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|  | **EXHIBIT B** **IS Questionnaire** |
| RFP 2021-01CM |

This portion of the RFP will not be scored. Please answer each question directly on this sheet. If you do not have an answer to one or more question(s), enter NA or “none,” please do not leave any section blank.

1. Describe your experience, if any, with submitting data in a timely, complete, and accurate manner according to commercial payor, Managed Care Organization and/or Health Care Authority rules?

If you have no experience, please go to question two. If you have experience, answer the following questions:

* 1. Have there ever been any delays of 60 days or more from the date of service in submitting timely, complete, and accurate data? [ ]  Yes [ ]  No

If you checked yes, explain the circumstances and your resolution.

* 1. What processes are in place to detect and resolve errors?
	2. Describe your experience with coding and billing claims.
1. Do you currently use electronic health records (EHR)? [ ]  Yes [ ]  No

If you checked no, what is your current understanding of EHR requirements?

If you checked yes, answer the following questions:

* 1. What EHR software are you using, and have you fully implemented the software?
	2. Briefly describe how your EHR is currently being used and the types of data stored.
	3. Do you currently use your EHR to send and receive batch transactions, both HIPAA standard and non-HIPAA (Supplemental Data) transactions? [ ]  Yes [ ]  No

If you checked yes answer the following questions:

* 1. Briefly describe your process of setting up new batch transactions and the average lead-time that was needed for successful implementation.
	2. Briefly describe the timeline and how you find, track and correct encounter and supplemental data errors.
1. Describe your current network, hardware, and operating system software.
	1. How often do you update your system?
	2. What protections are in place to keep your network secure, including firewalls and virus protection?
	3. What physical security provisions are in place to keep your computer system safe?
2. What personnel resources (staff) do you currently have devoted to information systems (IS) and information technology (IT)?
3. Describe your process to back-up electronic data, including your back-up schedule, type of encryption used, and whether you utilize an off-site storage facility.
4. Is there an established, written business continuity/disaster recovery plan (BCDR) for technology hardware and software?

 [ ]  Yes [ ]  No

* 1. If yes, please attach a copy of the current plan.
	2. If no, is there any reason that a BCDR plan cannot be developed prior to contracting?