the Massachusetts eHealth Collaborative (MAeHC), a non-profit health IT advisory and clinical data analytics company. Micky is also active in the industry at a local and national level, including serving on the Board of Directors of the Sequoia Project, the CommonWell Health Alliance, the CARIN Alliance, the FHIR Foundation and as Co-Chair of the HL7 Advisory Council. He is also the Project Manager of the Argonaut Project, an industry collaboration to accelerate the adoption of FHIR, and an Affiliate at the Berkman-Klein Center for Internet and Society at Harvard University.

The Alliance has contracted with MAeHC to manage the Service Provider RFP process.
Background on CommonWell Health Alliance

We are an independent, not-for-profit trade association open to all HIT suppliers and others, and devoted to a simple yet compelling vision

- Health data should be available to individuals and providers regardless of where care occurs
- Provider access to this data must be built-in to HIT at a reasonable cost

Industry collaboration for interoperability

- Partner with our Members and our Service Provider to operate a vendor-neutral platform that breaks down the technological and process barriers that can inhibit effective health data exchange
- Promote a national infrastructure which leverages open industry standards and policies in order to enable scalable, secure, and reliable interoperability as easily as possible

Growing membership since our founding in 2013

- Alliance has grown from five to nearly 80 members since our founding by Allscripts, athenahealth, Cerner, Greenway, and McKesson
- Change Healthcare (formerly RelayHealth) has been our Service Provider since our founding

10,000+ provider sites live on Alliance services today

- Interoperability services went live in November 2014
- 10 Alliance members have adopted services and many more will be deploying in the months ahead
**Alliance Infrastructure**

**Alliance Members**

Large, heterogeneous Membership including:
- EHR vendors
- Other HIT vendors
- Provider organizations
- Patient-facing services
- HIEs

Variety of Treatment and Non-Treatment Use Cases

**Alliance Services**

Central infrastructure: Record Location & Secure Record Brokering

Record location services include:
- Patient Identification & Linking
- Person Enrollment
- Record Location
- Publish/subscribe architecture (leading to Event Notifications capability)

Secure record brokering services include:
- Record query and retrieval
- Record routing and delivery
- End-to-end payload encryption – no CDR
Alliance Services Exchange Patterns

(for details, see http://commonwellalliance.org/specifications)

Record Location

- Continuous updates of patients

Alliance Service Infrastructure

- Patient-matching
- Record location indexing

Record Requestor

- Local consent (today)
- Person enrollment
- Location intake

Record Source

- PIX/PDQ/FHIR
- HL7 ADT

Secure Record Brokering

- Record identification
- Record encryption

- Record query
- Record retrieval
- Record routing & delivery

- Patient lookup
- Record query
- Record Intake
# Alliance Current Status and Planning Projection

Planning Projection provided for RFP response baselining only

<table>
<thead>
<tr>
<th>Measure (cumulative)</th>
<th>Q4 2018</th>
<th>5YR Planning Projection (Q4 2023)</th>
<th>5YR CAGR</th>
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</thead>
<tbody>
<tr>
<td>Sites Live</td>
<td>11,000</td>
<td>33,000</td>
<td>25%</td>
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<tr>
<td>Enrolled Persons</td>
<td>40M</td>
<td>120M</td>
<td>25%</td>
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<tr>
<td>RLS Queries</td>
<td>200M</td>
<td>750M</td>
<td>30%</td>
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<tr>
<td>Documents Retrieved</td>
<td>20M</td>
<td>180M</td>
<td>55%</td>
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Why is the Alliance conducting an RFP?

• Since our inception, the Alliance has utilized a Service Provider to power the interoperability services that we provide to our Members and their clients. The current Service Provider contract ends in October 2020.

• The Alliance enjoys an excellent relationship with Change Healthcare, our current Service Provider, but the Alliance is a member driven organization and it has been 5 years since our founding. Our governance model and proper stewardship of the organization requires that we explore all market options.

• Alliance service adoption and utilization is increasing significantly as more members deploy and more providers go live.

• Reliability and affordability will be critically important as Alliance services become a utility for providers and a critical part of members’ interoperability offerings. We are thus beginning this selection process well in advance of the contract renewal date to ensure a fair and reasonable review of proposals and a smooth transition to the next contract.

• The Alliance invites qualified vendors, including the existing Service Provider, to respond to this RFP.
Key Requirements of the Service Provider

1. Establish a technical and services infrastructure and team to support the Alliance’s current and future technical and functional requirements
2. Seamlessly transition currently supported Core Alliance Services without service disruption
3. Make available all Core Alliance Services by new contract go-live date
4. Support on-boarding and operating services with high reliability and affordability
5. Actively participate in Alliance governance and Working Group processes
6. Provide continued R&D investment to support identified future Alliance requirements
7. Provide technical and development vehicle for addition of future requirements as they arise, including Federal regulatory and programmatic requirements
8. Maintain currency of technical and services infrastructure in compliance with new regulations and mandates such as 21st Century Cures and HITECH requirements
What is the Alliance looking for in a Service Provider?

Will be further specified in the RFP

- Experience building and operating high-volume, high-reliability, secure clinical information exchange network infrastructure and services
- Deep bench-strength (skills and capacity) in project management, development, on-boarding/implementation, operations, and support
- Expertise and experience with health care interoperability protocols and specifically IHE/SOAP and RESTful FHIR patterns and standards
- Compliance with applicable laws and regulations (current and future)
- Acceptance of key Alliance Terms & Conditions, including intellectual property requirements
- Ability to meet competitive pricing requirements considering Alliance adoption goals

The Alliance welcomes all bidders, however, please recognize that we are a large, complex, and growing nationwide network and thus require a partner who will have the breadth, depth, expertise, and longevity to support our current and emerging needs.
# High-Level Timeline

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<tr>
<th>Phase 1</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
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<td>Project Initiation</td>
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<td>Requirements Refinement</td>
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<td>RFP Development</td>
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<td>Phase 2</td>
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<td>RFP Release</td>
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<td>RFP Response Management</td>
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<td>RFP Response Deadline</td>
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<td>Phase 3</td>
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<td>Finalist Selection</td>
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<td>Oral Presentation and Demo</td>
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<td>Final Selection</td>
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# Current RFP Timeline

(Subject to Change)

<table>
<thead>
<tr>
<th>Event/Deadline</th>
<th>Date</th>
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<tbody>
<tr>
<td>Bidder conference call</td>
<td>Nov 16, 2018</td>
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<td>RFP Released</td>
<td>Dec 7, 2018</td>
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<td>Letter of intent submitted (required for consideration)</td>
<td>Dec 14, 2018</td>
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<td>Written questions submitted for Q&amp;A call</td>
<td>Dec 17, 2018</td>
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<td>Q&amp;A call</td>
<td>Dec 20, 2018</td>
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<td>Written proposals submission date</td>
<td>Jan 21, 2019</td>
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<td>In-person demonstration (exact dates and times TBD)</td>
<td>Feb 18 – Mar 8, 2019</td>
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<td>Final vendor decision</td>
<td>Mar 29, 2019</td>
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<td>Contract completion</td>
<td>TBD</td>
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Communications during RFP Period

Communication Channel

– A prospective Bidder requiring any information on this RFP can notify the Alliance via email at the following address no later than 10 working days prior to the written proposal submission date: RFP@maehc.org

Questions and Answers

– The Alliance RFP team will respond in writing (via email only) to any request for clarification of the RFP received by the deadline

– A consolidated Q&A document containing the Alliance’s responses to all questions (including an explanation of the query without identifying the source of enquiry) will be made available to all prospective bidders who have received the RFP

Restrictions during RFP Period

– From the date of the Bidder conference call (November 16, 2018) to the final vendor decision, all communications regarding the RFP shall be directed to the official RFP team at the following email address: RFP@maehc.org

– Bidder shall not contact the Alliance Executive Director, any member of the Alliance Board of Directors, or any Alliance Member or their Alliance representatives concerning the RFP or the RFP process

– Any breach of these rules by a Bidder may result in the disqualification of a proposal at the Alliance’s sole and exclusive option
Next Steps

Prospective bidders review RFP and submit Letter of Intent

- Please carefully consider whether you have the technical, service, and business qualifications to meet Alliance requirements

Communications and questions regarding the RFP will be accepted only through the Alliance’s RFP management process:

- Email inbox: RFP@maehc.org
- The email inbox will be open upon release of the RFP in early December and not before
Appendix: Current Alliance Specifications
Will be further refined for RFP

Alliance Services Specification

Argonaut Implementation Guide
• [http://www.fhir.org/guides/argonaut/r2/](http://www.fhir.org/guides/argonaut/r2/)

Carequality Implementation Guide