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FOX SYSTEMS, INC. (FOX) - COMPANY OVERVIEW

FOX Systems, Inc. (FOX) is pleased to offer expert Management, Organizational, and Business Improvement Services (MOBIS) as a Federal Supply Schedule Contractor. We are a qualified company offering a wide range of related services, expertise, and experience. FOX has a reputation for excellence and is confident of our team's ability to provide MOBIS related services.

Since being incorporated in California by Dr. Susan J. Fox, FOX has provided high quality information technology and management consulting services to public sector organizations at the federal, state, and local levels. FOX is a recognized leader in IT consulting, management consulting, data reporting, business process improvement, and strategic systems planning. FOX continues to be one of the nation's premier Health Insurance Portability and Accountability Act (HIPAA) consultants, offering the expertise, vision, leadership, and compliance support to help organizations comply with Federal requirements and improve their business operations. Using proven methodologies, we are able help our clients automate business solutions, increase organizational efficiency and effectiveness, and achieve significant competitive advantages.

FOX is a privately held, woman and minority owned company. Our corporate headquarters are located in Scottsdale, Arizona. We have regional offices located in Southern California, Santa Fe, New Mexico, and Atlanta, Georgia. We have recently supported major contracts with project offices in Maryland, Florida, Iowa, Oregon, Tennessee, and Virginia.

We are a national consulting firm and have had clients in more than 25 states. We are also a key contractor with the Centers for Medicare and Medicaid Services (CMS) on an important and highly visible HIPAA project. Since the passage of the Health Insurance Portability and Accountability Act (HIPAA), we have maintained a leadership role in HIPAA-related consulting services to Medicaid and other healthcare organizations. Our other elite clients include the federal Substance Abuse and Mental Health Services Administration and the Veteran's Administration, multiple state agencies (e.g., California, Florida, Georgia, Illinois, Maryland, Massachusetts, Oregon, New Jersey, Tennessee, and others), and multiple county agencies across the country (e.g., Los Angeles, CA, Broward, FL, Henrico, VA, and Hillsborough, FL). Our private sector clients include organizations such as ACS, AT&T, CSC, Health Management Systems, Maxicare, PCS Health Systems, SAIC, Unisys, and VIPS.

For FOX, consulting in the public sector is not a sideline—it is our primary business. Therefore, FOX brings a unique understanding of public sector concerns that differentiates us from our competitors. Our public sector experience allows us to tailor our consulting processes and tools to effectively assist public sector organizations, and our approach incorporates three factors essential for successful outcomes: 1) Understanding the public mandate for making good use of taxpayer dollars; 2) Recognizing that the public environment consists of diverse constituencies and multiple stakeholders; and 3) Understanding how government programs operate and the interagency dependencies that exist.

FOX AND MOBIS

FOX offers services in four SINs covered in the GSA MOBIS Federal Supply Schedule, including the following:

- 874-1: Consulting Services
- 874-2: Facilitation Services
- 874-6: Privatization Support Services and Documentation (A-76)
- 874-7: Program Integration and Project Management Services

DESCRIPTION OF PRODUCTS AND SERVICES OFFERED

SIN 874-1: CONSULTING SERVICES

FOX provides expert advice, assistance, guidance, or counseling in support of agencies' management, organizational, and business improvement efforts. FOX also provides studies, analyses, and reports documenting any proposed development, consultative, or implementation efforts. Our consultants are content experts with senior-level experience in both operations and consulting, and have been involved in such innovative projects as:

- Development of the plan for managed care programs for the State of New Mexico
- Identification, analysis and documentation of "best practices" for Medicaid fraud and abuse detection in behalf of DHHS/CMS (formerly HCFA)
- Reengineering of the Nevada Medicaid Program and supporting information systems
- Business process redesign in response to HIPAA requirements
- The CMS Medicaid HIPAA Compliance Concept Model (MHCCM), a web-based tool to support Medicaid agencies and other payers of health services in implementing HIPAA
- A successful approach to assist CMS in assessing Y2K readiness of state Medicaid agencies and technical assistance workshops to assist states
- Development of a county-wide HIV/AIDS physician network to provide integrated comprehensive services in a managed care system
- Development of the Medicaid managed care information system in Arizona, the most mature Medicaid managed care system in the nation
- Innovative procurement models for systems requirements definition and acquisition

Specifically, our consulting services are focused in these areas:

Strategic Systems Planning

- Information system strategies

- Analysis of system requirements and specifications
- Facilitation of Joint Application Design (JAD) sessions
- Systems procurement support – RFP development, proposal evaluation
- Independent verification and validation (IV&V)

Business Process Improvement

- Operational assessment and review
- Operational improvement and process redesign

Management Consulting & Strategic Planning

- Strategic systems planning
- Program development and evaluation
- Facilitation
- Feasibility studies
- Cost-benefit analysis

HIPAA Compliance Solutions

- Awareness education and training
- Strategy development
- Compliance execution and monitoring
- Post-compliance assurance

Independent Verification and Validation (IV&V) Services

FOX performs Independent Verification and Validation (IV&V) services for its clients who are implementing new systems or programs using comprehensive and robust methodologies that help ensure complete, accurate, timely, and cost-effective outcomes. Our internal methodologies are compatible with the IEEE Std 1012-1998 “Standard for Software Verification and Validation.” We have applied our methodology to the development and implementation of Medicaid, managed care, public health, and mental health information systems, including custom-developed systems as well as Commercial Off-the-Shelf Systems (COTS) products.

Our services include the following activities:

- Development of an implementation work plan including identification of tasks, start dates, duration, dependencies and resource requirements
- Review and validation of system requirements including functionality, interfaces, data model, documentation, testing, operations and maintenance
- Review and validation of various system design documents
- Review and validation of test plans and results
- Review and validation of implementation activities
- Review and validation of operations

SIN 874-2: FACILITATION SERVICES

FOX provides facilitation and related decision support services to agencies engaging in collaborative efforts, working groups, or integrated product, process, or self-directed teams. Examples of our extensive facilitation services include, but are not limited to:

- Conducting Joint Application Development (JAD) sessions and documenting resulting in automated tools and software (e.g., CASE tools)
- Consensus modeling and building
- Group voting activities
- Assisting in procurement processes
- Development of draft and final reports for dissemination
- Strategic planning workshops
- Logistical meeting/conference support when performing IT consulting services
- Evaluation of decision support systems
- Facilitation of technical proposal evaluation sessions
- Extensive user interviews and workgroup facilitation to establish system requirements

Our facilitation services have been used to identify new system requirements, develop new programs, evaluate vendor proposals, and other functions within organizations.

SIN 874-6: PRIVATIZATION SUPPORT SERVICES AND DOCUMENTATION (A-76)

FOX provides expert advice, consultation, assistance, and documentation in support of studies conducted under privatization or commercial activities, studies, projects, or efforts. Examples of our privatization support and documentation services include, but are not limited to:

- Strategic planning support (e.g., conducting the “buy versus build” decision)
- Requirements Analysis and alternatives analysis
- Facilitation of consensus for privatization alternatives
- Advance Planning Document (APD) development for federally funded programs
- Developing, writing, releasing Requests for Proposals (RFPs) for the procurement of systems and contractor services
- Developing evaluation methodologies incorporating functional, technical and cost elements
- Developing Evaluation Manuals for organizations performing their own evaluation
- Evaluating proposals for proposals needing expert consultant assistance
- Evaluation Results Report to validate and document the evaluation process and outcome
- Providing evaluation support such as accepting and disseminating proposals, facilitating oral presentations, developing recommendations
- Contract Terms and Conditions

- Contract negotiation support

SIN 874-7: PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES

FOX provides services in the management, integration, programs, and projects. Our consultants have proven skills and experience that encompasses all elements of the Systems Development Lifecycle including, but not limited to, the following service activities:

- Program management
- Program integration/leadership
- Program oversight
- Project management
- Business requirements development and needs analysis
- Feasibility studies
- Training and documentation development
- Joint Application Design (JAD) facilitation
- Business process improvement analysis

Consultants available for this category have demonstrated project management skills with both internal and external project teams and extensive experience in project team management, interacting with client department heads, agency secretaries and officials, and state control agencies.

This service category includes the full range of industry standard project management services including project plan development, using a variety of automated project planning tools (e.g., Microsoft Project and Project Managers Workbench). This service is provided by FOX consultants that possess skills and knowledge of industry accepted current Project Management Methodologies that conform to the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK).

We have provided this support to internal client as well as “mixed” client and consultant project teams and been able to achieve complex project objectives. Our project managers have been able to manage, lead and motivate these types of project teams successfully.

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, 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 **GSA Advantage!TM** is: <http://GSAAdvantage.gov>.

Schedule Title:

Management, Organizational and Business Improvement Services (MOBIS)

FSC Group, Part, and Section or Standard Industrial Group (as applicable):

874

FSC Class(es)/Product code(s) and/or Service Codes (as applicable):

R499

Contract number:

GS-10F-0579N

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

Contract period:

Original Base Period: September 8, 2005 through September 7, 2008

Extended Period: September 8, 2008 through September 7, 2013

Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable):

Fox Systems, Inc.
6263 N. Scottsdale Road, Suite 200
Scottsdale, AZ 85250

Phone Number: (480) 423-8184

Toll-Free Number: (800) 726-9593
FAX Number: (480) 423-8108
E-mail: desh.ahuja@foxsys.com

Contractor's internet address/web site where schedule information can be found (as applicable):

www.foxsys.com

Contract administration source (if different from preceding entry):

Desh Ahuja, Executive Vice President

Business size:

Large, Woman Owned Business

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

874-1: Consulting Services
874-2: Facilitation Services
874-6: Privatization Support Services and Documentation (A-76)
874-7: Program Integration and Project Management Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

Not applicable

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

Government Awarded Prices (Net Prices)

LABOR CATEGORY NAME	HOURLY
SIN 874-1 (Effective September 7, 2008 – 0.75 IFF)	
Administrative/Clerical	\$69.05
Business Analyst	\$150.00
Consultant	\$133.78
Contracting Specialist	\$151.05
Database Analyst	\$156.22
Documentation Specialist	\$129.47
Evaluation Specialist	\$151.05
HIPAA Privacy Specialist	\$170.13
HIPAA Security Specialist	\$170.13
HIPAA TCI Specialist	\$183.84
Management Analyst	\$133.78
Process Analyst	\$133.78
Project Leader	\$155.00
Project Manager	\$170.13
Quality Assurance Manager	\$151.05
Senior Business Analyst	\$156.00
Senior Consultant	\$145.87
Senior Process Analyst	\$151.05
System Analyst	\$133.78
System Tester	\$133.78
Technical Writer	\$129.47
Technologist	\$156.00
Training Specialist	\$129.47
APD Subject Matter Expert (SME)	\$166.00
Budget Analyst	\$200.00
Eligibility System Specialist	\$157.48
Financial Analyst	\$200.00
Health Plan Subject Matter Expert (SME)	\$150.00
IV&V Specialist	\$157.48
Medicaid Waivers Specialist	\$200.00
MITA Specialist	\$170.13
MITA Subject Matter Expert (SME)	\$155.00
MMIS Subject Matter Expert (SME)	\$160.00
Program Policy Analyst	\$200.00
Senior Technical Analyst	\$162.88
System Architect	\$160.00
Technical Analyst	\$157.48

LABOR CATEGORY NAME	HOURLY
SIN 874-2 (Effective September 7, 2008 – 0.75 IFF)	
Administrative/Clerical	\$69.05
Consultant	\$133.78
Senior Consultant	\$145.87
JAD Facilitator	\$145.00
Modeler	\$151.05
Project Leader	\$155.00
Project Manager	\$170.13
Scribe	\$69.05
Technical Writer	\$129.47
APD Subject Matter Expert (SME)	\$166.00
Budget Analyst	\$200.00
Eligibility System Specialist	\$157.48
Financial Analyst	\$200.00
Health Plan Subject Matter Expert (SME)	\$150.00
IV&V Specialist	\$157.48
Medicaid Waivers Specialist	\$200.00
MITA Specialist	\$170.13
MITA Subject Matter Expert (SME)	\$155.00
MMIS Subject Matter Expert (SME)	\$160.00
Program Policy Analyst	\$200.00
Senior Technical Analyst	\$162.88
System Architect	\$160.00
Technical Analyst	\$157.48
SIN 874-6 (Effective September 7, 2008 – 0.75 IFF)	
Baseline Service Level Agreement/Metrics Researcher	\$151.05
Contracting Specialist	\$151.05
Evaluation Specialist	\$151.05
Privatization Planning Consultant	\$156.23
APD Subject Matter Expert (SME)	\$166.00
Budget Analyst	\$200.00
Eligibility System Specialist	\$157.48
Financial Analyst	\$200.00
Health Plan Subject Matter Expert (SME)	\$150.00
IV&V Specialist	\$157.48
Medicaid Waivers Specialist	\$200.00
MITA Specialist	\$170.13
MITA Subject Matter Expert (SME)	\$155.00
MMIS Subject Matter Expert (SME)	\$160.00

LABOR CATEGORY NAME	HOURLY
Program Policy Analyst	\$200.00
Senior Technical Analyst	\$162.88
System Architect	\$160.00
Technical Analyst	\$157.48
SIN 874-7 (Effective September 7, 2008 – 0.75 IFF)	
Administrative/Clerical	\$69.05
Program Integration Specialist	\$168.30
Program Manager	\$168.30
Program Oversight Specialist	\$176.94
Project Manager	\$170.13
Quality Assurance Manager	\$151.05
APD Subject Matter Expert (SME)	\$166.00
Budget Analyst	\$200.00
Eligibility System Specialist	\$157.48
Financial Analyst	\$200.00
Health Plan Subject Matter Expert (SME)	\$150.00
IV&V Specialist	\$157.48
Medicaid Waivers Specialist	\$200.00
MITA Specialist	\$170.13
MITA Subject Matter Expert (SME)	\$155.00
MMIS Subject Matter Expert (SME)	\$160.00
Program Policy Analyst	\$200.00
Senior Technical Analyst	\$162.88
System Architect	\$160.00
Technical Analyst	\$157.48

2. Maximum order.

\$1,000,000.00

3. Minimum order.

\$300.00

4. Geographic coverage (delivery area).

Domestic only

5. Point(s) of production (city, county, and State or foreign country).

Same as company address

6. Discount from list prices or statement of net price.

Government net prices (discounts already deducted). See the following.

7. Quantity discounts.

None offered

8. Prompt payment terms.

1% 30 Days NET 31

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

Will not accept over \$2,500

10. Foreign items (list items by country of origin).

None

11a. Time of delivery. (Contractor insert number of days.)

Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.

Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

Contact Contractor

- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.**

Contact Contractor

- 12. F.O.B. point(s).**

Destination

- 13a. Ordering address(es).**

Same as company address

- 13b. Ordering procedures**

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

- 14. Payment address(es).**

Same as company address

- 15. Warranty provision.**

Contractor’s standard commercial warranty

- 16. Export packing charges, if applicable.**

N/A

- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).**

Contact Contractor

- 18. Terms and conditions of rental, maintenance, and repair (if applicable).**

N/A

- 19. Terms and conditions of installation (if applicable).**

N/A

- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).**

N/A

- 20a. Terms and conditions for any other services (if applicable)**

N/A

- 21. List of service and distribution points (if applicable).**

N/A

- 22. List of participating dealers (if applicable).**

N/A

- 23. Preventive maintenance (if applicable).**

N/A

- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).**

N/A

- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.**

N/A

- 25. Data Universal Number System (DUNS) number.**

62-4287306

- 26. Notification regarding registration in Central Contractor Registration (CCR) database.**

Registered

27. Uncompensated Overtime (Indicate if used).

Contractor will accept LH and FFP

FOX MOBIS LABOR CATEGORY REQUIREMENTS

SIN 874-1: CONSULTING SERVICES

Administrative/Clerical

Description

This position is responsible for performing full range of administrative functions of a confidential nature for the Division Vice President. Responsibilities include composing correspondence, preparing and updating reports, maintain database of sales activity, arrange travel and meetings, etc. Acts as a receptionist for VP with considerable contact with business clients and internal staff. Maintains official corporate records and executes administrative policies. Requires substantial independent judgment, knowledge of operations and ability to act independently.

Minimum Training

Excellent PC Skills - must be proficient in the use of MS Office Suite (Word, Excel, Outlook, PowerPoint, Access). MS Access and good organizational skills are a must. Basic experience in making travel arrangements. Prior experience in scheduling and facilitating meetings. Good communication skills both oral and written. Must be able to work in a fast paced and deadline driven environment and work minimal overtime as required.

Certifications

N/A

Education/Experience

Associate's degree (A.A.) or equivalent from a two-year college or technical school and three to four years related experience, or equivalent combination of education and experience.

Business Analyst

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Acts as project manager on projects as assigned.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Consultant

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Contracting Specialist

Description

- Assists in planning and design of new software applications with focus on full system compliance with HIPAA administrative simplification regulations.
- Serve as subject matter expert (SME) for project team for HIPAA administrative simplification regulations.
- Assists in the planning and design of EDI (Electronic Data Interchange) specifications and transaction mapping.
- Participates in software development through the identification of system requirements, change request definition, program specification review, system & acceptance testing, training and serving as client liaison again with focus on HIPAA administrative simplification regulations.
- Assist in the system testing effort.
- Stay current with new HIPAA administrative simplification regulations and revisions to existing regulations.
- Develops training standards, plans, and materials.
- Conducts training or demo sessions for users, potential clients, or staff.
- Develops user manuals, proposals, system help, and system documentation.

Minimum Training

Position may involve JAD, Testing, QA, HIPAA, Healthcare and EDI.

Certifications

CACM or CPCM certification a plus.

Education/Experience

Significant experience as a Government Contracting Officer/Contract Specialist. Significant experience in contracting in both the pre and post award arena. Experience in preparing solicitations, negotiating contracts, preparing SOWs, assisting in the source selection process and administering all different type of contracts (FFP, Cost reimbursable and Time and Materials).

Database Analyst

Description

Responsibilities include implementing and maintaining all operational functions of database system, including daily, weekly and monthly loads, DDL, DML, access tuning, and space allocations. Consults with users, determines requirements and recommends database design and implementation strategies. Provides comprehensive consulting at highest technical level, ensuring efficiency and security. Researches and evaluates alternatives and recommends solutions for database and system design. Codes, tests and implements scripts necessary to support database operations and monitoring. Supports problem resolution and database performance tuning. Consults and advises on application design and SQL tuning. Provides data administration support for the development and maintenance of production and test database environments. Participates in product evaluations, design review sessions, data requirement meetings, and consulting with application development products.

Minimum Training

Strong knowledge of database schemas and relational database structure, data elements dictionary, data modeling, and diagrams. Strong analytical abilities required for interacting with customers to evaluate work and provide technical assistance. Good interpersonal skills required for interacting with customers and clients and providing technical assistance to resolve problems. Good organizational skills required for effective communication. Knowledge of health care data and applications beneficial.

Certifications

N/A

Education/Experience

Bachelor's degree (or equivalent work experience) in one of the following disciplines: Computer Science, Information Management, Business, Mathematics, or related field in order to provide consultative and technical expertise to customers. Work typically requires five or more years experience, including a minimum of two years experience as database analyst. Requires experience with multiple architecture platforms such as UNIX, Sequel, and mainframe environment.

Documentation Specialist

Description

Under general direction and guidance, create, maintain, and publish policy and procedure documentation, forms, proposals, Requests for Proposals, deliverables, instructional & job aids, and PowerPoint presentations. Duties include information development using prescribed formats, form design, and graphic design. Will work with a small team of writers and trainers to adapt or develop materials appropriately for reference and training.

Minimum Training

Knowledge and skills with MS Office (Word, Excel, PowerPoint, Access), Dreamweaver, Adobe Photoshop, HTML. Excellent organizational and communication skills are essential

Certifications

N/A

Education/Experience

Bachelors degree in Applied Writing, Journalism, or equivalent, and two to three years' experience in procedural writing and newsletter writing preferred. One to two years experience with web-based delivery of documentation desirable.

Evaluation Specialist

Description

Responsible for evaluating competitive proposals from vendor/contractors in order to select the proposals representing best value to the government area. Will apply procurement specific evaluation criteria against each proposal. Will evaluate objective and subjective elements of each vendor qualifications, technical approach, staff qualifications, and cost.

Minimum Training

Must have experience evaluating proposals for large and complex systems and service contracts.

Certifications

N/A

Education/Experience

BS/BA degree or equivalent experience, plus three years of related experience

HIPAA Privacy Specialist

Description

Privacy Specialists are experts in the secure electronic handling of personally identifiable information. They examine privacy policies and procedures, administer privacy questionnaires, and gather other documentation related to the handling of personally identifiable information. In addition, they identify gaps in compliance with the HIPAA privacy regulations, make recommendations for achieving compliance, and determine what actions will ensure that Protected Health Information (PHI) are handled correctly.

Minimum Training

Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA) particularly as they pertain to Privacy regulations and related issues.

Certifications

N/A

Education/Experience

BA/BS Degree or the equivalent years in experience.

At least three years of experience in the industry with at least two of those years directly related to the relevant area of expertise.

HIPAA Security Specialist

Description

Security Specialists are responsible for examining existing information security policies and processes. They document security policies, assessing risk and developing security compliance plans. Furthermore, they research development approaches, recommend security software and systems, and conduct systems analysis. The SMEs will use automated risk analysis tools to offer security risk analysis for data collection, analysis, and establishing a baseline assessment for the targeted systems and/or applications. They produce risk analyses to identify the risks and issues, and make recommendations for compliance with state and federal requirements. Together with customers and other stakeholders, they review existing documentation, develop plans of action and milestones for certification and accreditation, and provide initial guidance for required artifacts through the development of security documentation templates.

Minimum Training

Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA) particularly as they pertain to Security regulations and related issues.

Certifications

N/A

Education/Experience

BA/BS Degree or the equivalent years in experience.

At least three years of experience in the industry with at least two of those years directly related to the relevant area of expertise.

HIPAA TCI Specialist

Description

Specialists for Transactions and Code Sets (TCI) analyze the flow of electronic data in and between systems. They conduct transaction data mapping for gap analyses, and conduct testing and implementation of healthcare systems. They also participate in requirements analysis.

Minimum Training

Must be familiar and knowledgeable with requirements related to the Health Insurance Portability and Accountability Act (HIPAA) particularly as they pertain to Transaction and Code Set Instructions.

Certifications

N/A

Education/Experience

BA/BS Degree or the equivalent years in experience.

At least three years of experience in the industry with at least two of those years directly related to the relevant area of expertise.

Management Analyst

Description

Under general direction and guidance aid in preparing and analyzing project plans, understanding and applying basic consulting principles, documenting processes and writing requirements, work closely with team members to understand client needs.

Minimum Training

- Candidate must have solid analytical skills and ability to utilize databases as the primary means for reporting. Must have strong MS Access experience.
- Must have good Microsoft Office skills, including Excel, Word, PowerPoint
- Must have excellent verbal and written communication skills
- Strong analytical skills
- Requirements analysis, financial services experience desirable
- CRM experience is a plus

Certifications

N/A

Education/Experience

- One to two years of prior work experience in Consulting or IT environment
- Previous experience in testing or programming
- Bachelors degree in MIS, Computer Science, or Engineering

Process Analyst

Description

This position's overall objective is to identify and implement the right business processes for the company. This incumbent is responsible for leading research, analysis for recommendations to solve business problems by determining solutions via business processes. Additional responsibilities include assisting the field based organization to create process capabilities and increasing performance of existing processes through workflow analysis. This will be accomplished by planning, managing and monitoring performance improvement efforts from concept through implementation.

Minimum Training

- Formal process engineering and use case development
- Significant knowledge of the software life cycle (SLC)

Certifications

N/A

Education/Experience

- Demonstrated ability with business requirements definition and technical specifications
- Test plan, data preparation and test execution experience
- Release management, quality assurance and production application support
- Specific knowledge of wireless or cable industry preferred
- Project Management experience preferred
- Appropriate candidates will have significant experience in large-scale billing package (COTS) integration projects with specific expertise in the design, requirements specification and documentation and implementation of process improvements

Project Leader

Description

The Project Lead will manage projects as assigned using the internal process of product release in accordance with projected timelines and budget. Interface with other Project Leads, developers and outside contractors to ensure the success of projects as assigned, including client, infrastructure, regulatory and web projects as they pertain to the development and technology teams. Resolve cross-functional issues that arise during the conduct of assigned project initiatives. Responsible for managing projects in accordance with the standards developed and approved as 'development and technology project methods'. Responsible for managing the Software Development Life Cycle for assigned projects and ensuring the integrity of the ASDM/SDM and Change Control process for those projects.

Minimum Training

The successful candidate will possess strong technical project management skills, sound decision-making skills, and sound judgment and conflict resolution skills.

Certifications

N/A

Education/Experience

The position requires at least three years of project management experience with at least one year of multiple project management experience, a basic understanding of software development methodologies and the ability to work with simultaneous projects that have constant aggressive deadlines.

Project Manager

Description

Provides complex project management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Manage daily activities, hours of work and place of work of all consultants and contractors assigned to project in accordance with the approved project workplan.
- Monitor status of all project tasks and deliverables and advise senior management of any significant variations.
- Monitor project budget and advise senior management of any significant variations.
- Report as required to the client contact and manage the expectations of clients.
- Identify and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Collect, document, and analyze information concerning clients' current clinical, financial or business processes and information systems.
- Develop "As Is" and "To Be" models as part of reengineering projects.
- Assist in identifying new business opportunities and in developing and presenting proposals to prospective clients.
- Manage client invoicing which includes tracking client receivables and payments, and contacting project clients regarding late payments.
- Supervises all consultants and contractor assigned to the project.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to 10 years related experience and/or training; or equivalent combination of education and experience.

Quality Assurance Manager

Description

Responsibilities will include, but not limited to the following: Supervises, directly, Quality Control Analysts; Performs special audits and prepares comprehensive reports and graphical representations of auditing statistics; Extrapolates audit report findings and prepares narrative reports of audit findings which identify impacts, trends, and recommendations and provides project management and supervisors with feedback on process or staff effectiveness; Participates in the interview and hiring process; and Performs other duties as may be assigned by management.

Minimum Training

Demonstrated computer literacy in Microsoft Access, Excel, and Word; strong people management skills; excellent organizational, interpersonal, written, and verbal communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; ability to successfully execute many complex tasks simultaneously; and ability to work as a team member, as well as independently.

Certifications

ISO 9000 Internal Auditor Certification (preferred)

Education/Experience

Bachelor's degree from an accredited college or university with relevant course work in accounting, statistics, or equivalent work experience

Preferred qualifications include two years of experience in Quality Assurance, Internal auditing, or Accounting in a health care or production based environment

Senior Business Analyst

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Acts as project manager on projects as assigned.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to 10 years related experience and/or training; or equivalent combination of education and experience.

Senior Consultant

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to 10 years related experience and/or training; or equivalent combination of education and experience.

Senior Process Analyst

Description

The Senior Business Process Analyst will act as an internal consultant and is responsible for maintaining process expertise for one or more of the following process areas: Revenue, Inventory, Manufacturing and/or Other Business Processes. Additional responsibilities include process standardization supported by Standard Operating Policies (SOPs), managing new SOPs through the approval process, and the development, implementation and training of new or revised processes/SOPs.

Minimum Training

This incumbent must possess strong problem-solving and decision-making skills and process management concepts. Additionally, strong leadership, initiative, communication, organization and presentation skills are required.

Proficiency with software systems: ERP, Microsoft Word, Excel, PowerPoint (or other flow-charting software) and Project are preferred.

Certifications

N/A

Education/Experience

Bachelor's Degree in a Business related field with three to five years of relevant experience within a sales and distribution business environment, preferably the beverage industry. MBA is a plus. Proven experience working with and supporting all levels of management through special studies, briefings, project management and research is required.

System Analyst

Description

- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application.
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- May provide training of users and operational personnel on all aspects of their systems.
- Maintains current applications by analyzing process flows, researching issues, and implementing systems changes.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Good analytical, presentation, and oral and written communication skills. Proven knowledge in one or more applications or systems.

Certifications

N/A

Education/Experience

Bachelors degree in Computer Science/Information Systems or equivalent combination of education and experience.

System Tester

Description

Responsibilities include building test plans, overseeing implementation plans with test teams and reporting results for whole application systems. Tests whole systems performance and/or oversees testing of software application systems.

Reviews new requirements of systems applications, reads systems diagrams, reads developed software, determines where the system must be scaled so that stress testing will be focused.

Alternate sample of daily work might be to work with developers to change the cache algorithm so that tests can be loaded more efficiently, so they must be able to talk with the technical team.

Minimum Training

Knowledge and experience in implementing a large scale healthcare application. Requires strong knowledge of edits and audits, code sets, and data values. Must have ability to define and document all testing criteria and scenarios. Also must have analytical skills to compare and reconcile the expected versus real test results. Must be able to effectively communicate with technical teams.

Certifications

N/A

Education/Experience

BS/BA degree or equivalent experience, plus two or more years of related experience testing large scale healthcare application implementations.

Technical Writer

Description

Writing and updating engineering documentation supporting the list of customers. Should be familiar with process flow in a business environment and to document this flow on a customer-by-customer basis. Will be responsible for chairing meetings with customers and Network Engineering staff to obtain information and consolidate in book form. Establish reviewing standards and periodic updating of all customer documentation (Yearly). Responsible for web enablement of the documentation records.

Minimum Training

Recommend two years of technical writing experience in a networking environment. Should have background and experience with Microsoft Office, specifically Word, Excel and PowerPoint. Should be fluent with the Visio tool and the skill to initiate and update networking drawings.

Certifications

N/A

Education/Experience

BA or BS (four year degree) Will substitute based on work experience.

Technologist

Description

EDI Specialist, MIS Manager, Program Analyst, Project Technical Lead, Sr. Systems Analyst, Systems Architect, Systems Engineer, Systems Analyst, Security Analyst

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security

Certifications

Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSA

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless)

Training Specialist

Description

The Training Specialist is responsible for the development and delivery of technical training to a variety of audiences including, Customer Service, Network Operations Center, and Field Service technicians.

Develops, writes, and coordinates Training manuals working with Managers for specific details. The training manuals should include course content, visual charts, videotapes, slides, etc. Types initial and/or final drafts of manuals.

- Responsible for creating and delivering training on network operations, network hardware, protocols, security and diagnostic methods.
- Works with technical management to understand their goals, hiring plans and to identify training priorities.
- Develops a strong working knowledge of the technical organizations and specific job responsibilities of their workers.
- Develops a technical education curriculum and for each specific course, develops competency based, behavioral objectives.
- Plan, create, and execute training and educational programs for telecommunications product rollouts.
- Measures retention of taught materials and provides feedback to Managers.
- Develop and maintain content and delivery of the Training Intranet site.
- Other Duties as assigned.

Minimum Training

- Excellent communication skills, both written and verbal.
- Strong organizational skills and a good public speaker at ease moderating large groups.

Certifications

MCSE certification a plus

Education/Experience

- College-level degree in one or more of the following: Engineering, Telecommunications, Communications, Business Administration, Teaching.
- Three or more years of network technical training experience.
- High comprehension level of telecommunications network services including voice, long distance, data, Internet, and CPE. Prior sales engineering experience and/or knowledge of Central Office Equipment a plus.

APD Subject Matter Expert (SME)

Description

Senior level analyst experienced in preparing federal Advance Planning Documents (APDs) on behalf of state health and human services agencies to the Centers for Medicare & Medicaid Services (CMS), Agency for Children & Families (ACF), and Food and Nutrition Service (FNS) for enhanced system funding. Must be knowledgeable in all the constituent APD components including system feasibility studies, alternatives analysis, cost benefit analysis, cost allocation plan, and other activities required by the CFR and state regulations.

Must be capable of working the state and federal regional and central office personnel to facilitate the submission and approval of APDs on a timely basis.

Minimum Training

Experience with program-specific requirements (e.g., Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc.) for systems planning and funding.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MBA or equivalent experience preferred

Budget Analyst

Description

FOX provides business analysis and health care Information Technology (IT) budgeting support to its clients. A Budget Analyst participates in analysis and recommendations to develop IT budgets to support state and federal budgeting requirements. IT budgets for the publicly funded programs such as Medicaid and Chile Welfare are multiyear budgets and, at times, require cost allocation across multiple programs in the state. Since many of the programs involve some combination of state and federal funding, or grants moneys, knowledge and expertise in program operations as well as cost accounting are key considerations.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and develop budgets for submission to regulatory entities.
- In a cost allocation setting, reviews the multiple programs sharing IT infrastructure and IT platforms and develop cost allocation methodologies across such programs.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.
- Assists in the development of all types of budgets, including general, discretionary accounts, endowments, private, and federal funds.
- Using templates, analyzes budget patterns, projects expenditures, and prepares approved budget.
- Using templates, collects and compiles budget data, completes work papers and status reports.
- Assists in the development and maintenance of budget monitoring systems.
- Assists in the development of business proposals and/or grant applications.
- Uses appropriate cost rates, such as indirect and benefit rates for proposed budget.
- Reviews budget justification to ensure it relates to budgeted dollars.
- Ensures compliance with all relevant agency regulations and restrictions.

Minimum Training

Must be healthcare subject matter experts with work experience in a variety of important positions in the government environment and familiar with the state or federal regulations and policies.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Eligibility System Specialist

Description

Senior consultant familiar with eligibility determination and benefits management of various federal and state human service entitlement programs. Must be able to develop functional, system and other requirements for eligibility systems and support their design, development, implementation or Independent Verification & Validation (IV&V)

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing Eligibility systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current Eligibility systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Experience with Programs and systems with financial and other factors of eligibility determination such as Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc).

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

None

Education/Experience

Minimum bachelors degree with MBA or equivalent experience preferred

Financial Analyst

Description

FOX provides business analysis and cost benefit analysis support to its clients. A financial analyst participates in analysis and recommendations to improve the operational and financial effectiveness of client's operations. In this capacity, the analyst analyzes the client's business processes, extracts financial data from various accounting and information systems. Performs financial and cost accounting analysis of data, and develops cost and benefits data over 10-15 years in the future.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and the effect of new changes on client's operations.
- Reviews costs and performs cost benefit analysis related to projects and/or programs.
- Performs statistical, cost, and financial analysis of historical data and projects future expenses resulting from investment in new technology or information systems.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Health Plan Subject Matter Expert (SME)

Description

The Health Plan SME must possess knowledge of Medicare operations; Encounter Data Processing and Collection; Providing complex management and information consulting services to clients; Establishing capitation parameters for Medicare and Medicaid plans. Must also be knowledgeable in Medicare information technology systems, and federal and state Medicare reporting requirements. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current health plan and related systems.
- Identifies and documents deficiencies and dysfunctional areas in existing health plans and related systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

IV&V Specialist

Description

The IV&V Specialist must possess knowledge of healthcare systems and operations; developing test plans; developing communication plans; conducting system tests; reviewing application and system deliverables; coordination of deliverable reviews and finalizing review results; reviewing systems; acceptance, conversions; parallel testing; and test results. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current systems.
- Identifies and documents deficiencies and dysfunctional areas in existing systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Medicaid Waivers Specialist

Description

- Senior consultant with knowledge and experience developing, submitting and obtaining approval for Medicaid Waivers under various waiver types such as 1115, 1115 Katrina, 1915(b), and 1915(c).
- Provides complex management and information technology consulting services to clients.
- Acts as project manager on projects as assigned.

Minimum Training

Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc. operated in various states.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MPH, MBA or equivalent experience preferred with focus on healthcare.

MITA Specialist

Description

This Medicaid Information Technology Architecture (MITA) Specialist is a high level position that directs, establishes, maintains, and plans the overall policies and goals for business plans and operational oversight related to healthcare strategic initiatives including MITA and Health Information Exchanges (HIE).

Essential duties and responsibilities include the following. Other duties may be assigned.

- Leads Consulting Activities for MITA and HIE.
- Provides Subject Matter Expertise to related projects and business activities.
- Develops and maintains project methodology and training materials for staff development use. Includes a focus on the “train the trainer” approach to migrate new training initiatives to designated trainer(s).
- Participates in industry and standards groups to promote the strategic healthcare vision and gather information.

Minimum Training

Must have working knowledge of word processing, spreadsheet, Visio, MS Project, PowerPoint, e-mail, and Internet software.

Certifications

N/A

Education/Experience

Master’s degree (M.A.) or equivalent; or four to ten years of related experience and/or training; or equivalent combination of education and experience.

MITA Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Information Technical Architecture (MITA) to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by MITA.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

MMIS Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Management Information System (MMIS) to clients by applying existing knowledge and expertise to performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by or critical to the MMIS.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems. Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

Program Policy Analyst

Description

Senior Consultant capable of performing health and human service program development, assessment and implementation.

Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing programs.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned
- Collects, documents, and analyzes information concerning clients' current programs.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

- Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc operated in various states.
- Must be able to understand and interpret enabling laws and regulations, define recommended programmatic options, and develop policies and procedures to support those programmatic initiatives.

Certifications

N/A

Education/Experience

Masters degree, MPA, MPH or MSW preferred, or equivalent experience

Senior Technical Analyst

Description

A Senior Technical Analyst works closely with the Client's identified systems expert to identify existing documentation that will be useful in assessing current environments.

- Leverages identified information assessment processes.
- Supplements assessment processes with stakeholder sessions including technical experts identified by the Client's technical lead.
- Gathers information from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to confirm technical baselines for use in creating the strategic plans.
- Assists in designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Finalize project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Assists in defining business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML,ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security vulnerability analysis (including wireless)

Certifications

Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSA

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

System Architect

Description

Responsible for developing an enterprise architecture using service-oriented architecture (SOA) for the specified program. Experience in developing business process models, business services, and solutions sets to implement the services. Experience in developing new program architecture frameworks, capability maturity models, and transition plans, and methodologies to allow client to perform self-assessments.

Minimum Training

Experience in real-time systems, Internet applications, command and control systems, data processing systems, database systems, and embedded systems. Must be familiar with system engineering tools, engineering languages, development languages, databases, and middleware products.

Demonstrated understanding and experience in client's new framework and its design, protocols, client server applications, relational database design, data messaging, and content standards (X12, HL7, LOINC, SNOMED, ICD-10, etc.), decision support systems, data encryption, Internet protocols, and web-based interface and query design. Understanding and experience in design and development of enterprise architecture principles, practices and standards as they relate to the Federal enterprise architecture process preferred. Knowledge of business and technical requirements of large scale data processing systems changes.

Certifications

N/A

Education/Experience

Bachelors or Masters (preferred) degree in Computer Science/Information and Telecommunications System Management or equivalent combination of education and experience

Technical Analyst

Description

A Technical Analyst works closely with the Client's identified systems analysts in assessing current environments.

- Identifies information assessment processes.
- Supports assessment processes identified by the Client's technical lead.
- Responsibilities also include leveraging capability statements in the planned framework against information gathered from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to establish technical baselines for use in creating the strategic plans.
- Designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless)

Certifications

N/A

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

SIN 874-2: FACILITATION SERVICES

Administrative/Clerical

Description

This position is responsible for performing full range of administrative functions of a confidential nature for the Division Vice President. Responsibilities include composing correspondence, preparing and updating reports, maintain database of sales activity, arrange travel and meetings, etc. Acts as a receptionist for VP with considerable contact with business clients and internal staff. Maintains official corporate records and executes administrative policies. Requires substantial independent judgment, knowledge of operations and ability to act independently.

Minimum Training

Excellent PC Skills - must be proficient in the use of MS Office Suite (Word, Excel, Outlook, PowerPoint, Access). MS Access and good organizational skills are a must. Basic experience in making travel arrangements. Prior experience in scheduling and facilitating meetings. Good communication skills both oral and written. Must be able to work in a fast paced and deadline driven environment and work minimal overtime as required.

Certifications

N/A

Education/Experience

Associate's degree (A.A.) or equivalent from a two-year college or technical school and three to four years related experience, or equivalent combination of education and experience.

Consultant

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Senior Consultant

Description

Provides complex management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Develops "As Is" and "To Be" models as part of reengineering projects.
- Assists in identifying new business opportunities and in developing and presenting proposals to prospective clients.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to 10 years related experience and/or training; or equivalent combination of education and experience.

JAD Facilitator

Description

Support the ongoing process of new requirements definition, systems analysis, life-cycle development, and analyzing and documenting business and technical requirements.

Specific areas of activities will vary. Tasks shall include:

- Defining and documenting business processes and user requirements
- Defining data requirements, both for source data and reporting requirements, to meet the needs of business processes and user requirements by means of current source data as well as new source data
- Developing interface requirement specifications for new data
- Analyzing and developing business process models
- Preparing and presenting formal briefings to management and vendors as needed
- Performing functional evaluation of vendor design proposals and providing well-documented recommendations
- Providing change management expertise
- Supporting efforts of team members and internal organizations to archive successful system development

Minimum Training

- Be proficient in the entire MS Office package, including PowerPoint, Access, and Project
- Have highly developed oral and written communication skills
- Have highly developed skills in business analysis, systems analysis, business process modeling, data modeling, and organizational skills
- Have flexibility, adaptability, and the ability to learn very quickly

Certifications

N/A

Education/Experience

- Knowledge of Full Life Cycle Development and how to build a system. This individual will not program.
- Have a thorough understanding of system development
- Be able to lead and/or document Joint Application Development (JAD) sessions with and understanding of technical issues related to system development and implementation
- Have a minimum of eight years of experience in requirements analysis and system development

Modeler

Description

Responsible for supporting the analysis and mapping of the data contained within a variety of legacy sources systems to the target system/application. Also, responsible for reviewing the data currently available in the legacy systems and mapping this to data to the target system while resolving characteristic differences between to meet system standards and specifications. Requires developing a mapping between the source and target and defining necessary data transformations to support the movement of data to the target system.

Minimum Training

Candidates must have solid knowledge of application programming techniques, the ability to use SQL languages. Knowledge and familiarity with Oracle DBMS and its utility tools, and understanding and use of data modeling tools.

Individual must be motivated and must adapt well to a changing environment and has excellent verbal communication and writing skills. The ability to work independently or in a team environment.

Certifications

N/A

Education/Experience

Four-year degree in computer science or related field. At least five years of professional consulting experience including experience with data migrations, data mapping analysis, and the development of data transformation logic.

Project Leader

Description

The Project Lead will manage projects as assigned using the internal process of product release in accordance with projected timelines and budget. Interface with other Project Leads, developers and outside contractors to ensure the success of projects as assigned, including client, infrastructure, regulatory and web projects as they pertain to the development and technology teams. Resolve cross-functional issues that arise during the conduct of assigned project initiatives. Responsible for managing projects in accordance with the standards developed and approved as 'development and technology project methods'. Responsible for managing the Software Development Life Cycle for assigned projects and ensuring the integrity of the ASDM/SDM and Change Control process for those projects.

Minimum Training

The successful candidate will possess strong technical project management skills, sound decision-making skills, and sound judgment and conflict resolution skills.

Certifications

N/A

Education/Experience

The position requires at least three years of project management experience with at least one year of multiple project management experience, a basic understanding of software development methodologies and the ability to work with simultaneous projects that have constant aggressive deadlines.

Project Manager

Description

Provides complex project management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Manage daily activities, hours of work and place of work of all consultants and contractors assigned to project in accordance with the approved project workplan.
- Monitor status of all project tasks and deliverables and advise senior management of any significant variations.
- Monitor project budget and advise senior management of any significant variations.
- Report as required to the client contact and manage the expectations of clients.
- Identify and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Collect, document, and analyze information concerning clients' current clinical, financial or business processes and information systems.
- Develop "As Is" and "To Be" models as part of reengineering projects.
- Assist in identifying new business opportunities and in developing and presenting proposals to prospective clients.
- Manage client invoicing which includes tracking client receivables and payments, and contacting project clients regarding late payments.
- Supervises all consultants and contractor assigned to the project.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to 10 years related experience and/or training; or equivalent combination of education and experience.

Scribe

Description

Provides support to Facilitator of Joint Application Development (JAD) sessions. Responsibilities include documenting results of session(s), managing issues which may need to be resolved outside of sessions, and presenting results of previous sessions to participants. May need to work with supporting software tools such as Visio, automated CASE tools, and other software. May also be required to schedule sessions, issue notifications of upcoming sessions to participants, and maintain sign-in sheets.

Minimum Training

Must be proficient in the use of supporting software tools such as Visio, automated CASE tools, and other software.

Certifications

N/A

Education/Experience

BS/BA degree, or equivalent experience. Must possess appropriate skills with necessary software tools.

Technical Writer

Description

Writing and updating documentation supporting the list of customers. Should be familiar with process flow in a business environment and to document this flow on a customer-by-customer basis. Will be responsible for chairing meetings with customers and Network Engineering staff to obtain information and consolidate in book form. Establish reviewing standards and periodic updating of all customer documentation (Yearly). Responsible for web enablement of the documentation records.

Minimum Training

Recommend two years of technical writing experience in a networking environment. Should have background and experience with Microsoft Office, specifically Word, Excel and PowerPoint. Should be fluent with the Visio tool and the skill to initiate and update networking drawings.

Certifications

N/A

Education/Experience

BA or BS (four year degree) or equivalent work experience.

APD Subject Matter Expert (SME)

Description

Senior level analyst experienced in preparing federal Advance Planning Documents (APDs) on behalf of state health and human services agencies to the Centers for Medicare & Medicaid Services (CMS), Agency for Children & Families (ACF), and Food and Nutrition Service (FNS) for enhanced system funding. Must be knowledgeable in all the constituent APD components including system feasibility studies, alternatives analysis, cost benefit analysis, cost allocation plan, and other activities required by the CFR and state regulations.

Must be capable of working the state and federal regional and central office personnel to facilitate the submission and approval of APDs on a timely basis.

Minimum Training

Experience with program-specific requirements (e.g., Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc.) for systems planning and funding.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MBA or equivalent experience preferred

Budget Analyst

Description

FOX provides business analysis and health care Information Technology (IT) budgeting support to its clients. A Budget Analyst participates in analysis and recommendations to develop IT budgets to support state and federal budgeting requirements. IT budgets for the publicly funded programs such as Medicaid and Chile Welfare are multiyear budgets and, at times, require cost allocation across multiple programs in the state. Since many of the programs involve some combination of state and federal funding, or grants moneys, knowledge and expertise in program operations as well as cost accounting are key considerations.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and develop budgets for submission to regulatory entities.
- In a cost allocation setting, reviews the multiple programs sharing IT infrastructure and IT platforms and develop cost allocation methodologies across such programs.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.
- Assists in the development of all types of budgets, including general, discretionary accounts, endowments, private, and federal funds.
- Using templates, analyzes budget patterns, projects expenditures, and prepares approved budget.
- Using templates, collects and compiles budget data, completes work papers and status reports.
- Assists in the development and maintenance of budget monitoring systems.
- Assists in the development of business proposals and/or grant applications.
- Uses appropriate cost rates, such as indirect and benefit rates for proposed budget.
- Reviews budget justification to ensure it relates to budgeted dollars.
- Ensures compliance with all relevant agency regulations and restrictions.

Minimum Training

Must be healthcare subject matter experts with work experience in a variety of important positions in the government environment and familiar with the state or federal regulations and policies.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Eligibility System Specialist

Description

Senior consultant familiar with eligibility determination and benefits management of various federal and state human service entitlement programs. Must be able to develop functional, system and other requirements for eligibility systems and support their design, development, implementation or Independent Verification & Validation (IV&V)

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing Eligibility systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current Eligibility systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Experience with Programs and systems with financial and other factors of eligibility determination such as Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc).

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

None

Education/Experience

Minimum bachelors degree with MBA or equivalent experience preferred

Financial Analyst

Description

FOX provides business analysis and cost benefit analysis support to its clients. A financial analyst participates in analysis and recommendations to improve the operational and financial effectiveness of client's operations. In this capacity, the analyst analyzes the client's business processes, extracts financial data from various accounting and information systems. Performs financial and cost accounting analysis of data, and develops cost and benefits data over 10-15 years in the future.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and the effect of new changes on client's operations.
- Reviews costs and performs cost benefit analysis related to projects and/or programs.
- Performs statistical, cost, and financial analysis of historical data and projects future expenses resulting from investment in new technology or information systems.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Health Plan Subject Matter Expert (SME)

Description

The Health Plan SME must possess knowledge of Medicare operations; Encounter Data Processing and Collection; Providing complex management and information consulting services to clients; Establishing capitation parameters for Medicare and Medicaid plans. Must also be knowledgeable in Medicare information technology systems, and federal and state Medicare reporting requirements. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current health plan and related systems.
- Identifies and documents deficiencies and dysfunctional areas in existing health plans and related systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

IV&V Specialist

Description

The IV&V Specialist must possess knowledge of healthcare systems and operations; developing test plans; developing communication plans; conducting system tests; reviewing application and system deliverables; coordination of deliverable reviews and finalizing review results; reviewing systems; acceptance, conversions; parallel testing; and test results. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current systems.
- Identifies and documents deficiencies and dysfunctional areas in existing systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Medicaid Waivers Specialist

Description

- Senior consultant with knowledge and experience developing, submitting and obtaining approval for Medicaid Waivers under various waiver types such as 1115, 1115 Katrina, 1915(b), and 1915(c).
- Provides complex management and information technology consulting services to clients.
- Acts as project manager on projects as assigned.

Minimum Training

Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc. operated in various states.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MPH, MBA or equivalent experience preferred with focus on healthcare.

MITA Specialist

Description

This Medicaid Information Technology Architecture (MITA) Specialist is a high level position that directs, establishes, maintains, and plans the overall policies and goals for business plans and operational oversight related to healthcare strategic initiatives including MITA and Health Information Exchanges (HIE).

Essential duties and responsibilities include the following. Other duties may be assigned.

- Leads Consulting Activities for MITA and HIE.
- Provides Subject Matter Expertise to related projects and business activities.
- Develops and maintains project methodology and training materials for staff development use. Includes a focus on the “train the trainer” approach to migrate new training initiatives to designated trainer(s).
- Participates in industry and standards groups to promote the strategic healthcare vision and gather information.

Minimum Training

Must have working knowledge of word processing, spreadsheet, Visio, MS Project, PowerPoint, e-mail, and Internet software.

Certifications

N/A

Education/Experience

Master’s degree (M.A.) or equivalent; or four to ten years of related experience and/or training; or equivalent combination of education and experience.

MITA Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Information Technical Architecture (MITA) to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by MITA.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

MMIS Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Management Information System (MMIS) to clients by applying existing knowledge and expertise to performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by or critical to the MMIS.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems. Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

Program Policy Analyst

Description

Senior Consultant capable of performing health and human service program development, assessment and implementation.

Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing programs.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned
- Collects, documents, and analyzes information concerning clients' current programs.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

- Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc operated in various states.
- Must be able to understand and interpret enabling laws and regulations, define recommended programmatic options, and develop policies and procedures to support those programmatic initiatives.

Certifications

N/A

Education/Experience

Masters degree, MPA, MPH or MSW preferred, or equivalent experience

Senior Technical Analyst

Description

A Senior Technical Analyst works closely with the Client's identified systems expert to identify existing documentation that will be useful in assessing current environments.

- Leverages identified information assessment processes.
- Supplements assessment processes with stakeholder sessions including technical experts identified by the Client's technical lead.
- Gathers information from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to confirm technical baselines for use in creating the strategic plans.
- Assists in designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Finalize project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Assists in defining business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security vulnerability analysis (including wireless)

Certifications

Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSA

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

System Architect

Description

Responsible for developing an enterprise architecture using service-oriented architecture (SOA) for the specified program. Experience in developing business process models, business services, and solutions sets to implement the services. Experience in developing new program architecture frameworks, capability maturity models, and transition plans, and methodologies to allow client to perform self-assessments.

Minimum Training

Experience in real-time systems, Internet applications, command and control systems, data processing systems, database systems, and embedded systems. Must be familiar with system engineering tools, engineering languages, development languages, databases, and middleware products.

Demonstrated understanding and experience in client's new framework and its design, protocols, client server applications, relational database design, data messaging, and content standards (X12, HL7, LOINC, SNOMED, ICD-10, etc.), decision support systems, data encryption, Internet protocols, and web-based interface and query design. Understanding and experience in design and development of enterprise architecture principles, practices and standards as they relate to the Federal enterprise architecture process preferred. Knowledge of business and technical requirements of large scale data processing systems changes.

Certifications

N/A

Education/Experience

Bachelors or Masters (preferred) degree in Computer Science/Information and Telecommunications System Management or equivalent combination of education and experience

Technical Analyst

Description

A Technical Analyst works closely with the Client's identified systems analysts in assessing current environments.

- Identifies information assessment processes.
- Supports assessment processes identified by the Client's technical lead.
- Responsibilities also include leveraging capability statements in the planned framework against information gathered from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to establish technical baselines for use in creating the strategic plans.
- Designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless)

Certifications

N/A

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

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Baseline Service Level Agreement/Metrics Researcher

Description

Responsible for researching usual standards of performance for various activities to be used as benchmarks for employees, vendor, or other performance. Develops reasonable standards for performance for each contracted area which represent minimal or optimal performance levels under contracts. Those standards would be used to develop service level agreements for each vendor.

Minimum Training

At least three years of related experience.

Certifications

N/A

Education/Experience

BS/BA degree or equivalent experience.

Contracting Specialist

Description

- Assists in planning of new software applications with focus on full system compliance with HIPAA administrative simplification regulations.
- Serve as subject matter expert (SME) for project team for HIPAA administrative simplification regulations.
- Assists in the planning of EDI (Electronic Data Interchange) specifications and transaction mapping.
- Participates in software development through the identification of system requirements, change request definition, program specification review, system & acceptance testing, training and serving as client liaison again with focus on HIPAA administrative simplification regulations.
- Assist in the system testing effort.
- Stay current with new HIPAA administrative simplification regulations and revisions to existing regulations.
- Develops training standards, plans, and materials.
- Conducts training or demo sessions for users, potential clients, or staff.
- Develops user manuals, proposals, system help, and system documentation.

Minimum Training

Position may involve JAD, Testing, QA, HIPAA, Healthcare and EDI.

Certifications

CACM or CPCM certification a plus.

Education/Experience

Significant experience as a Government Contracting Officer/Contract Specialist. Significant experience in contracting in both the pre and post award arena. Experience in preparing solicitations, negotiating contracts, preparing SOWs, assisting in the source selection process and administering all different type of contracts (FFP, Cost reimbursable and Time and Materials).

Evaluation Specialist

Description

Responsible for evaluating competitive proposals from vendor/contractors in order to select the proposals representing best value to the government area. Will apply procurement specific evaluation criteria against each proposal. Will evaluate objective and subjective elements of each vendor qualifications, technical approach, staff qualifications, and cost.

Minimum Training

Must have experience evaluating proposals for large and complex systems and service contracts.

Certifications

N/A

Education/Experience

BS/BA degree or equivalent experience, plus three years of related experience

Privatization Planning Consultant

Description

Responsible for identifying administrative, professional, and operational services which could be cost effectively outsourced to the private sector. Develops appropriate strategies for contracting out the privatized services and transitioning from government operations. Plans and implements the process for procurement of those services, including development of Statement of Work and criteria to be used for evaluating responses from vendors or contractors.

Minimum Training

Must be knowledgeable in Federal Acquisition Regulations (FAR) and other requirements related to procurement of contracted services for federal agencies.

Certifications

N/A

Education/Experience

BS/BA degree, three years of related experience

APD Subject Matter Expert (SME)

Description

Senior level analyst experienced in preparing federal Advance Planning Documents (APDs) on behalf of state health and human services agencies to the Centers for Medicare & Medicaid Services (CMS), Agency for Children & Families (ACF), and Food and Nutrition Service (FNS) for enhanced system funding. Must be knowledgeable in all the constituent APD components including system feasibility studies, alternatives analysis, cost benefit analysis, cost allocation plan, and other activities required by the CFR and state regulations.

Must be capable of working the state and federal regional and central office personnel to facilitate the submission and approval of APDs on a timely basis.

Minimum Training

Experience with program-specific requirements (e.g., Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc.) for systems planning and funding.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MBA or equivalent experience preferred

Budget Analyst

Description

FOX provides business analysis and health care Information Technology (IT) budgeting support to its clients. A Budget Analyst participates in analysis and recommendations to develop IT budgets to support state and federal budgeting requirements. IT budgets for the publicly funded programs such as Medicaid and Chile Welfare are multiyear budgets and, at times, require cost allocation across multiple programs in the state. Since many of the programs involve some combination of state and federal funding, or grants moneys, knowledge and expertise in program operations as well as cost accounting are key considerations.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and develop budgets for submission to regulatory entities.
- In a cost allocation setting, reviews the multiple programs sharing IT infrastructure and IT platforms and develop cost allocation methodologies across such programs.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.
- Assists in the development of all types of budgets, including general, discretionary accounts, endowments, private, and federal funds.
- Using templates, analyzes budget patterns, projects expenditures, and prepares approved budget.
- Using templates, collects and compiles budget data, completes work papers and status reports.
- Assists in the development and maintenance of budget monitoring systems.
- Assists in the development of business proposals and/or grant applications.
- Uses appropriate cost rates, such as indirect and benefit rates for proposed budget.
- Reviews budget justification to ensure it relates to budgeted dollars.
- Ensures compliance with all relevant agency regulations and restrictions.

Minimum Training

Must be healthcare subject matter experts with work experience in a variety of important positions in the government environment and familiar with the state or federal regulations and policies.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Eligibility System Specialist

Description

Senior consultant familiar with eligibility determination and benefits management of various federal and state human service entitlement programs. Must be able to develop functional, system and other requirements for eligibility systems and support their design, development, implementation or Independent Verification & Validation (IV&V)

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing Eligibility systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current Eligibility systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Experience with Programs and systems with financial and other factors of eligibility determination such as Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc).

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

None

Education/Experience

Minimum bachelors degree with MBA or equivalent experience preferred

Financial Analyst

Description

FOX provides business analysis and cost benefit analysis support to its clients. A financial analyst participates in analysis and recommendations to improve the operational and financial effectiveness of client's operations. In this capacity, the analyst analyzes the client's business processes, extracts financial data from various accounting and information systems. Performs financial and cost accounting analysis of data, and develops cost and benefits data over 10-15 years in the future.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and the effect of new changes on client's operations.
- Reviews costs and performs cost benefit analysis related to projects and/or programs.
- Performs statistical, cost, and financial analysis of historical data and projects future expenses resulting from investment in new technology or information systems.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Health Plan Subject Matter Expert (SME)

Description

The Health Plan SME must possess knowledge of Medicare operations; Encounter Data Processing and Collection; Providing complex management and information consulting services to clients; Establishing capitation parameters for Medicare and Medicaid plans. Must also be knowledgeable in Medicare information technology systems, and federal and state Medicare reporting requirements. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current health plan and related systems.
- Identifies and documents deficiencies and dysfunctional areas in existing health plans and related systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

IV&V Specialist

Description

The IV&V Specialist must possess knowledge of healthcare systems and operations; developing test plans; developing communication plans; conducting system tests; reviewing application and system deliverables; coordination of deliverable reviews and finalizing review results; reviewing systems; acceptance, conversions; parallel testing; and test results. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current systems.
- Identifies and documents deficiencies and dysfunctional areas in existing systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Medicaid Waivers Specialist

Description

- Senior consultant with knowledge and experience developing, submitting and obtaining approval for Medicaid Waivers under various waiver types such as 1115, 1115 Katrina, 1915(b), and 1915(c).
- Provides complex management and information technology consulting services to clients.
- Acts as project manager on projects as assigned.

Minimum Training

Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc. operated in various states.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MPH, MBA or equivalent experience preferred with focus on healthcare.

MITA Specialist

Description

This Medicaid Information Technology Architecture (MITA) Specialist is a high level position that directs, establishes, maintains, and plans the overall policies and goals for business plans and operational oversight related to healthcare strategic initiatives including MITA and Health Information Exchanges (HIE).

Essential duties and responsibilities include the following. Other duties may be assigned.

- Leads Consulting Activities for MITA and HIE.
- Provides Subject Matter Expertise to related projects and business activities.
- Develops and maintains project methodology and training materials for staff development use. Includes a focus on the “train the trainer” approach to migrate new training initiatives to designated trainer(s).
- Participates in industry and standards groups to promote the strategic healthcare vision and gather information.

Minimum Training

Must have working knowledge of word processing, spreadsheet, Visio, MS Project, PowerPoint, e-mail, and Internet software.

Certifications

N/A

Education/Experience

Master’s degree (M.A.) or equivalent; or four to ten years of related experience and/or training; or equivalent combination of education and experience.

MITA Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Information Technical Architecture (MITA) to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by MITA.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

MMIS Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Management Information System (MMIS) to clients by applying existing knowledge and expertise to performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by or critical to the MMIS.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems. Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

Program Policy Analyst

Description

Senior Consultant capable of performing health and human service program development, assessment and implementation.

Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing programs.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned
- Collects, documents, and analyzes information concerning clients' current programs.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

- Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc operated in various states.
- Must be able to understand and interpret enabling laws and regulations, define recommended programmatic options, and develop policies and procedures to support those programmatic initiatives.

Certifications

N/A

Education/Experience

Masters degree, MPA, MPH or MSW preferred, or equivalent experience

Senior Technical Analyst

Description

A Senior Technical Analyst works closely with the Client's identified systems expert to identify existing documentation that will be useful in assessing current environments.

- Leverages identified information assessment processes.
- Supplements assessment processes with stakeholder sessions including technical experts identified by the Client's technical lead.
- Gathers information from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to confirm technical baselines for use in creating the strategic plans.
- Assists in designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Finalize project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Assists in defining business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security vulnerability analysis (including wireless)

Certifications

Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSD

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

System Architect

Description

Responsible for developing an enterprise architecture using service-oriented architecture (SOA) for the specified program. Experience in developing business process models, business services, and solutions sets to implement the services. Experience in developing new program architecture frameworks, capability maturity models, and transition plans, and methodologies to allow client to perform self-assessments.

Minimum Training

Experience in real-time systems, Internet applications, command and control systems, data processing systems, database systems, and embedded systems. Must be familiar with system engineering tools, engineering languages, development languages, databases, and middleware products.

Demonstrated understanding and experience in client's new framework and its design, protocols, client server applications, relational database design, data messaging, and content standards (X12, HL7, LOINC, SNOMED, ICD-10, etc.), decision support systems, data encryption, Internet protocols, and web-based interface and query design. Understanding and experience in design and development of enterprise architecture principles, practices and standards as they relate to the Federal enterprise architecture process preferred. Knowledge of business and technical requirements of large scale data processing systems changes.

Certifications

N/A

Education/Experience

Bachelors or Masters (preferred) degree in Computer Science/Information and Telecommunications System Management or equivalent combination of education and experience

Technical Analyst

Description

A Technical Analyst works closely with the Client's identified systems analysts in assessing current environments.

- Identifies information assessment processes.
- Supports assessment processes identified by the Client's technical lead.
- Responsibilities also include leveraging capability statements in the planned framework against information gathered from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to establish technical baselines for use in creating the strategic plans.
- Designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless)

Certifications

N/A

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

SIN 874-7: PROGRAM INTEGRATION AND PROJECT MANAGEMENT SERVICES

Administrative/Clerical

Description

This position is responsible for performing full range of administrative functions of a confidential nature for the Division Vice President. Responsibilities include composing correspondence, preparing and updating reports, maintain database of sales activity, arrange travel and meetings, etc. Acts as a receptionist for VP with considerable contact with business clients and internal staff. Maintains official corporate records and executes administrative policies. Requires substantial independent judgment, knowledge of operations and ability to act independently.

Minimum Training

Excellent PC Skills - must be proficient in the use of MS Office Suite (Word, Excel, Outlook, PowerPoint, Access). MS Access and good organizational skills are a must. Basic experience in making travel arrangements. Prior experience in scheduling and facilitating meetings. Good communication skills both oral and written. Must be able to work in a fast paced and deadline driven environment and work minimal overtime as required.

Certifications

N/A

Education/Experience

Associate's degree (A.A.) or equivalent from a two-year college or technical school and three to four years related experience, or equivalent combination of education and experience.

Program Integration Specialist

Description

This position is responsible for planning, and ensuring success in all program integration related tasks. The person in this position is accountable for ensuring integration goals and objectives are accomplished within specifications. Interacts with client management personnel.

Minimum Training

Must be adept in oral and written communications.

Certifications

N/A

Education/Experience

BA/BS Degree or the equivalent years in experience.

Three or more years of experience in a related field including supervisory or management experience

Program Manager

Description

This position is responsible for planning, and directing all project level activities. The person in this position is accountable for ensuring goals and objectives of program are accomplished within contract terms and conditions. Interacts with client management personnel.

Minimum Training

Must be adept in oral and written communications.

Certifications

N/A

Education/Experience

BA/BS Degree or the equivalent years in experience.

Eight to 15 years of experience in a related field including supervisory or management experience

Program Oversight Specialist

Description

This position is responsible for oversight of all program integration related tasks. The person in this position is accountable for overseeing program integration and management goals and objectives are accomplished successfully. Interacts with client and management personnel.

Minimum Training

Must be adept in oral and written communications.

Certifications

N/A

Education/Experience

BA/BS Degree or the equivalent years in experience.

Three or more years of experience in a related field including supervisory or management experience

Project Manager

Description

Provides complex project management consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Manage daily activities, hours of work and place of work of all consultants and contractors assigned to project in accordance with the approved project workplan.
- Monitor status of all project tasks and deliverables and advise senior management of any significant variations.
- Monitor project budget and advise senior management of any significant variations.
- Report as required to the client contact and manage the expectations of clients.
- Identify and documents deficiencies and dysfunctionality in existing clinical, financial or business processes and information systems.
- Collect, document, and analyze information concerning clients' current clinical, financial or business processes and information systems.
- Develop "As Is" and "To Be" models as part of reengineering projects.
- Assist in identifying new business opportunities and in developing and presenting proposals to prospective clients.
- Manage client invoicing which includes tracking client receivables and payments, and contacting project clients regarding late payments.

Supervises all consultants and contractor assigned to the project.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to 10 years related experience and/or training; or equivalent combination of education and experience.

Quality Assurance Manager

Description

Responsibilities will include, but not limited to the following: Supervises, directly, Quality Control Analysts; Performs special audits and systems monitoring projects and prepares comprehensive reports and graphical representations of auditing statistics; Extrapolates audit report findings and prepares narrative reports of audit findings which identify impacts, trends, and recommendations and provides project management and supervisors with feedback on process or staff effectiveness; Participates in the interview and hiring process; and performs other duties as may be assigned by management.

Minimum Training

Demonstrated computer literacy in Microsoft Access, Excel, and Word; strong people management skills; excellent organizational, interpersonal, written, and verbal communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; ability to successfully execute many complex tasks simultaneously; and ability to work as a team member, as well as independently.

Certifications

ISO 9000 Internal Auditor Certification (preferred)

Education/Experience

Bachelor's degree from an accredited college or university with relevant course work in accounting, statistics, or equivalent work experience

Preferred qualifications include two years of experience in Quality Assurance, Internal auditing, or Accounting in a health care or production based environment

APD Subject Matter Expert (SME)

Description

Senior level analyst experienced in preparing federal Advance Planning Documents (APDs) on behalf of state health and human services agencies to the Centers for Medicare & Medicaid Services (CMS), Agency for Children & Families (ACF), and Food and Nutrition Service (FNS) for enhanced system funding. Must be knowledgeable in all the constituent APD components including system feasibility studies, alternatives analysis, cost benefit analysis, cost allocation plan, and other activities required by the CFR and state regulations.

Must be capable of working the state and federal regional and central office personnel to facilitate the submission and approval of APDs on a timely basis.

Minimum Training

Experience with program-specific requirements (e.g., Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc.) for systems planning and funding.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MBA or equivalent experience preferred

Budget Analyst

Description

FOX provides business analysis and health care Information Technology (IT) budgeting support to its clients. A Budget Analyst participates in analysis and recommendations to develop IT budgets to support state and federal budgeting requirements. IT budgets for the publicly funded programs such as Medicaid and Chile Welfare are multiyear budgets and, at times, require cost allocation across multiple programs in the state. Since many of the programs involve some combination of state and federal funding, or grants moneys, knowledge and expertise in program operations as well as cost accounting are key considerations.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and develop budgets for submission to regulatory entities.
- In a cost allocation setting, reviews the multiple programs sharing IT infrastructure and IT platforms and develop cost allocation methodologies across such programs.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.
- Assists in the development of all types of budgets, including general, discretionary accounts, endowments, private, and federal funds.
- Using templates, analyzes budget patterns, projects expenditures, and prepares approved budget.
- Using templates, collects and compiles budget data, completes work papers and status reports.
- Assists in the development and maintenance of budget monitoring systems.
- Assists in the development of business proposals and/or grant applications.
- Uses appropriate cost rates, such as indirect and benefit rates for proposed budget.
- Reviews budget justification to ensure it relates to budgeted dollars.
- Ensures compliance with all relevant agency regulations and restrictions.

Minimum Training

Must be healthcare subject matter experts with work experience in a variety of important positions in the government environment and familiar with the state or federal regulations and policies.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Eligibility System Specialist

Description

Senior consultant familiar with eligibility determination and benefits management of various federal and state human service entitlement programs. Must be able to develop functional, system and other requirements for eligibility systems and support their design, development, implementation or Independent Verification & Validation (IV&V)

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing Eligibility systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current Eligibility systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Experience with Programs and systems with financial and other factors of eligibility determination such as Medicaid, S-CHIP, child welfare, TANF, Food Stamps, WIC, etc).

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

None

Education/Experience

Minimum bachelors degree with MBA or equivalent experience preferred

Financial Analyst

Description

FOX provides business analysis and cost benefit analysis support to its clients. A financial analyst participates in analysis and recommendations to improve the operational and financial effectiveness of client's operations. In this capacity, the analyst analyzes the client's business processes, extracts financial data from various accounting and information systems. Performs financial and cost accounting analysis of data, and develops cost and benefits data over 10-15 years in the future.

Essential Job Functions:

- Understands key business processes of the client's operations and the contemplated changes in healthcare technology.
- Assists in the analysis of financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and the effect of new changes on client's operations.
- Reviews costs and performs cost benefit analysis related to projects and/or programs.
- Performs statistical, cost, and financial analysis of historical data and projects future expenses resulting from investment in new technology or information systems.
- Prepares presentations for clients and their representatives to support legislative or executive approvals of budgets and expenditures.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Health Plan Subject Matter Expert (SME)

Description

The Health Plan SME must possess knowledge of Medicare operations; Encounter Data Processing and Collection; Providing complex management and information consulting services to clients; Establishing capitation parameters for Medicare and Medicaid plans. Must also be knowledgeable in Medicare information technology systems, and federal and state Medicare reporting requirements. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current health plan and related systems.
- Identifies and documents deficiencies and dysfunctional areas in existing health plans and related systems.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

IV&V Specialist

Description

The IV&V Specialist must possess knowledge of healthcare systems and operations; developing test plans; developing communication plans; conducting system tests; reviewing application and system deliverables; coordination of deliverable reviews and finalizing review results; reviewing systems; acceptance, conversions; parallel testing; and test results. Responsibilities may include the following duties.

- Collects, documents, and analyzes information concerning clients' current systems.
- Identifies and documents deficiencies and dysfunctional areas in existing systems.
- Defines, tests, and implements solutions to business and systems problems.
- Acts as project manager on projects as assigned.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem solving, and customer service skills.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Medicaid Waivers Specialist

Description

- Senior consultant with knowledge and experience developing, submitting and obtaining approval for Medicaid Waivers under various waiver types such as 1115, 1115 Katrina, 1915(b), and 1915(c).
- Provides complex management and information technology consulting services to clients.
- Acts as project manager on projects as assigned.

Minimum Training

Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc. operated in various states.

Certifications

None

Education/Experience

Minimum Bachelor's degree with MPH, MBA or equivalent experience preferred with focus on healthcare.

MITA Specialist

Description

This Medicaid Information Technology Architecture (MITA) Specialist is a high level position that directs, establishes, maintains, and plans the overall policies and goals for business plans and operational oversight related to healthcare strategic initiatives including MITA and Health Information Exchanges (HIE).

Essential duties and responsibilities include the following. Other duties may be assigned.

- Leads Consulting Activities for MITA and HIE.
- Provides Subject Matter Expertise to related projects and business activities.
- Develops and maintains project methodology and training materials for staff development use. Includes a focus on the “train the trainer” approach to migrate new training initiatives to designated trainer(s).
- Participates in industry and standards groups to promote the strategic healthcare vision and gather information.

Minimum Training

Must have working knowledge of word processing, spreadsheet, Visio, MS Project, PowerPoint, e-mail, and Internet software.

Certifications

N/A

Education/Experience

Master’s degree (M.A.) or equivalent; or four to ten years of related experience and/or training; or equivalent combination of education and experience.

MITA Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Information Technical Architecture (MITA) to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by MITA.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

MMIS Subject Matter Expert (SME)

Description

Provides complex management and information technology consulting services related to the Medicaid Management Information System (MMIS) to clients by applying existing knowledge and expertise to performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctional areas in existing systems impacted by or critical to the MMIS.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems. Acts as project manager on projects as assigned.
- Collects, documents, and analyzes information concerning clients' current clinical, financial or business processes and information systems.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

Must be proficient in word processing, spreadsheet, e-mail, database, contact management, internet, and project management software, as well as Visio.

Certifications

N/A

Education/Experience

Master's degree (M.A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Must have familiarity with project management tools and methodologies. Must have excellent communication, problem-solving, and customer service skills.

Program Policy Analyst

Description

Senior Consultant capable of performing health and human service program development, assessment and implementation.

Provides complex management and information technology consulting services to clients by performing the following duties.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Identifies and documents deficiencies and dysfunctions in existing programs.
- Develops alternatives for solutions to problems and, where appropriate, assists in implementing improved or new business processes or automated systems.
- Acts as project manager on projects as assigned
- Collects, documents, and analyzes information concerning clients' current programs.
- Defines, tests, and implements solutions to business and systems problems.

Minimum Training

- Experience with Medicaid Waiver Programs such as Long Term Care, DD, Mental Health, etc operated in various states.
- Must be able to understand and interpret enabling laws and regulations, define recommended programmatic options, and develop policies and procedures to support those programmatic initiatives.

Certifications

N/A

Education/Experience

Masters degree, MPA, MPH or MSW preferred, or equivalent experience

Senior Technical Analyst

Description

A Senior Technical Analyst works closely with the Client's identified systems expert to identify existing documentation that will be useful in assessing current environments.

- Leverages identified information assessment processes.
- Supplements assessment processes with stakeholder sessions including technical experts identified by the Client's technical lead.
- Gathers information from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to confirm technical baselines for use in creating the strategic plans.
- Assists in designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Finalize project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Assists in defining business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, Network security vulnerability analysis (including wireless)

Certifications

Programming and development, security training, project management institute, MCSA, MCSE, MCDBA, MCSA

Education/Experience

AA, BS Computer and Information Sciences, or equivalent

System Architect

Description

Responsible for developing an enterprise architecture using service-oriented architecture (SOA) for the specified program. Experience in developing business process models, business services, and solutions sets to implement the services. Experience in developing new program architecture frameworks, capability maturity models, and transition plans, and methodologies to allow client to perform self-assessments.

Minimum Training

Experience in real-time systems, Internet applications, command and control systems, data processing systems, database systems, and embedded systems. Must be familiar with system engineering tools, engineering languages, development languages, databases, and middleware products.

Demonstrated understanding and experience in client's new framework and its design, protocols, client server applications, relational database design, data messaging, and content standards (X12, HL7, LOINC, SNOMED, ICD-10, etc.), decision support systems, data encryption, Internet protocols, and web-based interface and query design. Understanding and experience in design and development of enterprise architecture principles, practices and standards as they relate to the Federal enterprise architecture process preferred. Knowledge of business and technical requirements of large scale data processing systems changes.

Certifications

N/A

Education/Experience

Bachelors or Masters (preferred) degree in Computer Science/Information and Telecommunications System Management or equivalent combination of education and experience

Technical Analyst

Description

A Technical Analyst works closely with the Client's identified systems analysts in assessing current environments.

- Identifies information assessment processes.
- Supports assessment processes identified by the Client's technical lead.
- Responsibilities also include leveraging capability statements in the planned framework against information gathered from the existing system to determine the current system/technical maturity levels.
- Performs in key phases of projects to establish technical baselines for use in creating the strategic plans.
- Designs, programs, tests, and implements applications in a timely and efficient manner in accordance with Client procedures and standards.
- Creates detailed project plans, work assignments, and target dates for assigned projects.
- Analyzes requested changes and performs maintenance to existing applications.
- Acts as a liaison to define business requirements and/or problems and initiates maintenance of existing programs or designs of a new application
- Works as part of a project team to determine project requirements, goals, implementation, and schedules.
- Provides detailed project planning on larger projects and may act as project manager on smaller projects/development efforts.
- Continues to develop technical expertise and keeps current with trends and innovations in the industry.

Minimum Training

Database Development, Database Design, HTML, ASP Java, Web Page Creation, Program Management, Project Mgmt, Quality Control training, VB, C++, MS SQL, PHP, Java programming, Systems Analysis Using CASE, Rapid Application Design Using CASE, Client/Server Application Development, Internet Application Development, SQL (Structured Query Language), Data Modeling and Analysis, Application Development Using Visual Basic.net, Data Structures and Algorithms, Object-Oriented Programming, network security vulnerability analysis (including wireless)

Certifications

N/A

Education/Experience

AA, BS Computer and Information Sciences, or equivalent