

## DH-24-0001 Attachment 2 Scope of Work

1. Using the ADH medical marijuana registry ID application / registry web portal
  - a. Review and process all applications for completeness, approval, denial, within twelve (12) calendar days of receipt submittal of registry ID card application
    - i. Review and processing include;
      1. Review for complete/ incomplete and subsequent action to return for completion
      2. Approval
      3. Denial
      4. Related communications and distribution of approved Registry ID Cards
      5. Print and Mail to each approved applicant a paper Registry ID Card within 24 hours of application approval, via US Postal Service mail or other mail service.
    - b. Retrieve daily from ADH between 8AM-4PM Monday – Friday, except state holidays, the paper applications, and complete the data entry process and review for approval denial, completeness within twelve (12) days of date retrieved from ADH
  2. Immediately Notify ADH of termination of employees for timely removal of system access
  3. Within 24 hours Notify ADH of new employees for timely addition of system access
  4. Implement a quality assurance program to monitor application processes, phone, and email communication that includes, at a minimum;
    - a. Quality Assurance Compliance audit of 10% of applications processed
    - b. Quality Assurance Compliance audit of 10% of phone calls with applicants/potential applicants
    - c. Quality assurance compliance audit of 10% of email communications with applicants
  5. Shall maintain patient data privacy in compliance with Arkansas Constitution Amendment 98, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as amended by the Health Information Technology for Economic and Clinical Health Act (HITECH), ADH rules and policies.
  6. Institute recognized health information security practices as defined under 42 USCS § 17931 including standards, guidelines, best practices, methodologies, procedures, and processes developed under section 2(c)(15) of the NIST Act, the approaches promulgated under section 405(d) of the 2015 Cybersecurity Act, applicable ADH Policies and Procedures, and other programs that address cybersecurity and that are developed, recognized, or promulgated through regulations consistent with the HIPAA Security Rule.
  7. Respond to all inquiries or complaints promptly, not to exceed 24 business day hours from inquiry;
    - a. Assist via phone, and email, all applicants with questions regarding the medical marijuana registry ID cards, or the application system
    - b. Phone call wait time not to exceed five (5) minutes
    - c. Abandoned calls not to exceed twenty percent (20%) of total calls per month
    - d. Emails to be responded to within 24 business day hours
    - e. Complaints to be responded to within 24 (business day) hours and subsequent research and resolution within 48 business day hours
  8. Provide assistance in multiple languages including sign language and accommodate special populations.

9. Vendor will create internal training program to include processes for application processing, HIPAA, Amendment 98 and ADH Rules, and provide proof to the ADH upon request.
10. Flex staff as warranted by application, email, phone call volumes to maintain the 12-day application processing time.
11. Weekly reports due on Tuesday of each week (state holidays excepted);
  - a. Total phone calls received
  - b. Total phone calls answered
  - c. Average wait time
  - d. Total abandoned calls.
  - e. Average hold time
  - f. Total # complaints with complaint topic list

**ADH provides**

- Medical Marijuana Registry ID application portal training manual
- Medical Marijuana Registry ID application portal training
- Medical Marijuana program laws and processes training
- Ad-hoc Training on any programmatic changes to laws, processes, or systems
- Business hours access to program manager and supervisory staff
- After-hours access to program manager and supervisory staff for emergent issues
- Assistance with resolution to issues and or complaints that are beyond vendor scope