

Prime Projects – Description

HEALTH AND HUMAN SERVICES

Centers for Medicare and Medicaid Services (2016 – Present)

- **Center for Program Integrity (CPI), Adverse Legal Actions** – In collaboration with CPI staff, our team **developed the ALA Case Management System (ACMS), to monitor and conduct investigations of Medicare and Medicaid providers** determining if any fraudulent and/or criminal activity should result in additional legal action from CMS to include revocation of billing privileges or debarment from the program. These investigations occur before, during, and after a provider is enrolled in the Medicare and Medicaid programs. The ACMS, **a custom low-code solution using RPA logic to ingest data from different CMS applications/systems – the Advanced Provider Screening (APS) system, Data Exchange System, the Office of the Inspector General, Medicare Exclusion Database (MED), Provider Enrollment, Chain and Ownership System (PECOS), Unified Case Management (UCM), Data Exchange System (DEX), Integrated Data Repository (IDR); and Cognos Datamart. System development was completed in 80 days** and case review operations began as scheduled. To support **real-time access, maximize data security, and ensure data backup**, ACMS is housed in the **FedRAMP-compliant Amazon Web Services GovCloud**. The RPA bots build each case using adaptive logic based on variables like case, workload, and sanction types. RPA logic sets case priorities, monitors progress, and adjusts as a case moves through its various stages. Additional bots handle workload assignment based on case type, skillset, and existing workload. RPA bots also **build on-demand reports** available to the staff and CMS. The application support team implements requirements and documents the technical design, release notes, requirement traceability, data dictionary for each release. <https://apvit.com/apv-portfolio/centers-medicare-medicaid-services-cms-ala>.
- **Center for Medicare (CM), Consolidated Support Services** – APV is supporting the CMS in its mission to improve the quality and efficiency in beneficiaries' programs, services, and care by **providing technical, operational, and project management support services to the Medicare Plan Payment Group (MPPG)**. Our SMEs developed the [Risk Adjustment Methodology](#) training services which provides Medicare Advantage (MA) organizations and Prescription Drug Plans (PDPs) with a high-level overview of risk adjustment, followed by a deep dive into the risk score calculation process and sample calculations for specific scenarios. This series is updated annually to provide an overview of the changes for upcoming payment years, with specific calculations. Providing **technical assistance through Salesforce-based Inquiry Management System (IMS) and monitoring three mailboxes addressing over 3,200 inquiries annually**, which require in-depth policy research to draft the responses. APV team works with CMS to document, clarify, and recover self-reported plan overpayments. The overpayments result when the MA organization realizes unsupported diagnoses have been submitted to the **Risk Adjustment Processing System (RAPS) or the Encounter Data Processing System (EDPS)**. Our technical writers draft communication with plans to verify auditable estimates and initiate the Payment Adjustment Process to recover the overpayment amounts. <https://www.apvit.com/apv-portfolio/centers-medicare-medicaid-services-css>.

Health Resources and Services Administration (2017 – Present)

- **Health Systems Bureau (HSB), Injury Compensation System, Salesforce Implementation** – **Developing a comprehensive cloud-based solution for the CICIP/VICP Injury Compensation System – utilizing Salesforce**, a cloud-based customer relationship management (CRM) and low-code development platform incorporating human-centered design, robust case management, accessible document management for public users through a secure portal, efficient claims review and payment workflows, with integrated data and communications functionality. The new system aims to deliver benefits such as a **centralized repository, automation of claims process, easy access for public users, tracking capabilities of claims and payments statuses, seamless communication, and CICIP reconsideration process**.
- **Provider Relief Bureau, Provider Relief Fund (PRF)** – Teamed with a large Systems Integrator, our staff provides **data engineering services addressing the needs of data analytics, tracking provider reports and payments by ingesting data from multiple sources**. Data is collected from various sources and captured in cutting edge Snowflake Datamart with full set of business validations. Our technology experts collect data from multiple internal and external solutions including **Salesforce, Integrated Resource Management System (IRMS), DocuSign, and payment systems**, resulting in generating financial reports with accurate data ingestion, state, and quality. Link to the PRF Portal <https://prfreporting.hrsa.gov/sl>.

Prime Projects – Description

- **Office of Information Technology (OIT), Data Warehouse Operations & Maintenance, Security, and Project Management –** Teamed with a large Systems Integrator, our staff supports with ***Snowflake infrastructure build, analyzing and re-architecting the existing DevSecOps framework, designing the network and security architecture***, configuring, and developing foundational cloud services, streamlining the CI/CD process, and implementing data governance.
- **Bureau of Primary Health Care (BPHC), Data and IT Modernization Project Management Services –** Providing ***project management support services for the BPHC project and program leaders of the UDS+ and lakehouse development efforts***. Services include meeting management, drafting project management artifacts, developing, and maintaining an internal project plan, tracking work assignments, and organizing project documentation. The project support mission is to ensure that both the UDS+ and the lakehouse projects have proper project support to achieve stakeholder requirements, meet deadlines, and remain on budget.
- **Health Systems Bureau (HSB), CICP/VICP Injury Compensation System Operations & Maintenance Support –** Providing ***full lifecycle development services for six (6) years on a modernization and O&M effort for the Injury Compensation System (ICS), case management system*** for filing compensation claims related to vaccine and countermeasure injuries; and *injurycompensation.hrsa.gov*, the public-facing internet portal the public uses to submit claims. Utilized ***Human Centered Design and modern UI/UX design principles, and agile scrum development practices*** while complying with HHS Enterprise Performance Lifecycle (EPLC) requirements. Implemented a secure DevSecOps environment with Continuous Integration/Deployment and automated testing. <https://www.apvit.com/apv-portfolio/HRSA-ICS-SDP>.

Food and Drug Administration (2017 – Present)

- **Center for Drug Evaluation and Research (CDER), Platform Communication and Training Support –** Providing streamlined experience & support in support of large Enterprise tool for 6,500+ employees of CDER. The APV team ***supports FDA employees' knowledge management needs through creation and maintenance of the CIPT Platform Training SharePoint using O365, a centralized site***, which provides easy access to documents for end users on the CIPT Platform Training Site. Our team provided change management and content support for the migration from SharePoint 2010 to SharePoint Online, developed posters, email communications, and promotional videos to support adoption of the new CDER Nexus (Appian) workflow management system. ***Assisted OBI with the SharePoint architecture design and support - including migrating the SharePoint 2010 to SharePoint Online, upgraded designer workflows to Power Automate***; communications strategies and delivery, change management, content support, and innovative training products and sessions that has resulted in a 99 percent attendee satisfaction rate. <https://www.apvit.com/apv-portfolio/fda-dgsa-platform>.

Office of the Assistant Secretary for Financial Resources (2022 – Present)

- **Office of Recipient Integrity Coordination, Automation Tool Operation and Maintenance Support Services –** Providing ***operations and maintenance support for an Appian-based case management system called Present Responsibility Integrity Management System (PRIMS)*** for HHS's Assistant Secretary for Financial Resources (ASFR) Office of Acquisitions (OA) to provide oversight on conviction-based and fact-based felonies in all of HHS contracts and Grants in all 12 OpDivs and 14 StaffDivs. Collaborated with stakeholders to ***migrate the data from Excel documents to Appian along with related supporting case documents and automated these using process models*** to move documents and document packages through internal review and approval process. The suspension and debarment workflow are transparent, allows extract documents, approval ledger, comments, audit trail, and notes from the workflow tracker and for users to export at the end of any approval to their workstation for corrections. Ensuring IT applications designed and developed for end users (including software licenses) run in the standard user context without requiring elevated administrative privileges.

Centers for Disease Control and Prevention (CDC) (2020 – Present)

- **Office of Financial Resources (OFR), Digital Media Graphic and Support – Rebuilt “Employee Portal” using SharePoint Online (SPO)** and providing support for all SharePoint sites, development, design, maintenance, quality assurance, testing, technical communication, consultation, training, 508 compliances for web content and documents, and graphic support. ***Developed five dashboards, automation tools, and custom features using PowerApps and MS Flow capabilities***, enhancing information collection and user interaction.