

AHCA Florida Health Care Connections (FX)

WKP-4 UOC RBAC Model

Version: 200

Contract: EXD106

Project: Unified Operations Center Implementation (UOCI)

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Revision History

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Modifications to the approved baseline version (100) of this artifact must be made in accordance with the FX Artifact Management Standards.

Quality Review History

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SECTION 1 INTRODUCTION

1.1 BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for the administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.

1.2 PURPOSE

The purpose of this work product (WKP-4) is to represent the latest version of the UOC RBAC Model and serve as the formal means by which the UOC Vendor's RBAC Model can be submitted independent of a deliverable. The rationale for decoupling the UOC RBAC Model from a particular Paid Deliverable is represented in UOC Decision UOCI-D-044 where the details of this decision is as follows:

"The UOC RBAC Model was first introduced with PD-7b: Requirements Traceability Matrix. The PD-8b: System Design Document required that the UOC RBAC Model be updated. It is anticipated that the UOC RBAC Model will continue to see refinement post system design and in response to testing and/or an operations and maintenance context.

The purpose of this decision is to transition the UOC RBAC Model from having an association to PD-7b: Requirements Traceability Matrix to a Work Product. This will remove the dependency on having to submit a new version of PD-7b but rather just submit the UOC RBAC Model Work Product as necessary."



1.3 SCOPE STATEMENT

The scope of the UOC RBAC Model is to demonstrate the RBAC roles required to access the business application systems/services managed by the UOC Vendor.

1.4 GOALS AND OBJECTIVES

Goal – Provide stakeholders with a clear understanding of the defined RBAC roles for use in accessing the respective business application systems/services under management of the UOC Vendor.

1.5 REFERENCED DOCUMENTS

WKP-4 UOC RBAC Model document aligns with the criteria set forth in:

- Contract EXD106 (UOCI)
- Approved PD-7a: Requirements Traceability Matrix (UOCI)
- Approved PD-8a: System Design Document (UOCI)
- Approved PD-7b: Requirements Traceability Matrix (UOCI)
- Approved PD-8b: System Design Document (UOCI)
- PD-7b-1: Requirements Traceability Matrix (UOCI)
- PD-8b-1: System Design Document (UOCI) (Draft)
- PD-7c: Requirements Traceability Matrix (UOCI) (Draft)
- PD-8c: System Design Document (UOCI) (Draft)

1.6 DEPENDENCIES

WKP-4 UOC RBAC Model document has the following dependencies:

- This work product has been drafted in alignment with the relevant requirements of Contract EXD106.
- Birthright to My Service Desk User role is available.
- Appendix-B UOC RBAC Model – UOC RBAC definition file, which describe roles and permissions. Also, the RBAC Model is always the active matrix for the FX system.

1.7 ASSUMPTIONS

WKP-4 UOC RBAC Model document has been drafted with the following assumption:

- The UOC Vendor will use this document to capture the latest understanding of RBAC role needs associated with its business application systems and submit these updates to the Agency for review and approval.



- Appendix B maps the user roles by associated entity. For example, the Service Desk Supervisor (AHCA) is only available to AHCA users, while the Service Desk Support Specialist is only available to UOC users

1.8 CONSTRAINTS

WKP-4 UOC RBAC Model document has been drafted with the following constraint:

- This work product (WKP-4) does not represent those RBAC roles managed by other FX Vendors and that may be utilized by the UOC Vendor.

1.9 RISKS

WKP-4 UOC RBAC Model document has been drafted with the following risk:

- Risk to being outdated if this document is not used as the authoritative version for representing the defined RBAC roles across the landscape of UOC-managed business application systems.
- Risk UOCI-R-026 - If the UOC Customer Journey team does not receive access to DYP to allow them access to a lower environment, Customer Journey map development will be difficult to impossible.
- HHS personnel have been assigned to support customer journey mapping. Issue UOCI-I-09 is closed and risk UOCI-R-026 is reopened to monitor progress until AHS can provide UOC with DYP access to finalize customer journey mapping efforts.



SECTION 2 ROLES AND RESPONSIBILITIES

This section identifies the roles and responsibilities for all the stakeholders involved with the UOC RBAC Model. **Exhibit 2-1: Roles and Responsibilities** defines the Roles and Responsibilities for all stakeholders involved.

ROLE	RESPONSIBILITY
UOCI Contract Manager (AHCA)	- Partner with the UOCI Deliverable Review Team Lead, UOC Deputy Project Director, and UOC Project Manager. - Act as liaison between the UOC Vendor and the Review Team Lead, providing written review comments from reviewers, as received, to the UOC Vendor. - Notify the UOC Project Manager via dated email of acceptance/rejection of the deliverable. - Review contract management requirements and ensure adherence to contract requirements and deadlines. - Review and provide resolution to submitted impact assessments. - Coordinate with Stakeholders and provide approval for the deliverable.
UOCI Project Manager	- Participate in deliverable review discussions to avoid or resolve conflicts, risks, and issues. - Execute defined processes in alignment with the FX Enterprise Project Management Office (EPgMO). - Adhere to compliance requirements detailed in the FX Standards. - Manage the overall project, including release planning, resource allocation, and stakeholder communication. - Responsible for submit updated RBAC documentation to the RBAC Administration Group for review and approval.
UOCI Deputy Project Director	- Review draft version of the deliverable and provide feedback to the deliverable development team. - Participate in deliverable discussions to avoid or resolve conflicts, risks, and issues. - Participate in deliverable meetings.
Deliverable Reviewers (AHCA, SEAS, IV&V, IS/IP)	- Review the deliverable according to their assigned role and based on their subject matter expertise. - Identify and record revision comments in the required format and within the established review period. - Participate in comment resolution discussions. - Review deliverable updates to confirm that the final deliverable resolves their comments.
Independent Verification & Validation (IV&V) Vendor	Oversight and monitoring to ensure compliance with CMS and Agency standards

Exhibit 2-1: Roles and Responsibilities

SECTION 3 UOC RBAC MODEL REPRESENTING ALL RELEASES

3.1 OVERVIEW

The UOC RBAC Model was first introduced with *PD-7b Requirements Traceability Matrix*. The *PD-8b System Design Document Includes Architecture Specifications* requires that the UOC RBAC Model see continuous updating across the UOC Vendor's application landscape. It is anticipated that the UOC RBAC Model will continue to see refinement post system design and in response to testing and/or an operations and maintenance context. Based on the rate of change required for the UOC RBAC Model it was necessary to have the UOC RBAC Model be independent to a paid deliverable and/or release and thus transition to a work product. Decision *UOCI-D-044 UOC RBAC Model Transition from PD-7b: RTM Artifact to Work Product* was developed to support this bifurcation.

3.2 UOC RBAC MODEL COMPOSITION

The UOC RBAC Model is a matrix where the intersection of a row and column the model yields the respective high-level system access/permissions for said application or application functional area. **Exhibit 3-1: How to Read the UOC RBAC Model** illustrates how to interpret the UOC RBAC Model using the intersection of the RBAC role Name and UOC Application to obtain the associated access permissions.



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	UOC Vendor RBAC Role Names	Description Summary	Description Detailed	Entity	My Service Desk	PS Service Desk	Recipient Portal	Document Capture
My Service Desk	My Service Desk User	Service Desk User - Internal (Agency and Vendor)	Provides ability for Agency and Vendor staff (Internal staff) to create, update, status, see history, and delete their respective tickets.	Any	C,R,U			
	Service Desk Support Specialist	Service Desk Support Specialist	Provides the necessary access for the Service Desk Support staff that will support the PS Service Desk	UOC		C,R,U	R	R
	Service Desk Supervisor (JANCA)	Supervisor, Quality, Coaching (Escalation Refinement)	Does not view data	JANCA		C,R,U		
	Service Desk Support Supervisor	Supervisor Service Desk	Provides support actions of the PS Service Desk tickets.	UOC		C,R,U	R	R

X

Exhibit 3-1: How to Read the UOC RBAC Model



This work product (WKP-4) represents the aggregate of UOC RBAC roles defined for use across its business application systems and employs a color coding scheme to allow said role(s) to be associated with a particular release. Foundation release is green, Service Desk release is yellow, and Provider Services release is blue. Items left white are for future releases. Version 200 of the WKP-4 is for the Provider Services release.

The UOC RBAC Model is comprised of the following main elements:

- **RBAC Role Names/Groupings** – Column I of the matrix represents the UOC RBAC role name. Each UOC RBAC role is associated with a logical group or family name identified in column H. The categories representing the family of UOC RBAC roles are as follows:
 - › Modules - Applications
 - Learn Hub (LMS) module
 - Info Hub (KBS) module
 - FX Client Compass (CRM) module
 - FX Announcements application
 - Reporting application
 - Mail Center application
 - Service Desk application
 - My Service Desk module
 - Workforce Management module
 - Omnichannel/Genesys application
 - Provider Portal
 - › UOC Production Support Teams
 - IT Business Analyst Level 1
 - UOC Quality Assurance
 - › Agency Consumer Groups
 - AHCA Basic
 - AHCA Complaint Administration Unit (CAU)
 - AHCA Recipient Provider Assistance (RPA)
 - AHCA Medicaid Program Integrity (MPI)
 - AHCA Background Screening (BGS)
 - AHCA Medicaid Fiscal Agent Operations (MFAO) Quality Assurance Specialist Level 1
 - Quality Assurance Specialist Level 2



Refer to Appendix B UOC RBAC Model for the list of UOC RBAC Role names.

- **Headers** – The headers of the matrix represents the UOC application system or the respective features of an application system in the case of FX Client Compass. Starts with column M in the spreadsheet. The headers are as follows:
 - › **FX Client Compass (Application system for these features)**
 - General
 - Provider Eligibility
 - Recipient Enrollment
 - Recipient Disenrollment
 - Background Screening
 - Complaints
 - Fraud Waste and Abuse
 - Tasks
 - Teams and Task Administration
 - › My Service Desk
 - › FX Service Desk
 - › Recipient Portal
 - › Document Capture
 - › Omnichannel/Genesys
 - › FX Announcements
 - › Reporting
 - › Info Hub
 - › Learn Hub
 - › Florida Medicaid Management Information Systems (FMMIS) – to retain access to the legacy system
 - › Provider Portal

The high-level access permissions applied to the UOC RBAC Model are as follows:

- Create, designated as a C
- Read, designated as an R
- Update, designated as a U
- Delete, designated as a D



The groups of users that can be assigned UOC RBAC roles is as follows:

- Unified Operations Center (UOC)
- Agency for Health Care Administration (AHCA)
- FX Vendors
- Sister Agency
- Provider Community

NOTE: The option value *Any* represents UOC, AHCA, FX Vendors, and Sister Agency.

Exhibit 3-2: User Stories Related to UOC RBAC Roles represents the Contract IDs, User Story ID, and the User Story Title that are associated with the RBAC roles defined for use with the UOC Vendor's business application systems.

CONTRACT ID	USER STORY ID	USER STORY TITLE
CSS-003, PFC-030, PFC-031, COR-002	UOC-2686	Omnichannel - Service Desk Release - Roles & Permissions - Admin
CSS-003	UOC-2687	Omnichannel - Service Desk Release - Roles & Permissions - User/Agent
SEC-023	UOC-1820	Recipient Portal - Roles & Permissions for Tier 1 users
SEC-023	UOC-1822	Recipient Portal - Roles & Permissions for Tier 2 users
SEC-023	UOC-1823	Recipient Portal - Roles & Permissions for Tier 2 users – Case Worker (State and PACE)
SEC-023	UOC-1821	Recipient Portal – Differentiate Caseworker Accounts
RCC-003	UOC-1769	Recipient Portal - Live Chat/Chatbot: Recipients will be able to use live chat and chat bot
TSS-011	UOC-2728	Security Roles for FX Service Desk - Service Desk Release
TSS-011	UOC-2731	Privacy Security for Self-Access (UOC Worker Security) - Service Desk Release
TSS-011	UOC-2730	Privacy Security for Peer Level or Higher (UOC Worker Security) - Service Desk Release
TSS-011	UOC-2732	Privacy Security for Managerial Level (UOC Worker Security) - Service Desk Release
RPT-002	UOC-1	Power BI User Role Access and Audience Groups
SEC-023	UOC-2711	RBAC Role for FX Announcements Creator - Service Desk Release



CONTRACT ID	USER STORY ID	USER STORY TITLE
SEC-023	UOC-2712	RBAC Role for FX Announcements Approver - Service Desk Release
SEC-023	UOC-2713	RBAC Role for FX Announcements Administrator - Service Desk Release
PCT-001, PCT-002, PCT-013, PFM-002	UOC-3325	RBAC Role for Field Representative – Provider Services Release
PFM-002, PE-002	UOC-3326	RBAC Role for MFAO Specialist Level 1– Provider Services Release
SEC-023	UOC-3328	RBAC Role for Provider Portal User – Provider Services Release
ATK-005	UOC-3329	RBAC Role for UOC Quality Assurance Specialist Level 1 – Provider Services Release
PFM-002, PE-002	UOC-3330	RBAC Role for MFAO Specialist Director Level 1– Provider Services Release
SEC-023	UOC-3332	RBAC Role for Applicant Provider Portal User – Provider Services Release
PCR-001, PE-001, PCM-005	UOC-3413	RBAC Role for Client Specialist Level 1 - Provider Release
PBG-001, PBG-002, PBG-003	UOC-3414	RBAC Role for Client Specialist Level 2 (BGS) - Provider Release
PBG-001, PBG-002, PBG-003	UOC-3415	RBAC Role for Client Specialist Supervisor Level 1 (BGS + Offline) - Provider Release
PFM-001, PFL-001, PCR-001, PCR-002, PCM-005	UOC-3416	RBAC Role for Client Specialist Level 2 (PSM) - Provider Release
PFM-001, PFL-001, PCR-001, PCR-002, PCM-005	UOC-3417	RBAC Role for Client Specialist Supervisor Level 1 (PSM + Offline) - Provider Release
PFM-001, PFL-001, PCR-001, PCR-002, PCM-005	UOC-3418	RBAC Role for Client Specialist Level 3 (Offline) - Provider Release
PFM-001, PFL-001, PCR-001, PCR-002, PCM-005	UOC-3419	RBAC Role for Client Specialist Manager Level 1 - Provider Release
PFL-003, PFM-003, PBG-003, PCR-003, PE-005	UOC-3420	RBAC Role for Mail Center Manager Level 1 - Provider Release
PFL-003, PFM-003, PBG-003, PCR-003, PE-005	UOC-3421	RBAC Role for Mail Center Specialist Level 1 - Provider Release
PFL-003, PFM-003, PBG-003, PCR-003, PE-005	UOC-3422	RBAC Role for Mail Center Specialist Level 2 - Provider Release
ATK-005	UOC-3423	RBAC Role for UOC Quality Assurance Specialist Level 2 - Provider Services Release



CONTRACT ID	USER STORY ID	USER STORY TITLE
ATK-005	UOC-3424	RBAC Role for UOC Quality Assurance Manager Level 1 - Provider Services Release
PFL-002, PE-002	UOC-3425	RBAC Role for CAU Specialist Director Level 1– Provider Services Release
PCM-009	UOC-3426	RBAC Role for RPA Specialist Director Level 1– Provider Services Release
PCM-009	UOC-3427	RBAC Role for MPI Specialist Director Level 1– Provider Services Release
PBG-002	UOC-3428	RBAC Role for BGS Specialist Director Level 1– Provider Services Release
PFL-002, PE-002	UOC-3429	RBAC Role for CAU Specialist Level 1– Provider Services Release
PFL-001, PCM-009	UOC-3430	RBAC Role for RPA Specialist Level 1– Provider Services Release
PCM-009	UOC-3431	RBAC Role for MPI Specialist Level 1– Provider Services Release
PBG-002	UOC-3432	RBAC Role for BGS Specialist Level 1– Provider Services Release
PCT-008, PCT-009	UOC-3433	Provider Release - RBAC Role for UOC Training Specialist Level 1

Exhibit 3-2: User Stories Related to UOC RBAC Roles

3.3 RBAC VIOLATIONS

RBAC Violations are when a user requests roles that cannot be held concurrently. Below are the violations defined:

1. Only one of the following roles for Service Desk can be held at one time
 - a. Service Desk Support Specialist
 - b. Service Desk Support Supervisor
 - c. Service Desk Supervisor AHCA
2. Only one of the following roles for Reporting can be held at one time
 - a. Report Viewer
 - b. Report Member
 - c. Report Contributor
3. Only one of the following roles for FX Announcements can be held at one time
 - a. FX Announcement Creator
 - b. FX Announcement Approver
 - c. FX Announcement Administrator
4. Only one of the following roles for FX Client Compass can be held at one time
 - a. Client Specialist Level 1
 - b. Client Specialist Level 2 (BGS)
 - c. Client Specialist Level 2 (PSM)



- d. Client Specialist Level 3 (Offline)
- e. Client Specialist Supervisor Level 1 (BGS + Offline)
- f. Client Specialist Supervisor Level 1 (PSM + Offline)
- g. Client Specialist Manager Level 1
- 5. Only one of the following roles for FX Provider Portal can be held at one time
 - a. Provider Portal User
 - b. Applicant Provider Portal User
- 6. Only one of the following roles for Mail Center can be held at one time
 - a. Mail Center Manager Level 1
 - b. Mail Center Specialist Level 1
 - c. Mail Center Specialist Level 2
- 7. Only one of the following roles for AHCA CAU can be held at one time
 - a. CAU Specialist Level 1
 - b. CAU Specialist Director Level 1
- 8. Only one of the following roles for AHCA RPA can be held at one time
 - a. RPA Specialist Level 1
 - b. RPA Specialist Director Level 1
- 9. Only one of the following roles for AHCA MPI can be held at one time
 - a. MPI Specialist Level 1
 - b. MPI Specialist Director Level 1
- 10. Only one of the following roles for AHCA BGS can be held at one time
 - a. BGS Specialist Level 1
 - b. BGS Specialist Director Level 1
- 11. Only one of the following roles for AHCA MFAO can be held at one time
 - a. MFAO Specialist Level 1
 - b. MFAO Specialist Director Level 1



SECTION 4 OMNICHANNEL RELATED ROLES

4.1 ROLES AND RESPONSIBILITIES FOR OMNICHANNEL

There are roles that are not included within the Client Compass application. These roles are used to create and modify the Omnichannel/Genesys IVR (Interactive Voice Response) solution. This solution resides outside of the Client Compass application and will not require ForgeRock management to govern access. **Exhibit 4-1: Omnichannel Related Roles** defines each roles and responsibility for the Omnichannel IVR solution.

ROLE	RESPONSIBILITY
Access Level 1	General agent access to Genesys to perform daily functions
Team Lead/Supervisor Access 1	Monitor agent activity, view reports move agents within queues
QA Manager	Design and manage QA Evaluation forms and policies
QA Evaluator	Perform evaluations on automatically assigned agent evaluations
Workforce Manager	Establish and monitor schedules and agent adherence
Admin Level 1	Onsite operational support to manage day to day operations of contact center
Admin Level 2	Corporate staff operations design, setup and maintenance of contact center

Exhibit 4-1: Omnichannel Related Roles



SECTION 5 CONTRACTUAL REQUIREMENTS

5.1 CONTRACT REQUIREMENTS

Exhibit 5-1: Contract Requirements Related to the UOC RBAC Model represents the UOC contract requirements regarding the RBAC model.

CONTRACT ID	CONTRACT DESCRIPTION
ATK-005	1. As part of Agency Training and Knowledge Management, the UOC Vendor shall utilize Agency-approved processes to ensure continuous improvement that include, but are not limited to the following components: 1. Formal, documented QA; 2. Coordination between QA and training staff; 3. How agents are measured on the accuracy and quality of their decisions; 4. Coaching strategies, including percentage of time that supervisors are walking the floor to support coaching activities (if in a co-located physical location) or available for virtual checkpoints for staff coaching; 5. Effectiveness of any digital coaching tools used; and 6. Effectiveness of any automated tools that are used by supervisors to automate administrative tasks (e.g., preparation of time sheets or dashboards) so that sufficient time can be spent coaching.
COR-002	The UOC Vendor shall monitor and receive communications through the web portal, email, text, apps, or other channels deemed appropriate by the Agency.
CSS-003	The UOC Vendor shall use Agency systems as directed by the Agency to access required data in support of customer services.
MAI-012	The UOC Vendor's Mail Solution must include robust security controls that comply with HIPAA standards for protection of sensitive information.
PE-001	The UOC Vendor shall provide Tier 1 customer support for all provider inquiries via multiple communication channels (e.g., mail, email, chat, text, etc.) as agreed upon by the Agency.
PE-002	The UOC Vendor shall escalate provider inquiries requiring more complex responses or additional assistance using an escalation methodology agreed upon by the Agency.
PBG-001	The UOC Shall provide Tier 1 customer support for all Background Screening inquiries via multiple communication channels, as agreed upon by the Agency.
PBG-002	The UOC Vendor shall escalate background screening inquiries requiring more complex responses or additional assistance using the escalation methodology agreed upon by the Agency.
PCM-005	The UOC Vendor shall provide Tier 1 customer support for all Agency complaint intake communication channels including, but not limited to , portal, mail, email, chat, text, etc., as agreed upon by the Agency.



CONTRACT ID	CONTRACT DESCRIPTION
PCM-009	UOC Vendor's Solution shall enable complaints to be triaged by UOC Vendor and Agency staff to determine the issue type (e.g., payment related, services authorization, patient not assigned to primary care physician, unresolved issue with a health plan, etc.) complexity for prioritization, and assignment to appropriate Agency staff for research and resolution.
PCR-001	The UOC Vendor shall provide Tier 1 customer support for credentialing inquiries via multiple communication channels, as agreed upon by the Agency.
PCR-002	The UOC Vendor shall escalate credentialing inquiries requiring more complex responses or additional assistance using an escalation methodology agreed upon by the Agency.
PCR-003	The UOC Vendor shall accept, process, and route all incoming credentialing communications through multiple communication channels (e.g., mail, email, chat, text, etc.), as agreed upon by the Agency.
PCT-001	The UOC Vendor shall provide specialists to support provider program outreach activities (e.g., billing types, provider enrollment, claim submission, facility regulation, licensure, background screening, etc.).
PCT-008	The UOC Vendor shall deliver provider training throughout the state and through multiple venues and media, including live and recorded webinars, workbooks, live seminars, one-on-one technical support, and e-learning services.
PFC-030	The UOC Vendor's VOIP Solution shall have the capability to integrate with the Agency's CRM system.
PFC-031	The UOC Vendor's Solution shall provide a CTI screen pop up capability showing the caller's account information on the agent's computer screen.
PFL-001	The UOC Vendor shall provide all Tier 1 customer support for all facility licensure and central intake communication channels, but not limited to, (mail, email, chat, text, etc.), as agreed upon by the Agency.
PFL-002	The UOC Vendor shall escalate facility calls requiring more complex responses or additional assistance using an escalation methodology agreed upon by the Agency.
PFL-003	The UOC Vendor shall accept and process all incoming facility communications, including but not limited to, (mail, email, chat, text, etc.) as agreed upon by the Agency
PFM-001	The UOC Vendor shall provide all Tier 1 customer support for all provider maintenance inquiries via multiple communication channels, including, but not limited to, mail, email, chat, text, as defined by the Agency.
PFM-002	The UOC Vendor shall escalate provider maintenance inquiries requiring more complex responses or additional assistance to the PSM Vendor, Agency Staff,, or field site support staff using an escalation methodology agreed upon by the Agency.
RCC-003	The UOC Vendor Solution shall maintain and support multiple Agency approved communications channels (e.g., VOIP, chat, email, mail, recipient portal, fax, etc.) for recipients to contact for health plan choice counseling and enrollment activities with Enrollment Broker or self-service functions.
RPT-002	The UOC Vendor shall implement a web-based reporting solution (reports and tools) that includes: 1. Performance Reporting Dashboard and Reports; 2. Pre-defined Operational Reports (as defined by the Agency); 3. Ad hoc queries and/or reports; and 4. Other reports as directed by the Agency. The reporting solution shall be made available to the designated staff of the Agency.



CONTRACT ID	CONTRACT DESCRIPTION
SEC-023	The UOC Vendor's Solution shall integrate with the IS/IP SSO Solution for identity and access management to grant authorization, through role-based security or other standard access control models, as approved by the Agency.
TSS-001	The UOC Vendor shall provide Tier 1 help desk support to external, non-Agency, customers having access issues with specified systems, applications, or software, including directing users to self-service options for password reset.

Exhibit 5-1: Contract Requirements Related to the UOC RBAC Model



SECTION 6 APPENDIX

6.1 APPENDIX A – PROJECT GLOSSARY

The FX Projects Glossary is in the FX Hub > FX Program Reference Repository >Project Glossary Tab. Reference this glossary for terms and conditions used throughout this document.

6.2 APPENDIX B – UOC RBAC MODEL

FX Hub > UOC Project > Project Artifact Directory > 8-Deliverables > WKP-4 UOC RBAC Model

FX-UOCI-WKP-4-Appendix-B-UOC-RBAC-Model