

OPERATOR: The broadcast is now starting. All attendees are in listen-only mode.

JENNA CHARLES: Hello, and welcome to the Medical Record Style Transfer Solutions Webinar. I'm so sorry for the technology glitch we had with GoToMeeting, our webinar service, and really appreciate all of you logging back in and being so understanding.

My name is Jenna Charles, and I work for MAXIMUS in the Health Marketing Department. I'd like to remind all of you that we're recording this webinar session and it will be posted on the DWC website within 48 to 72 hours. We will not be answering questions at the end of the webinar, but we will provide information as to how to contact us with any questions you have. I'd now like to introduce Lou Shields, a Project Director for MAXIMUS Federal.

LOU SHIELDS: Thanks, Jenna. Again, folks, we do apologize for the technical glitch. I know today's, focus is around technology, but, of course, best laid plans of mice and men often go awry. So, we certainly apologize for that little glitch. Hopefully, as we do a demo, later in the presentation, that comes off with no issues. So, Steve no pressure on you.

As Jenna said, my name is Lou Shields. I'm the Project Director, for the both the IMR and IBR, projects. Also, with me in the room today is Rob Nydam, who's the Project Manager for IMR; David Nunn, who's our Technical Project Lead, for IMR that's been leading some of our technology efforts. His name may be familiar because I know he's been working with a lot of the claims administrators over the past 30 to 45 days regarding the medical records. And we also have with us Steve Marschall, who's our Senior Manager for EDI Services. And Steve actually, played that function, for all of MAXIMUS, not just, within this contract.

So, the good news for today is, I'm not going to be doing a lot of the talking. This, part of the presentation is geared towards, the IT and the technical folks. So, if you are a business or operations folks that don't know technology, we apologize in advance. Hopefully the folks that are on the phone, are technology savvy and that you guys will be able to connect, with their business and operations folks, after this webinar is over, to get moving with exchanging medical records with us electronically.

So with that being said, I'm going to turn it over to, actually I'm not going to turn it over to Rob yet. I'm actually going to, you know, discuss a little bit of the purpose. The purpose for today is to, discuss technical options for exchanging medical records back and forth with us, and the side benefit is to make the process of submitting medical records easier, more secure, more traceable, more auditable.

Again, as we've been working with you guys over the past year, year and a half, we do get concerns and complaints regarding, "We've sent these records before. How come you're not receiving them?" With the way that we've been receiving them over the past 18 months via mail, via fax, things do go bump in the night. The three, options we're going to be discussing here later today, do away with all that completely, again, a more secure, more traceable, more auditable process.

I'm going to let the IT folks talk more about that in detail in the upcoming slides. With that being said, I'd like to now turn it over to Rob Nydam to kind of just give a general overview of where we're at in the process.

ROB NYDAM: Thanks, Lou. Hi, folks. So, the purpose of this first slide here is really just to highlight the state of affairs with IMR and in particular what we see as the most glaring issue facing, IMR at this time. The number you see up there, there's a box that says "19k" and in parenthesis "45 percent," what that number is, that's the number of cases that we have, IMRs, where the deadline for submission of medical records has passed and we still have not yet received medical records and that accounts for 45 percent of the current open volume of IMRs. So, very clearly, that's a major issue with which we all need to contend. Along those same lines, we just have some of the actual--the raw numbers here. So, of the 42,000--roughly 42,000 open IMRs, those 19,000 are missing medical records past the deadline for submission.

Now, a caveat to that and important clarification, of those 19,000 missing medical records, approximately 80 percent of those cases had a notice of assignment and request for information sent on or after June the 1st of this year. What does that tell us? That tells us that when we push to work through our backlog, we in affect created backlogs for each of you. So, we understand that you guys are working with us and you're trying to get these records in as quickly as possible. And it really shows us that since most of these cases where we're missing records, you received a request for records more recently, i.e., within the last four or five months. We understand that you're working with us to work through your own backlogs that we in turn created for you.

So, overall just in terms of submitting records, and we're going to focus more later on in this presentation just on the use of MOVEit and how we think that that is the ideal and best solution going forward, but just right now, we do have multiple options for submitting records. So as the slide here indicates, without a doubt using MOVEit is the best solution. And we'll explain, later on, like I said, why that is.

Next best, certainly is sending them by fax, because the way our technology is set up there is at least some traceability, and audibility with fax, that allows us to if you send us something we can--and we didn't note that we received it, we can go back in, look at our receipt logs and we can work with you folks to see if those records are there.

By quite a long shot, the worst way for us to receive records; and I can't imagine, but that it's also more cumbersome and expensive for you folks is sending us paper. I know I personally, have talked with a number of you folks on the phone where you said, "Well, I've got a tracking number. We sent it to you on this date." And I believe you. I know you sent it to us. And the problem is, I can go back to our mailroom and we can dig around in the files and try to find that tracking number and try to find that package. And even if we find it, all that might really tell us is well you sent us something, but does that mean we had exactly the cases that were supposed to be in that box?

So, it's just--for a lot of different reasons, and I think we all know that at this point in time, paper is not the ideal route to take. So certainly if you're not going to go the MOVEit route, we would encourage you to consider, using fax as an alternative.

Another important point, if you are going to be submitting records by fax or by paper, through the mail; USPS, FedEx, UPS, it's really important that you clearly delineate--if you're going to send multiple cases worth of records at the same time, please make sure that you're separating those out so we know which records, go with which case.

I'll give you an example. The other day we received a package of records, and, we received at--on the top of the package a pile of the barcode and cover sheets, which we asked you folks to submit with the records, and then a giant pile of medical records, and we didn't know, which cover sheet went with which pile of records.

And, talking about the barcode and coversheets, we introduced these a few months back, and I'm sure a number of you were on the call when we discussed these for the first time. They have been helping a lot. I hope you folks are seeing that it's helping the situation. It's not an ideal solution. We knew that from day one.

So, we never saw the barcodes as anything more than part of the solution. But please, when you receive a notice of assignment request for information, please do to the extent possible send this coversheet in with the records. It certainly will increase the chances that those records get to where they need to be: in our system. Otherwise we're letting human beings to manually make the association of those records to the appropriate case. So, the barcodes certainly help out a great deal.

On that note, we're here to talk about technology solutions, and we're here to talk about the future, the In State and, how we think that these other solutions that we have will really help get us to where we need to be. But, we know that there have been some questions about security, in our technology solutions.

So I'm going to pass it off to Steve Marschall, who's our Technical Expert, who could speak to that.

STEVE MARSCHALL: All right, thanks, Rob. Yeah, in mentioning that, MOVEit is the-- is the, recommended solution, we do want to hit home on the security overview of, not only the MOVEit platform but, MAXIMUS in general and the systems that we support.

So, from that perspective, my team is the team that manages EDS services as well as the managed style transfer for all projects that includes federal, state and local, projects. So, from that standpoint, we are constantly, working with those agencies for, making sure that, they audit us for security and we pass those security audits. In addition to those state and federal clients going through those audit processes, we contract external third parties to go through our own audits to make sure that our, facilities pass SOC 2, SOC 3, in our datacenters.

MAXIMUS follows standard security practices, as outlined in the NIST Special Publication 853. so we're following all of the rules that we need to.

Now to specifically talk about MOVEit, MOVEit's been in place, at MAXIMUS for several years. It was selected for its security, its robustness and its auditability and track ability. And to highlight that, we have one project that we'll talk about here. It's another project we have from the state of California. And this program's been in place for several years, is tracked and monitored by DHCS and ultimately by the governor's office. And they monitor very closely our activity. The data is encrypted, in transit and at rest using the highest form of encryption, being the FIPS 140-2.

So next slide. Thank you.

So as we talk further about MOVEit in this discussion, we'll talk about two different forms of communication, one is FTP and the other is through a browser through HTTP. Both of those are secure under the MOVEit, protocol platform.

If we talk with you about using sFTP, which is the HSSH protocol, we support and recommend use of HSSH, public key for authentication. It's another layer of security on top of a very secure HSSH, protocol. Again as I touched on in the previous slide, MOVEit is hardened with, FIPS 140-2, certified federal government, standards and that's with data at rest as well as data in transit.

I'll also touch on the fact that, MOVEit supports, all major browsers, and most of the current versions of those browsers. We don't support mobile devices at this time, but it is something that, we're addressing, looking at, and it might be something that we support in the future.

The next point, Windows Installer, if, the claims administrator, chooses, to use the browser for, uploading files to, MAXIMUS, we do have ways of doing, large installs to make sure they're secure and they meet, the keys, environment, protocols for delivering software. So, those are covered as well. In addition, if you require PGP encryption on top of the security that we've just talked about, we do support PGP encryption. We can go in that direction.

At this point, I'll turn it over to, Dave. And Dave's going to talk a little bit more in detail about the MOVEit environment.

DAVID NUNN: Thanks, Steve. All right, we're going to talk about the three major ways that we can, get you set up for the file transfers. We do have a technology overview we'll share with each of you as you contact us. We have an e-mail address, set up that you'll see later in the presentation. So, as you reach out to that, we'll get that technology over to you. It will explain these three options, but we wanted to touch on them here. I'm going to cover first at a high level, and then we'll kind of get into each component.

First, Steve alluded to the secure file transfer. Number one or option one would be where, a mature IT organization, with a large volume of files, works with our IT organization. We set up that SFTP communication. they're scheduled by your IT organization, coming in dropping off files as needed or picking them up if we get-- once we get to kind of stage two of the process.

The second being where, you want to go SFTP but you may not have the staff on hand to set that all up and automate it on your side. We do have the capability to set it up from our side where we log into your server, pick up files where you leave them, and drop them as necessary as well.

And then, last but not least, a lot of the smaller, claims administrators will probably latch on to the secure Web portal, to use. It has, a lot of robustness, as, Steve alluded to, to upload and download files, a wizard that helps with multiples and speeds up that process. So, a lot of you with lower volumes will probably get onto option three here.

Now, advancing. Okay, before we get into each of the options with just a little more detail and then a demo, we want to talk about the fact that, we need to get files in a certain format to be able to use them and have them named in a convention such that we can automate them into our system as well.

So, the file types that we use are PDFs. There's also a constrain of one case per PDF file. We don't want to get a PDF file the way we get a fax with multiples within it. So, it would be one case in one file. And, we talk about the naming convention must have that case number on it. So, the CM13, seven digits, CM14 seven digit numbers, would be within that file name. Now, we can handle anything else in that file name. You could name them anything you like. If you need your claim number within that as well just put a space then underscore or something different to differentiate that. You can put anything else in that file name you like, but it must be a PDF and it must have a case number in it.

The last piece there, just as an example of folks we've worked with, they didn't have the ability to combine PDFs and they have multiple PDFs they need to send us for one case. So, what we've done is we've said-- they wanted to send us a zip file that doesn't necessarily blend into our process well. So, the solution we came up with was basically put an identifier at the end of the case number, i.e., the CM number, duplicate it for the second file, you put an O1 or a one, a two, a three, and we know they're all related to that same case, and, we'll handle them within our process on the backend. So, again, we're working with folks to do what we can where we have some anomalies or some differences, on your end, and to get them into our process as well.

Okay, so option one, again, I hit on this before. A lot the more mature IT organizations want to take full control of their file transfers, set up automation, drop files off, pick files up as needed, put them in your production schedules, and have full control. Usually its volume driven whether you're going to choose SFTP or you want to go to the portal access. And again that's your own decision. We'll be glad to have the discussion with you, you know, once we get to that point.

Basically the CA, claim administrator organization will contact us. We have the e-mail address set up. We'll share with you later, and then we step them through the process. If they've selected option one, we're going to get an ID set up--a system ID for secure file transfer. We'll work with them on that; get them logged in. Once they get logged in do some testing, drop files off, pick files up, and make sure it works.

As Steve pointed out, we really prefer to get the-- secure, key exchanged, so the security certificates and, that will help make it even more secure than just the user ID password. Then we know it's you that we're transacting with definitely.

So, we'll try to do that if we can. If we don't, we go with the ID password, which is also secure. and then, it's a matter of setting up the automation for you to deliver or pick up files, and an RN just to say it's in production and we pick them on our schedules.

We sweep all the directories at least every other hour, right? And I thought it was hourly, but it's every other hour we pick them up. We pull them in and drop them off into our backend process to, connect them up with our case management system to get them married up with the files, for the records that are due.

Just as, information, we do have 10 claim administrator partners already set up on an SFTP. It seems to be working well. Just to, give you a little time factor here, it takes about a week or two and depending on, IT's, availability in testing with us, to get folks set up and go through the process.

So we've set up probably three or four in the last three weeks as we went through a little clean-up process with missing medical records, and, they seem to be going well and with the seven or so we had before that. So, the process is working.

Okay, option two; I don't need to spend a lot of time on this one. It really is the same as option one. The difference being, again, who wants control over when the files come and go? A lot of IT organizations prefer to have full control over when files are delivered and received, in with their other production schedules.

So, if you come to us and say, "We'd like to do SFTP. We're not that savvy, and we don't--we'd like you to do the delivery," we'll certainly work with you the same way to get the IT set up on your end. We'll log in. We'll do the testing. Again, we have to decide when it hits production, and then we go live.

And, again, we have no one using this option. So, again, we've thrown out there; in some of the discussions folks have just voiced concerns. So, it is an option, and obviously our option one is really our preference that folks take control over their files and when they come and go. All right, option three, and we're going to spend the most time in this, and this is really what the demo's about is the-- Web portal access. The self-service, you log in when you need to, drop off files, pick them up. Again, usually small organizations lower volume. If you have high volume we're going to try to talk with you and see why we can't the SFTP set up, because it will be much easier to do on schedules. If you have a lot of volume, you're going to have a lot of people logging in or one person doing a lot of work sending files and receiving files, and that's not going to be very, easy to manage.

But, again, if you're a small organization, lower volumes, and we know that, we've got five of our claim administrators do 50 percent of our volume, we're going to have a lot of people on this option is what I'm saying.

So, again, contact us. We'll have an e-mail address you'll start off with. We'll get with you, talk about it, and get the e-mail addresses set up. That's how you log in. Your ID will be your e-mail address. We'll get them set up. Once they're set up, we'll contact you to do self-registration. You'll go to our portal. You'll put in your-- you'll set up a user ID--I mean your, password. Sorry.

We do provide the user guide so that you have some, knowledge going in. But, what we want to do in the demo coming up here in a few slides is really show you the ease of use. It's pretty easy to get going in it, get your user ID set up, get in, look at the directories, drop files off where needed, pick them up where needed.

So, again, we have 29 claims administrators already set up. We have well over a hundred user IDs, within those 29, CA set ups. So, there's a lot of folks that's already using it. You can do individual, multi file uploads with the browser interface. There's a little wizard that, would be installed, as part of this process when you log in, that helps with that.

And user feedback right now has been very good. I think it's been about 10 more we've set up in the last two, three weeks in doing this clean-up process, who've been using this and really have been happy with it.

So, just at a high level, it's just a little directory structure you'll see as you log into, MOVEit. And, basically you're going to have your claims administrator name will be the prefix. There'll be, a from Max and a to Max directory, pretty self-explanatory. When you send the files to us it's to Max. When you're getting files from us it's from Max.

Okay, just again, this is just a one-time set up but just thought because there were a lot of security concerns upfront and it's why we highlighted security as a whole, earlier in this, there are browser security settings that must be set. So, it's pretty simple with TLS 1.0. It's within the options and security options, and i.e. we'll demo this a little later. And you also need to set up our, website or the MOVEit in your trusted site lists. It's fairly easy. Again, a one-time set up. The only caveat is sometimes with security settings on best ops with organizations, your local IT organization may need to get involved to give you escalated security. You might need admin rights is what I'm saying.

Okay, the wizard that I, mentioned before, it allows you to do multiple files at once. If you don't have the ability to install that wizard, you're going to be restricted to one file at a time. It can be very cumbersome if you volume. So, we strongly suggest the installation of that wizard. And, again, it really helps. It speeds up the upload and downloads. It does some compression on the fly. So, it will go a lot faster than the browser can do an upload. It shows you the status of the transfer and it provides integrity checking, and, it works very well.

So, again, you're going want to install that wizard. It will prompt you the first time you log in to install it. And, again, you may need, your IT organization's support to get that installed.

All right, so now we've made it through to where we'd like to just show you, a little bit of the ease of use of the MOVE it product. We're going to show those security settings I explained. We're going to just step through the ID registration sign on and how you can change a password and somehow you forget or lose it or get locked out. We'll show the wizard as well as regular file uploads and downloads just overall navigation of the folders.

So, Steve, I'm going to hand over--.

LOU SHIELDS: --Yeah--.

DAVID NUNN: --The driver's seat--.

LOU SHIELDS: --Yeah--.

DAVID NUNN: --Sorry--.

LOU SHIELDS: --So, Jenna, if you could transfer control over to Steve. There you go.

STEVE MARSCHALL: Okay, thanks, Dave.

So this is the basic, homepage, log in screen that, users will see, for logging into the, portal. I'm going to point out a couple of things here before we log in.

Up in the-- up in the address screen you can see that it is an HTTPS site. So, it is a secure, website that we maintain. The website is completely behind our firewall. This is not a hosted third party or any other site. This is behind MAXIMUS' firewall. So, again, secure, from that regard.

You can see the sign in areas, for user name and password. And at the bottom, we have a request password change link. Now, this link-- this link can be used, the first time or any subsequent time to change your password. You don't need to know your old password to get your new password as long as we have your e-mail address. When you go through this request

password change, you enter in your user ID. You'll get an e-mail to your e-mail address to complete the change process. So, it's secure. We don't know what your passwords are. You can maintain your passwords and change them, to your-- to your discretion.

So, let's log in here and, make sure that I have. Bear with me one second while I reconnect to the network. And there's going to be a little latency. I apologize for that. We'll keep moving forward.

Okay, once you, log in, this is the basic homepage, for the portal. Any important messages you'll see at the top. You'll see as you're logged in as the demo user. Any announcements, again, will be posted here.

And, so basic navigation we'll point out at this point, on the left hand nav, you have a folders, link right here. You also have a way to, use a down arrow and then navigate to, any of the directories that you need to get to.

So, if you have authorization to go directly to a directory, it provides that, quick link. So, if we want to go to the IMR directories for an upload, we can click here and it'll take us to that directory. And, again, we'll go through there's multiple ways to get to your directory. There's another option here, which is to upload files now. And you can see that this directory structure is the Two Max IMR directory for in this case a demo claims administrator, but in your case it would be, your company name.

To upload a file directly from here, we'll show you this as part of the demo. This is the wizard that Dave was talking about. We have a screen that pops up. This is the actual wizard for Internet Explorer. It's an add--it's a plug-in for, Java based browsers. It is actually, a-- Java component.

Click on the "add file." And for demo purposes, we have the Xchange user guide, which is a PDF. And we're just going to use that to upload. If there was more than one file, you'd have the option of selecting as many as you wanted to with the control key or the shift key to select more than one, a typical Windows functionality. Click on the "okay," "next" and "next," and it begins the upload process. Okay, so we've just--and you can see the transfer report, underneath here that says the status is that we've uploaded that file.

Let's go navigate to that directory, and, we'll see the file, that we've just uploaded. And here is the Xchange user guide that we just uploaded. This is for option one when you're--obviously when you're manually uploading files-- to--option three, excuse me; for uploading files, on the portal if you choose option one, which is the FTP, solution, when you FTP the files, and this is the same directory that you would be uploading them to. So, the same file structure exists whether it's through the browser, paradigm or whether it's through the, FTP. They're both going to end up here.

As Dave was saying, that every other hour we sweep all of the claims administrator's IMR, inbox, and we'll grab all of those PDF files and transfer them back to the backend system, for the next steps in the, process workflow.

At this point, I wanted to point out one additional thing before we, conclude the demo and that is tech support. Once we're live, we've gone through our testing and we're in an operator's mode, if any issues arise or any problems with user IDs or connectivity or anything at all that-- that might, inhibit, successful uploads, we're one click away for technical support.

So, if-- excuse me. If the user clicks on "tech support," they'll be taken to a page where they can see, there's an e-mail address that goes directly to my team where we'll get involved to make sure that, you're back up and running whatever the case may be, as quickly as possible. That's pretty much the demo. Lou, so we'll turn it back to you.

LOU SHIELDS: Jenna, you want to transfer control back? Thank you.

STEVE MARSCHALL: The next one is recap.

DAVID NUNN: All right, just to recap again the choices you have out there or really the next steps to get into the choices. Number one, obviously, is to review those choices with your IT staff and your management for the best choice for your situation. Once you've done that and you have an idea of what you want to do, or even if you don't but you'd like to discuss it further, reach out to us. We've set up a special mailbox for this. It's [imrfiletransfer@maximus.com](mailto:imrfiletransfer@maximus.com). Tell us your decision or again get your questions into us. We'll help you make the decision. Once we do, we'll get that process rolling. We have some internal, administrative we take care of on our end to get the IDs set up or gets the process rolling. We'll do that. Once we do, we have IDs set and you've got logged in, we suggest you test and test and test and retest.

So, once we've done that, obviously we'll turn and we'll together shake our heads and say, "Yes, we're ready for production." And we'll turn it on, on our end and--or your end, and once files start being transacted, we're ready to go. So, that's pretty much the way to get set up. A couple of resources out there, obviously, we talked about the-- options. We have a technology overview, we can send folks if you reach out to the e-mail box, a Word document explaining them in detail, help you make that decision.

Also, just some access sheets; again, internally we'll be handling those for you. And then, again, if you needed some additional information on IP switch or the vendor that, provides MOVEit, or some other security information from them, there's a plethora of information out there, on their site or you can reach out to us and we can help you get to it. The MOVEit user guide that we have also has links to it. So, those are just some additional documents that you may need.

LOU SHIELDS: All right, thanks, Dave. So, this is Lou Shields again. Just a couple kind of closing comments and points. The first one is back to the workflow that Rob had showed at the very beginning regarding where the cases that were still waiting medical records, just want to make sure everybody's aware that, for those that submit medical records, once you receive the NOARFI, we are timely on those, and those will be within the statutory, timeframe, per regulation for--per the state and the DWC.

So, we're--there's no backlog, in terms of processing cases where we actually receive the medical records. And as Rob pointed out, as we worked through our backlog on the front-end, we realized we did inundate a lot of the claims administrator groups. We have worked with a lot of you in a one off fashion. We are starting to see those records come in, but, you know, our plea or our cry for help at this point is we have injured workers that are still waiting a decision while we're awaiting those medical records. So, please get those in as quickly as possible. So, to kind of wrap this up from a process perspective, look, the intent today again was not to be the be all end all. David mentioned the Web--or the e-mail address [imrfiletransfer@MAXIMUS.com](mailto:imrfiletransfer@MAXIMUS.com).

The intent of today was to kind of wet your whistle on the technology options that are available. And if you think about there's pretty close to 500 claims administrators in the state of California. Dave talked about the adoption. The numbers that you think about, we only have about roughly 50 that are using some electronic means of transferring files with us today. That's less than 10 percent of the overall population.

So, the intent today was to just kind of give your IT folks some more information, number one, on how to reach us, number two, on the options that are available. What we do guarantee is if you're interested, and we hope all of you are, that you reach out to us to get this process started. So, we monitor that e-mail address 24/7. Although, I can't commit that Dave will be monitoring that-- he will be 24/7. We do expect that there's going to be, quite an influx of requests coming in as a result of this webinar. Once that initial surge is worked through, you should--you will get a response within 24 hours. We want to start working with you as quickly as possible.

Now, Dave's monitoring the mailbox. Dave's not the only guy that's working on this process. We have a team, supporting Dave to get this up and running. So, please do not be shy about reaching, out to us, here in the coming hopefully hours or minutes, but definitely within days. So, we did not take any questions as part of this webinar today. That's because since it's so heavily technology related, really weren't sure if, we were going to be able to get those technology questions to us. I do guarantee that if you do send that information or those requests to Dave at [imrfiletransfer@maximus.com](mailto:imrfiletransfer@maximus.com), we will work--start working with you individually today.

So, with that being said, I want to remind everybody that we did record this. I'm not sure with the latency issues, through the presentation and through the demo whether that was picked up by all of you. Again, if not, that will be posted to the DWC website within 48 to 72 hours.

So, again, I thank you for your time today and appreciate, you joining and, again, apologize one last time for the glitch at the beginning. So, thanks for your time today. Thanks, Jenna. Jenna, you there?

JENNA CHARLES: Yes, we are. Thank you so much. And, again, we'll be posting this, as soon as we can.

LOU SHIELDS: Thank you.

JENNA CHARLES: Bye.