



HEALTH CARE MANAGEMENT SOLUTIONS ... *that work!*

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST

On-line access to contract ordering information, terms and conditions, and up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is:
https://www.gsadvantage.gov/advantage/main/start_page.do#.

For more information on ordering from the MOBIS Federal Supply Schedule, please click on the following link: <http://www.gsa.gov/portal/content/104551>.

Schedule Title: MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

Schedule Number: 874

Contract Number: GS-10F-0232R

Contract Period: March 11, 2005 through March 10, 2015

FSC Group: R499

Business Size: Small Disadvantaged Business; 8(a) Certified

Pricelist current through Modification PS-0020 dated September 30, 2013.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.gsa.gov/portal/content/104551>.

Contractor: Healthcare Management Solutions, LLC
1000 Technology Drive
Suite 1310
Fairmont, West Virginia 26554
(304) 368-0288 (phone)
(304) 368-0389 (fax)
www.hcmsllc.com

Table of Contents

Customer Information	4
Healthcare Management Solutions, LLC.....	7
Corporate Experience.....	7
HMS Experience	7
Clinical Quality and Compliance (CQC).....	7
Medical Expertise and Review (MER)	8
Program Integrity	8
Information Technology	8
Quality at All Levels	8
Quality Control – Our Customers	8
Quality Control – Internal Process.....	9
Services and Products	10
Section I – Summary Description of Services Offered.....	10
SIN 874-1/874-1RC – Integrated Consulting Services.....	10
SIN 874-7/874-7RC – Integrated Business Program Support Services.....	10
Price List	11
Labor Category Descriptions	13
Management Consultant I	13
Management Consultant II.....	13
Senior Consultant I	13
Senior Consultant II	14
Consultant I.....	14
Consultant II.....	14
Consultant III	15
Senior Trainer I	15
Senior Analyst I	16
Senior Analyst II.....	16
Senior Analyst III.....	16
Trainer I	17
Analyst I.....	17
Analyst II	18
Administrative Assistant I.....	18

Administrative Assistant II	18
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Customer Information

1a. Special Item Numbers: See page 10 for descriptions.

SIN: 874-1 Integrated Consulting Services

SIN: 874-1 RC Integrated Consulting Services

SIN: 874-7 Integrated Business Program Support Services

SIN: 874-7 RC Integrated Business Program Support Services

1b. Lowest priced model number and lowest unit prices: Prices shown in the pricelist are net.

1c. Labor Category Descriptions: See page 13.

2. Maximum Order: \$1,000,000. Orders exceeding the maximum order threshold may be placed in accordance with clause I-FSS-125, "Requirements Exceeding the Maximum Order (SEP 1999)."

3. Minimum Order: \$100

4. Geographic Coverage: Worldwide. Services provided outside of the continental United States shall be provided on an as-needed basis and shall include any additional expenses such as travel and living expenses.

5. Points of Production: Fairmont, West Virginia, Columbia, Maryland, and at customer site as requested.

6. Statement of Net Price: Prices shown in pricelist are net.

7. Quantity Discounts: None. However, discounts for orders placed that exceed the maximum order threshold shall be negotiated on an order-by-order basis.

8. Prompt Payment Terms: None.

9a. Acceptance of Government purchase cards below micro-purchase threshold: HMS accepts Government Purchase Cards below the micro-purchase threshold.

9b. Acceptance of Government purchase cards above micro-purchase threshold: HMS accepts Government Purchase Cards above the micro-purchase threshold.

10. Foreign Items: N/A

11a. Time of Delivery: To be negotiated per each delivery order.

11b. Expedited Delivery: To be negotiated per each delivery order.

11c. Overnight and Two-day Delivery: N/A

11d. Urgent Requirements: Contact HMS for urgent requirements.

12. F.O.B. Points: Destination

13a. Ordering Address:

Healthcare Management Solutions, LLC
1000 Technology Drive
Suite 1310
Fairmont, West Virginia 26554
(304) 368-0288 (phone)
(304) 368-0389 (fax)
www.hcmsllc.com

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address:

Healthcare Management Solutions, LLC
1000 Technology Drive
Suite 1310
Fairmont, West Virginia 26554
(304) 368-0288 (phone)
(304) 368-0389 (fax)
www.hcmsllc.com

15. Warranty Provision: N/A

16. Export Packing Charges: N/A

17. Terms and Conditions of Government purchase card acceptance: N/A

18. Terms and Conditions of rental, maintenance, and repair: N/A

19. Terms and Conditions of installation: N/A

20. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A

20a. Terms and Conditions for any other services: N/A

- 21. List of service and distribution points: N/A**
- 22. List of participating dealers: N/A**
- 23. Preventive Maintenance: N/A**
- 24a. Environmental Attributes: N/A**
- 24b. Section 508 Compliance: Yes**
- 25. Data Universal Number System (DUNS): 12-714-9784**
- 26. Contractor is registered in the System for Award Management (SAM) database.**

Healthcare Management Solutions, LLC

Corporate Experience

HMS is an 8(a) certified, small disadvantaged, woman-owned business with offices in Fairmont, WV and Columbia, MD. We provide high-impact services based on our proven, in-depth understanding of the needs of federal government organizations. We have successfully completed over 20 projects with several federal agencies. HMS provides a full range of management consulting, facilitation, program management, and alternative dispute resolution for our clients. We have extensive experience in managing projects which are nationwide in scope. HMS employs an extensive list of subject matter experts in both the healthcare and information technology fields. Our solutions capitalize on the real-world experience of our over 190 multi-discipline professionals and IT solutions specialists who work in partnership with our customers. We have been appraised at CMMI Maturity Level 3. Our demonstrated expertise helps customers develop effective processes and systems that enable them to manage complexity, improve operations, and establish beneficial relations with stakeholders and partners across the entire spectrum of health services and research.

HMS Experience

Clinical Quality and Compliance (CQC)

HMS provides services to assess quality of programs, performance, and other areas of health care that focus on regulatory compliance. HMS has substantial expertise in adapting to evolving customer needs by clarifying and clearly defining a system or process to ensure optimum levels of healthcare service and federal initiative compliance. Our exemplary staff has experience in surveying various types of healthcare facilities and coaching state surveyors.

Our proven capabilities to ensure quality and compliance for several government programs include:

- information technology (IT) solutions,
- financial management,
- system support,
- procedural development,
- addressing health disparities, and
- compliance surveys of facilities.

HMS can develop creative solutions, or tailor current systems to elucidate appropriate resolutions. HMS employs a team of experts in healthcare-related fields, such as Registered Nurses, epidemiologists, physicians, lawyers with a healthcare focus, laboratory technologists, radiation technologists, data analysts, and very talented IT staff who are particularly adept at lifecycle development, graphic design, website creation, database management, data validation, and network administration.

Medical Expertise and Review (MER)

HMS employs several medical and regulatory compliance subject matter experts that utilize a depth of knowledge to provide support and direction to our clients. HMS personnel draw upon their extensive experience to assist and support the federal rule-making process required by legislative initiatives. In addition, HMS provides targeted consultative support for the resolution of legal claims and health care program administration. HMS also provides and retains expert witnesses to support several federal agencies. HMS' personnel work very closely with the HMS IT Department to develop innovative solutions for specific projects by blending clinical, regulatory compliance, and IT expertise.

Program Integrity

HMS has a thorough working knowledge and is amply qualified to evaluate healthcare services to confirm providers have delivered the service(s) for which a claim was submitted. Our staff has experience in review of all types of health claims, including inpatient, outpatient hospital, physician office, and other claim types. We are also knowledgeable of the various payment methodologies, such as inpatient prospective payment systems, fee-for-service systems, and capitated payment systems. HMS assists the federal government in validating that federal funding is used in accordance with required regulations and rules.

Information Technology

HMS provides a robust set of Information Technology (IT) capabilities that incorporate the entire software development lifecycle including development, configuration, maintenance, and monitoring of custom designed systems. HMS works with clients to develop customized solutions which incorporate software development, system administrations, network administration, and system security.

HMS personnel have developed many tools and solutions which enable our staff to provide the customer with a state-of-the-art product at a reasonable cost. Our staff also has vast experience with multiple programming languages, database/ system/networks, and security technologies which allows us to provide maintenance and support of existing infrastructure and IT systems.

Quality at All Levels

HMS is committed to achieving optimal quality performance in all of our undertakings, both for our customers and in our internal operations

Quality Control – Our Customers

The HMS view of quality control is that of providing outstanding customer service. Our Quality Control program focuses on our customer's satisfaction and the quality of our delivery process. The process includes an ongoing assessment of progress based on the five aspects of our Quality Control model listed below and provides continuous recommendations for improvements and for

follow-up actions.

1) Expectations – Expectations are set very early in a customer relationship and are supported in the scope documents and arrangements between the customer and HMS. Over time, as factors such as business changes or new players cause the expectations to change, we assess where the gaps in expectations are and what can be done to close these gaps.

2) Sponsorship – For any change to succeed it must have the appropriate sponsorship. We look at the structure and efficacy of the project sponsorship to ensure it is appropriate.

3) Value – As with any significant project, customers assess the benefits and return they will receive from HMS services for the investment made. We look at the projected benefits to ensure the customer is deriving the projected benefits and return on investment.

4) Relationships – We ensure the appropriate people are in place to meet all schedules and deliver high-quality products.

5) Progress – We look at the traditional quality control aspects of a project including schedule, budget, deliverables, issues, and scope control to ensure project success.

Quality Control – Internal Process

HMS regularly performs reviews for all in-house functions to ensure quality work is being performed and is meeting all budgetary and schedule requirements. We have also implemented an internal monitoring process to track all activities and outcomes to contribute to continuous process improvement.

HMS certifies that we have an approved accounting system. Our accounting system was reviewed and deemed adequate by the Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS) on December 5, 2012. HMS' Accounting Department processes timesheets, charges labor to projects, generates paychecks, pays employee and employer taxes, reviews and processes invoices, posts billings and cash receipts, and is responsible for all financial reporting.

HMS has implemented standard processes for the creation, submission, and tracking of our client invoices. We are familiar with Government requirements and formats and will submit valid invoices to the appropriate government agency per the terms of each task order.

Services and Products

Section I – Summary Description of Services Offered

Our core services relating to the Management, Organizational, and Business Improvement Services Solicitation include:

SIN 874-1/874-1RC – Integrated Consulting Services

HMS provides consulting services focused on delivering expert advice, guidance, and counseling in support of the healthcare industry, both clinical and operational. We provide a customized, hands-on approach to identify and deliver business improvement programs and services, specifically designed for our clients.

HMS provides expert management consulting services, advice, and assistance in areas including business planning, performance management and improvement, business process and productivity improvement, organizational assessments and design, and process quality assurance reviews. HMS provides expertise in program development, business evaluation, continuous process improvement, counseling and mentoring, and standards and curriculum development.

HMS provides start-to-finish facilitation services. In addition to providing all logistical preparations, HMS can recruit stakeholders and experts needed for all types of collaboration efforts. We provide leadership to focus discussions and facilitate decision making. We also provide all administrative support such as preparing agendas, minutes, and draft and final reports, as well as recordings. HMS is also adept at arbitrating and reconciling divergent views and ideas.

HMS is extremely capable and experienced in the area of surveying. HMS successfully manages at least seven prime survey-focused contracts. We employ several types of surveyors throughout the United States. We have performed surveys all over the United States and its territories. HMS also employs personnel required to collect and analyze qualitative and quantitative data from surveys. We plan, design, and develop all of our survey strategies as well as handle all travel logistics. HMS' survey method includes a quality assessment process for data gathered, findings determined, expert recommendations, and final reports.

SIN 874-7/874-7RC – Integrated Business Program Support Services

HMS provides cradle-to-grave project management services and assistance with identifying objectives, strategy planning, managing the execution, disseminating findings and reports, performing any related logistical or administrative tasks, and finalizing and completing close-out requirements.

Price List

Costs Proposed for Labor Categories (Hourly Rates)

SINS: 874-1; 874-1 RC

All prices are inclusive of the 0.75% Industrial Funding Fee.

GSA Labor Category	Hourly Rate
Management Consultant II	\$ 282.10
Management Consultant I	\$ 261.95
Senior Consultant II	\$ 246.84
Senior Consultant I	\$ 231.73
Consultant III	\$ 212.00
Consultant II	\$ 198.32
Consultant I	\$ 161.20
Senior Trainer I	\$ 141.05
Senior Analyst III	\$ 122.92
Senior Analyst II	\$ 111.18
Senior Analyst I	\$ 100.75
Trainer I	\$ 82.01
Analyst II	\$ 80.95
Analyst I	\$ 76.70
Administrative Assistant II**	\$ 68.00
Administrative Assistant I**	\$ 48.19

**Indicates SCA eligible categories.

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.”

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Administrative Assistant II	01313 - Secretary III	2005-2573
Administrative Assistant I	01312 - Secretary II	2005-2573

Costs Proposed for Labor Categories (Hourly Rates)

SINS: 874-7; 874-7 RC

All prices are inclusive of the 0.75% Industrial Funding Fee.

GSA Labor Category	Hourly Rate
Senior Consultant II	\$ 246.84
Consultant III	\$ 212.00
Consultant II	\$ 198.32
Senior Analyst III	\$ 122.92
Senior Analyst II	\$ 111.18
Senior Analyst I	\$ 100.75
Administrative Assistant II**	\$ 68.00
Administrative Assistant I**	\$ 48.19

**Indicates SCA eligible categories.

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.”

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Administrative Assistant II	01313 - Secretary III	2005-2573
Administrative Assistant I	01312 - Secretary II	2005-2573

Labor Category Descriptions

Management Consultant I

Functional Responsibility

Experienced in all aspects of organizational and management consulting. Manages contractual relationship with clients and maintains the authority to apply resources of the company to any project. Provides expert advice, assistance, guidance and counseling in support of organizational improvement efforts in such areas as program and project management, project integration, and program oversight for projects related to consulting services, business improvement efforts, facilitation services, within the context of MOBIS. Conducts quality assurance reviews for all aspects of key projects. Represents the organization at top-level policy and planning meetings.

Position Qualifications

Bachelor's Degree or equivalent and 12 years of relevant experience.

Management Consultant II

Functional Responsibility

Experienced in all aspects of organizational and management consulting. Manages contractual relationship with clients and maintains the authority to apply resources of the company to any project. Provides expert advice, assistance, guidance, and counseling in support of organizational improvement efforts in such areas as program and project management, project integration, and program oversight for projects related to consulting services, business improvement efforts, and facilitation services within the context of MOBIS. Conducts quality assurance reviews for all aspects of key projects. Represents the organization at top-level policy and planning meetings.

Position Qualifications

Bachelor's Degree or equivalent and 15 years of relevant experience.

Senior Consultant I

Functional Responsibility

Provides consulting services, organizational improvement efforts, and facilitation services within the context of MOBIS, performing executive-level consulting activities to assist clients in activities such as building leadership, performing strategic planning, developing process improvements, performing facilitation services, and improving business results. Experienced in translating strategic plans into action plans, developing resource needs, developing continuous improvement strategies, improving organizational performance, and developing improvements to

process management.

Position Qualifications

Bachelor's Degree or equivalent and 8 years of relevant experience.

Senior Consultant II

Functional Responsibility

Provides consulting services, organizational improvement efforts, and facilitation services within the context of MOBIS, performing executive-level consulting activities to assist clients in activities such as building leadership, performing strategic planning, developing process improvements, performing facilitation services, and improving business results. Experienced in translating strategic plans into action plans, developing resource needs, developing continuous improvement strategies, improving organizational performance, and developing improvements to process management.

Position Qualifications

Bachelor's Degree or equivalent and 10 years of relevant experience.

Consultant I

Functional Responsibility

Maintains specialized knowledge of organizational issues and processes related to the best practices for implementing complex business change. Works on projects related to consulting services, business improvement efforts, facilitation services, and all aspects of surveying within the context of MOBIS. Performs consulting activities to assist clients in activities such as building leadership, performing strategic planning, conducting information analysis, developing process improvements, performing facilitation services, and improving an organization's business results.

Position Qualifications

Bachelor's Degree or equivalent and 3 years of relevant experience.

Consultant II

Functional Responsibility

Maintains specialized knowledge of management issues and processes related to the best practices for implementing complex business change. Performs a variety of tasks which requires a specialized, practical, and theoretical knowledge base. Must have varied clinical experience

and the ability to read and analyze complex medical information, including criteria based medical charts, utilization review nursing notes, and clinical criteria. Strong decision making and problem solving skills. Strong writing skills, computer literacy, including word processing, web applications, and email. Ability to provide objective, first-level determinations. Electronic medical records experience is helpful. Provides medical claim case reviews and standard of care determinations.

Position Qualifications

Graduate of an accredited medical school and 4 years of relevant experience.

Consultant III

Functional Responsibility

Maintains specialized knowledge of organizational issues and processes related to the best practices for implementing complex business change. Works on projects related to consulting services, business improvement efforts, facilitation services, and all aspects of surveying within the context of MOBIS. Performs consulting activities to assist clients in activities such as building leadership, performing strategic planning, conducting information analysis, developing process improvements, performing facilitation services, and improving an organization's business results.

Position Qualifications

Bachelor's Degree or equivalent and 5 years of relevant experience.

Senior Trainer I

Functional Responsibility

Applies experience and supervises others in instructional design theory, research, and practice to the process of developing and implementing instructional strategies. Develops, assesses, and evaluates instructional materials and activities, including appropriate use of instructional materials, activities, and instructional technologies. Provides generic and customized training and professional development to meet needs related to educational leadership in formal and informal environments, targeted at improving teaching and learning.

Position Qualifications

Bachelor's Degree or equivalent and 5 years of relevant experience.

Senior Analyst I

Functional Responsibility

Performs analyst functions such as data collection and data analysis as directed. Helps maintain strategic direction and quality assurance by performing secondary reviews. Conducts activities in support of the team's objectives. Must have experience in program management and experience in medical claims reviews. Includes responsibility for assisting the Program Director in the overall program management and direction, program oversight, task completion and maintenance, staff management, delivery schedule management, and acts as the Program Director when the latter is unavailable.

Position Qualifications

Bachelor's Degree or equivalent and 1 year of relevant experience.

Senior Analyst II

Functional Responsibility

Works on projects related to consulting services and business improvement efforts. Performs consulting analysis activities to assist clients in activities such as building leadership, performing strategic planning, conducting information analysis, developing process improvements, and improving an organization's business results.

Demonstrated experience in program management and experience in medical claims, risk management, and overall clinical operations. Includes overall program project management, project oversight and maintenance, staff management, and delivery schedule management. Strong communication skills and a strong commitment to and affinity for delivering the highest level of customer service.

Position Qualifications

Bachelor's Degree or equivalent and 2 years of relevant experience.

Senior Analyst III

Functional Responsibility

Leads the direction and strategic focus of an analytic process. Has an extensive breadth of knowledge of statistical techniques and functions. Is responsible for synchronizing the client's vision or goals with the statistical techniques required to elicit the desired analyses.

Experience with statistics, information process analysis and/or research methods, decision support, including demonstrated proficiency with analytical software. This position is

responsible for ongoing analysis of health care information, obtained from a variety of sources, including patient care, financial, and demographic data. It involves development and preparation of analytical and actuarial information products and developing business process improvements based upon this analysis.

Position Qualifications

Bachelor's Degree or equivalent and 3 years of relevant experience.

Trainer I

Functional Responsibility

Applies experience in instructional design theory, research, and practice to the process of developing and implementing instructional strategies. Develops, assesses, and evaluates instructional materials and activities, including appropriate use of instructional materials, activities, and instructional technologies. Provides generic and customized training and professional development to meet needs related to educational leadership in formal and informal environments, targeted at improving teaching and learning.

Position Qualifications

Bachelor's Degree or equivalent and 2 years of relevant experience.

Analyst I

Functional Responsibility

Assists in the review of the elements of the Risk Management program, including assist in claims management. Primary responsibilities are to analyze trending of occurrence reports. Responsible for root cause analysis and investigation of risk management issues. Assists the Assistant Program Director with Facility Risk Management Program and Patient Safety Program. Reviews medical records related to potential litigation and existing lawsuits and assist in informational discovery requests. Must be proficient in Word and Excel.

Position Qualifications

Associate Degree in Nursing or health care related field and 3 or more years of relevant experience.

Analyst II

Functional Responsibility

Experience in member benefits calculation, member eligibility verification, and development/trending improper payment scenarios. Knowledge of basic medical terminology is a must. Familiar with automated medical claims payment systems. Responsible for managing the review process. Reviews can be technical reviews of claims. Also, responsible for ensuring required reviews are conducted and the appropriate review attendees are included and notified with appropriate review details. Conducts reviews in an appropriate and efficient manner and ensures follow-up activities that result from the review are managed to closure. Oversees HIPAA compliance for any medical record reviews.

Position Qualifications

Bachelor's Degree or equivalent and 4 years of relevant experience.

Administrative Assistant I

Functional Responsibility

Provides administrative support to business and management personnel working closely with the Project Director and other project staff. This includes administrative systems support analysis and design, report formatting, general telecommunications knowledge, systems security and advance computer skills, producing all project related correspondence, maintaining web sites and databases, scheduling meetings and reservations, and maintaining document libraries.

Position Qualifications

High School degree or equivalent and 1 year relevant experience.

Administrative Assistant II

Functional Responsibility

Provides administrative support to business and management personnel working closely with the Project Director and other project staff. This includes, but is not limited to project administration, program management support, producing all project related correspondence, maintaining web sites and databases, scheduling meetings and reservations, and maintaining document libraries.

Position Qualifications

Associate Degree or equivalent and 1 year of relevant experience.