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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY**



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Denis Goulet, *Commissioner*

September 10, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Information Technology (DoIT) on behalf of the Department of Health and Human Services, Division of Economic Stability, to enter into an amendment to an existing contract with Deloitte Consulting, LLP (VC 174776), New York, NY, to complete integral enhancements to the Department’s integrated eligibility and enrollment New HEIGHTS system, and to make necessary budget adjustments resulting in an overall funding reduction, by decreasing the price limitation by \$912,102.80 from \$90,582,682.92 to \$89,670,580.12, with no change to the contract completion date of September 30, 2028, effective upon Governor and Council approval. 98.63% Federal Funds. 1.37% General Funds.

The original contract was approved by Governor and Council on November 2, 2022, item #34 and amended on March 22, 2023, item #38A; August 23, 2023, item #44; June 26, 2024, item #81; and most recently amended on December 18, 2024, item #49.

Funds are available in the following accounts for State Fiscal Years 2026 and 2027, and are anticipated to be available in State Fiscal Years 2028 and 2029, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

The purpose of this amendment is for the Contractor to continue to provide maintenance and operation services and complete the following integral enhancements to the Department’s New HEIGHTS system to improve the delivery of comprehensive and complex business services to end-users, which include Department staff and recipients of services:

- **Adult Protective Services System** – Enhancements to Adult Protective Services System functionality in New HEIGHTS to improve intake, workflow processes, and registry functions.
- **Home and Community Based Services** – Enhancements to NH EASY, the Department’s self-service online portal, to streamline long term care case management by expanding provider access, automating account management, tracking applications, and improving document upload and preview capabilities.
- **Supplemental Nutrition Assistance Program - Summer Electronic Benefits Transfer Technology** – Enhancements to client communication, reporting

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
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capabilities, and a unified statewide database to improve program efficiency and user experience.

- **Presumptive Eligibility and Child Care Scholarship** – Enhancements to modernize the administration of the New Hampshire Child Care Scholarship Program, as required by House Bill 2 (2025), by improving provider payment processes, increasing access for families through presumptive eligibility, and ensuring staff are equipped to implement these changes.
- **Reasonable Compatibility Changes for Income & Resources** – Updates to Medicaid eligibility processes by applying a 10% reasonable compatibility standard to income and resources, automating verification requests, and refining system logic for both applications and renewals.

Should the Governor and Council not authorize this request, the Department will be noncompliant with some state and federally mandated requirements such as 42 C.F.R 435 Subpart J that specifies the income and eligibility verification requirements that DHHS must follow. DHHS must abide by federal rules to claim federal matching funds.

This request is also to make necessary adjustments to the contract budget. The integral enhancements specified above will cost \$2,325,477.20. Additionally, due to budget reductions in State Fiscal Years 2026 and 2027, the Contractor has reduced the number of staff supporting New HEIGHTS maintenance and operations work and associated costs by \$3,237,580.00, resulting in an overall net decrease in the contract price limitation in the amount of \$912,102.80.

New HEIGHTS supports approximately 800,000 daily transactions and serves approximately 1,100 Department users, benefiting approximately 327,000 NH citizens.

The Department will continue to monitor services by:

- Reviewing vendor reporting processes and systems for data integrity.
- Performing file reviews to ensure vendor compliance with state and federal laws and rules in the administration of the contract.
- Assessing vendor compliance with applicable contract objectives and requirements.

The Department has determined that the Contractor is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. Documents supporting these assertions are available at the agency, for review upon request.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number ALN 93.698, FAIN 2301NHEJAP; ALN 93.791, FAIN 1LICMS331877; ALN 10.541, FAIN TBD; ALN 93.575, FAIN 2501NHCCDY and ALN 93.778 FAIN 2405NH5ADM.

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
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Respectfully submitted,



Denis Goulet
Commissioner
Department of Information Technology



Lori A. Weaver
Commissioner
Department of Health and Human Services

DOIT #2020-095E
RID #91215

New Heights Maintenance and Enhancements

01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT – IT FOR DHHS

100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.

State Fiscal Year	Class/Object	Description	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	Consultants	3950041	\$ 5,625,110.40	\$ -	\$ 5,625,110.40
2024	046-500465	Consultants	3950041	\$ 7,762,227.20	\$ -	\$ 7,762,227.20
2025	046-500465	Consultants	3950041	\$ 8,034,208.00	\$ -	\$ 8,034,208.00
2026	046-500465	Consultants	3950041	\$ 9,503,436.80	\$ (1,772,604.40)	\$ 7,730,832.40
2027	046-500465	Consultants	3950041	\$ 9,836,236.80	\$ (1,761,958.00)	\$ 8,074,278.80
2028	046-500465	Consultants	3950041	\$ 9,836,236.80	\$ 344,115.20	\$ 10,180,352.00
2029	046-500465	Consultants	3950041	\$ 2,681,244.80	\$ (47,132.80)	\$ 2,634,112.00
		Sub Total		\$ 53,278,700.80	\$ (3,237,580.00)	\$ 50,041,120.80

05-95-94-940010-24650000 HEAL TH AND SOCIAL SERVICES, DEPT OF HEAL TH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, ARPA DHHS
FISCAL RECOVERY FUND

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	103-502507	Contracts for Operational Services	Various	\$ 2,247,750.00	\$ -	\$ 2,247,750.00
2024	103-502507	Contracts for Operational Services	Various	\$ -	\$ -	\$ -
		Sub Total		\$ 2,247,750.00	\$ -	\$ 2,247,750.00

05-95-045-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: TRANSITIONAL ASSISTANCE, DIVISION OF
CLIENT SERVICES - DFA FIELD SVCS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	IT Consul-Non-Benefit	Various	\$ 362,673.00	\$ -	\$ 362,673.00
2024	046-500465	IT Consul-Non-Benefit	Various	\$ -	\$ -	\$ -
2025	102-500731	Contracts for Programs	Various	\$ 234,470.00	\$ -	\$ 234,470.00
		Sub Total		\$ 597,143.00	\$ -	\$ 597,143.00

05-95-045-451010-72140000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: DIV ECONOMIC STABILITY, BUREAU OF FAMILY ASSIST-
FIELD, NEW HEIGHTS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	IT Consul-Non-Benefit	45103000	\$ 674,325.00	\$ -	\$ 674,325.00
2024	046-500465	IT Consul-Non-Benefit	Various	\$ 3,279,470.00	\$ -	\$ 3,279,470.00
2025	046-500465	IT Consul-Non-Benefit	Various	\$ 1,505,000.00	\$ -	\$ 1,505,000.00
2026	046-500465	IT Consul-Non-Benefit	TBD	\$ 3,716,001.96	\$ 1,098,900.00	\$ 4,814,901.96
2027	046-500465	IT Consul-Non-Benefit	TBD	\$ 3,884,680.16	\$ -	\$ 3,884,680.16
		Sub Total		\$ 13,059,477.12	\$ 1,098,900.00	\$ 14,158,377.12

05-95-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF
DEVELOPMENTAL SERVICES, L21:1VII3 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 450,426.00	\$ -	\$ 450,426.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 450,426.00	\$ -	\$ 450,426.00

05-95-093-930030-93230000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF
DEVELOPMENTAL SERVICES, L21:1VII9 BDS Direct Billing

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 1,000,000.00	\$ -	\$ 1,000,000.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 1,000,000.00	\$ -	\$ 1,000,000.00

05-95-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF
DEVELOPMENTAL SERVICES, L21:1VII3 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 878,939.00	\$ -	\$ 878,939.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -

New Heights Maintenance and Enhancements

		Sub Total		\$ 878,939.00	\$ -	\$ 878,939.00
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05-95-048-481030-93220000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, ELDERLY AND ADULT SVCS DIV, STATE OFFICE ADMIN, L21:1VII8-BEAS SYSTMS MODRNZTN (HB25 SFY22/23)

State Fiscal Year	Class / Account	Class Title	Job Number			
2023	034-500099	Major IT Systems	48130705	\$ 6,792,640.00	\$ -	\$ 6,792,640.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 6,792,640.00	\$ -	\$ 6,792,640.00

05-95-042-421030-93160000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES DIV, DCYF (CCWIS), L21: 1VII2-DCYF (CCWIS)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500161	Capital Projects	TBD	\$ 133,931.00	\$ -	\$ 133,931.00
2024	034-500161	Capital Projects	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 133,931.00	\$ -	\$ 133,931.00

05-95-042-421110-29780000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, CHILD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	074-500589	Grants for Pub Assist and Reli	42117814	\$ -	\$ -	\$ -
2024	074-500589	Grants for Pub Assist and Reli	42117814	\$ 292,227.00		\$ 292,227.00
		Sub Total		\$ 292,227.00	\$ -	\$ 292,227.00

05-95-093-930010-26060000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, HCBS ENHANCED FMAP-ARP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	93009024	\$ -	\$ -	\$ -
2024	102-500731	Contracts for Program Services	93009024	\$ 4,908,938.00	\$ -	\$ 4,908,938.00
2025	102-500731	Contracts for Program Services	93009021	\$ 1,300,000.00	\$ -	\$ 1,300,000.00
		Sub Total		\$ 6,208,938.00	\$ -	\$ 6,208,938.00

05-95-048-480030-09720000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTSS-ELDERLY&ADULT SVCS, STATE OFFICE ADMIN, 11-253:1:VII-L REPLAT OP APP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	48130706	\$ -	\$ -	\$ -
2024	034-500099	Major IT Systems	48130706	\$ 722,200.00	\$ -	\$ 722,200.00
		Sub Total		\$ 722,200.00	\$ -	\$ 722,200.00

05-95-047-470010-79370000, HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: DIVISION OF MEDICAID SERVICES: OFC OF MEDICAID SERVICES, MEDICAID ADMINISTRATION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	Various	\$ -	\$ -	\$ -
2024	102-500731	Contracts for Program Services	Various	\$ 862,335.00	\$ -	\$ 862,335.00
2025	102-500731	Contracts for Program Services	47000645	\$ 2,186,746.00	\$ -	\$ 2,186,746.00
2026	102-500731	Contracts for Program Services	TBD	\$ -	\$ 319,480.00	\$ 319,480.00
		Sub Total		\$ 3,049,081.00	\$ 319,480.00	\$ 3,368,561.00

05-95-048-481010-89200000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS; HHS: DLTSS-ELDERLY & ADULT SVCS; GRANTS FOR SOCIAL SVC PROG; MONEY FOLLOWS THE PERSON

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	48108920	\$ 192,128.00	\$ -	\$ 192,128.00

New Heights Maintenance and Enhancements

		Sub Total		\$ 192,128.00	\$ -	\$ 192,128.00
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05-95-093-930010-26060000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS; HHS: DLTSS-DIV OF DEVELOPMENTAL SERVICES; DEVELOPMENTAL SERVICES; HCBS ENHANCED FMAP - ARP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	93009020	\$ 340,548.00	\$ -	\$ 340,548.00
		Sub Total		\$ 340,548.00	\$ -	\$ 340,548.00

05-95-048-481010-26040000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTSS-ELDERLY&ADULT SVCS, GRANTS FOR SOCIAL SVC PROG, ELDER JUSTICE ARP GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	48130624	\$ -	\$ -	\$ -
2024	102-500731	Contracts for Program Services	48130624	\$ 841,758.00	\$ -	\$ 841,758.00
2025	102-500731	Contracts for Program Services	48130624	\$ 246,796.00	\$ -	\$ 246,796.00
		Sub Total		\$ 1,088,554.00	\$ -	\$ 1,088,554.00

05-95-95-954010-59520000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: COMMISSIONER'S OFFICE: OFFICE OF INFORMATION SERVICES, OFFICE OF INFORMATION SERVICES

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	95440081	\$ 250,000.00	\$ -	\$ 250,000.00
		Sub Total		\$ 250,000.00	\$ -	\$ 250,000.00

05-95-48-481010-89200000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT, HHS: DLTSS-BUR ADULT & AGING, GRANTS FOR SOCIAL SVC PROG

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2026	102-500731	Contracts for Prog Svc	48108922	\$ -	\$ 791,698.20	\$ 791,698.20
		Sub Total		\$ -	\$ 791,698.20	\$ 791,698.20

05-95-48-480510-40460000 HEALTH AND SOCIAL SVS, HEALTH AND HUMAN SVS DEPT, HHS: DLTSS-ELDERLY AND ADULT SVS, PROGRAM OPERATIONS, APS FORMULA GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2026	102-500731	Contracts for Prog Svc	48054046	\$0	\$49,399	\$49,399
		Subtotal		\$0	\$49,399	\$49,399

05-95-045-451110-77230000-102-500731 HEALTH AND SOCIAL SVS, HEALTH AND HUMAN SVS DEPT, HHS: DIV ECONOMIC STABILITY, CHILD DEVELOPMENT, CCDF AMERICAN RELIEF ACT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2026	102-500731	Contracts for Prog Svc	48054046	\$0	\$66,000	\$66,000
		Subtotal		\$0	\$66,000	\$66,000

Overall Total	\$ 90,582,682.92	\$ (912,102.80)	\$ 89,670,580.12
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**State of New Hampshire
Department of Health and Human Services
Amendment #5**

New HEIGHTS Maintenance Contract

This Amendment to the New HEIGHTS Maintenance contract is by and between the State of New Hampshire, and the Department of Information Technology (hereinafter referred to as the "State" or the "Department" or "DoIT") and Deloitte Consulting LLP (hereinafter referred to as "the Contractor"), a limited liability partnership organized under the laws of the State of Delaware with a place of business at 30 Rockefeller Plaza, New York, NY 10112.

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on November 2, 2022 (Item #34), and amended on March 22, 2023 (Item #38A), August 23, 2023 (Item #44), June 26, 2024 (Item #81), and as most recently amended on December 18, 2024 (Item #49), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8., Price Limitation, to read:
\$89,670,580.12
2. Modify Contract Part 3 – Information Technology Exhibits, Exhibit A - Special Provisions, by adding Section A.8, to read:
A.8 Provision 6, Compliance by Contractor with Laws and Regulations/Equal Employment Opportunity, Subparagraph 6.1., is amended as follows:
6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, RSA 151:21 Patients' Bill of Rights, civil rights and equal employment opportunity laws, and the Governor's order on Respect and Civility in the Workplace, Executive Order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.
3. Modify Part 3 – Information Technology Exhibits, Exhibit B – Scope of Services, Section 1.1, General Project Assumptions, by adding paragraphs I, to read:
 - I. The Contractor shall provide additional services as defined in Part 3 – Information Technology Exhibits, Exhibit D – Administrative Services, Section 5, Attachment A-1 New HEIGHTS Statement of Work for Amendment #5 Enhancements, which is attached hereto and incorporated by reference herein.

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4. Modify Part 3 – Information Technology Exhibits, Exhibit C – Price and Payment Schedule, Section 1.1, Contract Type, Pricing Worksheet, to read:

SFY	Total Staff	Hours	Blended Hourly Rate	Cost	Total
SFY23	28	1560	\$ 128.78	\$5,625,110.40	\$5,625,110.40
SFY24	28	2080	\$ 133.28	\$7,762,227.20	\$7,762,227.20
SFY25	28	2080	\$ 137.95	\$8,034,208.00	\$8,034,208.00
SFY26	28	520	\$ 142.78	\$2,078,876.80	\$2,078,876.80
SFY26	25.4	1560	\$ 142.78	\$5,651,955.60	\$5,651,955.60
SFY27	26.3	2080	\$ 147.78	\$8,074,278.80	\$8,074,278.80
SFY28	32	2080	\$ 152.95	\$10,180,352.00	\$10,180,352.00
SFY29	32	520	\$ 158.30	\$2,634,112.00	\$2,634,112.00
Grand Total:					\$ 50,041,120.80

5. Modify Attachment B-1, New HEIGHTS Maintenance, Operations and Enhancements, RFP-2023-DEHS-01-NEWHE-01 (2020-095) Amendment #3, by deleting and replacing it in its entirety with Attachment B-1 New HEIGHTS Maintenance, Operations and Enhancements, RFP-2023-DES-01-NEWHE-01 (2020-095) Amendment #5, which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire
Department of Information Technology

9/10/2025

Date

DocuSigned by:

Name: Denis Goulet
Title: Commissioner

State of New Hampshire
Department of Health and Human Services

9/4/2025

Date

DocuSigned by:

Name: Karen Hebert
Title: Division Director

Deloitte Consulting LLP

9/3/2025

Date

Signed by:

Name: Surendranatha R Komma
Title: Managing Director

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

9/11/2025
Date

DocuSigned by:
Robyn Guarino
748734844941460
Name: Robyn Guarino
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: _____ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:
Title:



New Hampshire
Department of Health and Human Services

Statement of Work (SOW) for
Amendment 5 Enhancements

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services (DHHS)
New HEIGHTS Maintenance Contract – Amendment #5, Attachment A-1

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STATE OF NEW HAMPSHIRE

Department of Health and Human Services (DHHS)

New HEIGHTS Maintenance Contract – Amendment #5, Attachment A-1

1 INTRODUCTION

1.1 New HEIGHTS Background

The New HEIGHTS system is the backbone of the eligibility determination and case management for the New Hampshire Department of Health and Human Services (DHHS). New HEIGHTS supports approximately 1,100 DHHS staff that process new applications, determine eligibility, issue benefits, manage cases, and complete redeterminations. It automates more than 125 public assistance program variations, including 55 different Medicaid categories with 195000+ Medicaid consumers and manages approximately ~\$1.5 billion in annual benefits for SNAP and Cash programs. New HEIGHTS is a fully Integrated eligibility system that provides shared client intake, eligibility, client notices, and other features seamlessly across programs to fully automate multi-program case management. New HEIGHTS case management includes Long Term Supports and Services (LTSS) Medicaid waiver program administration and Adult Protective Services.

The NH EASY Gateway to Services is an innovative, web-based application that is fully integrated with New HEIGHTS and enables clients and providers to access many programs and functions via self-service, including screening for potential eligibility, apply, change reporting, appointment scheduling, redetermination, check benefit status, online client notices, upload of documents directly to case workers, status of documents, list of verifications needed to be provided, ability to sign up for e-mails and text messages, and much more. The NH EASY provider portal supports LTSS medical eligibility determination, assessments, service planning and prior authorization, including HCBC (Home and Community Based Care) and Nursing home services, service authorization planning, presumptive eligibility, Foster Care & Adoption Parents referrals, and more.

New HEIGHTS is fully integrated with a document imaging solution which includes scanning and indexing, document workflow, enterprise content management, and online upload functionality. The document imaging solution also supports scanning and indexing documents for Child Welfare and Child Support systems. New HEIGHTS supports extensive interfaces with federal and state systems such as the Federally Facilitate Marketplace (FFM), SSA, CMS, NECSES (New England Child Support), MMIS, and Bridges (Child Welfare). The New HEIGHTS Enterprise Business Intelligence (EBI) platform supports reporting, and executive dashboards.

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STATE OF NEW HAMPSHIRE

Department of Health and Human Services (DHHS)

New HEIGHTS Maintenance Contract – Amendment #5, Attachment A-1

1.2 Purpose

This scope of services supports:

- **HCBS Enhancements** – Enhancements to NH EASY will streamline Long Term Care case management by expanding provider access, automating account management, tracking applications, and improving document upload and preview capabilities.
- **SNAP - Summer EBT Technology Enhancements** - The Summer EBT grant funds enhancements to client communication, reporting capabilities, and a unified statewide database to improve program efficiency and user experience.
- **Adult Protective Services (APS) System Enhancements** – This initiative addresses enhancements to APS functionality in New HEIGHTS to improve intake, workflow processes, and registry functions.
- **Presumptive Eligibility and Child Care Scholarship** - This project aims to modernize and enhance the administration of the New Hampshire Child Care Scholarship Program. The initiative focuses on improving provider payment processes, increasing access for families through presumptive eligibility, and ensuring staff are equipped to implement these changes.
- **Reasonable Compatibility Changes for Income & Resources** - This project updates Medicaid eligibility processes by applying a 10% reasonable compatibility standard to income and resources, automating verification requests, and refining system logic for both applications and renewals.

2 FUNCTIONAL REQUIREMENTS FOR ENHANCEMENT

The scope of work is comprised of multiple projects summarized in Section 1 above and defined below:

2.1 HCBS Enhancements

The following enhancements are proposed to improve the Long-Term Care (LTC) experience for clients, providers, and case managers within the NH EASY system. These changes are designed to streamline communication, strengthen security, and increase the efficiency of LTC case management.

2.1.1 Expanded Provider Case View

Deloitte Consulting LLP

RFP-2023-DEHS-01-NEWHE-01-A05
Dolt# 2020-095

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Contractor Initials

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Date 9/3/2025

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Providers will have an enhanced case view that includes Medicaid eligibility, application status, and renewal status. This will enable providers to make informed decisions, assist clients with timely financial renewals, and reduce the need to contact the call center for general case inquiries.

2.1.2 Long Term Care Application Tracking

Application tracking will be improved to monitor the status of initial intake, medical evaluation, financial eligibility, document submission, and other key steps. This will provide greater visibility into the application process for all stakeholders.

2.1.3 Automated User Account Deactivation and Purge

An automated process will be implemented to deactivate NH EASY accounts for providers and case management agencies that are inactive for 30 days, and to permanently purge accounts inactive for 90 days. This will help protect client data from unauthorized access and ensure that DHHS maintains up-to-date contact information for all users.

2.1.4 QR Code Integration for Document Uploads

Client notices will be enhanced to include a QR code on the verification checklist. This will allow customers without NH EASY accounts to securely and efficiently upload required documents, streamlining the document submission process.

2.1.5 Document Verification & Preview Functionality

The Client preview module will be extended to providers who will be able to preview and verify documents in NH EASY before submission. This feature will support timely application processing and minimize errors by improving document accuracy.

2.2 SNAP - Summer EBT Technology Enhancements

The Summer EBT (SEBT) grant includes three key technology enhancements designed to improve program effectiveness and user experience:

2.2.1 Enhance Client Communication and Engagement

The project is to modernize the NH EASY platform to improve client communication and engagement by enabling real-time EBT balance checks, enhancing chatbot functionality for more accurate and timely responses, automating notifications for document processing and verification requirements, and issuing client notices with QR codes for secure, direct document uploads—all aimed at increasing the timeliness, transparency, and overall user experience of client communications.

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2.2.2 SEBT Reporting Changes

This project will enhance EBT reports to fulfill Summer EBT program requirements by ensuring compliance with all applicable standards, supporting effective program management with timely and accurate information, and providing actionable insights for continuous improvement, with all reports delivered according to the Client’s specified formats and timelines.

2.2.3 Integrated Statewide Database

The project is to establish an integrated statewide database for Summer EBT recipients for managing NSLP applications and documents. These enhancements will improve the accuracy, efficiency, and transparency of S-EBT program administration, with all deliverables meeting the Client’s data security, privacy, and program requirements.

2.3 Adult Protective Services (APS) Service Enhancements

Enhancements to APS in New HEIGHTS to improve intake, workflow, and registry processes by enabling reporter name removal, intake reopening, better dashboard workload management, accurate APS history for all intakes, and admin/supervisor approval for CAP overrides. These updates streamline operations and improve data accuracy.

2.4 Presumptive Eligibility and Child Care Scholarship

This project aims to modernize the New Hampshire Child Care Scholarship Program by streamlining provider payments, introducing a 24-month presumptive eligibility pilot for faster family access, and enhancing staff training. Key changes include removing hourly attendance reporting, implementing advance payments to providers, and allowing families to receive benefits while applications are processed, with safeguards against financial liability except in cases of fraud. The initiative also requires staff training on new procedures and mandates data collection to assess program effectiveness. Overall, the project seeks to reduce administrative burdens, improve access, and strengthen the state’s child care support system.

2.5 Reasonable Compatibility Changes for Income & Resources

This project will enhance the Medicaid eligibility process by updating system rules for verifying income and resources. The changes aim to streamline workflows, improve accuracy, and ensure compliance by automating key verification steps and applying a 10% reasonable compatibility standard. The changes to the process include:

- Apply 10% reasonable compatibility threshold to resources at application.

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- If income data source exceeds self-attested income by 10%, auto-request verification.
- After 15 days, input AVS resource data as “unverified” and check “MA Verification” box.
- Wait 15 days before auto-generating resource request (DX-0019) if resources are over the limit.
- At redetermination, input AVS as “unverified” and prevent passive renewal if resources are over the limit.
- Prevent real-time case closure for over-resources during certification if verification is pending.

3 PROJECT MANAGEMENT PLAN

The Key activities will be managed using a structured project management methodology including:

- Adherence to the established New HEIGHTS project management and application development standards and best practices
- Lifecycle management and (defect/change) tracking by project
- Risk/ issue status and tracking using JIRA.
- Weekly joint delivery and State team lead project status meetings and
- Weekly Project Management reporting and status meeting

4 ASSUMPTIONS

- a) The New HEIGHTS maintenance contractor will provide DBA, operations cycle support, change/configuration management, subject matter expertise, and post implementation support for work associated with this Agreement.
- b) The New HEIGHTS maintenance and State Operations staff will be available during and after normal business hours to assist the Contractor’s enhancement team to successfully run batch jobs in the Integration and Systems/acceptance test environments and for implementation support.
- c) State staff will complete systems and regression testing.
- d) The State will develop and execute training plans, materials, and programs in support of work associated with this Agreement.
- e) Milestone deliverable dates of this agreement and the Project Plan shall be regarded as estimates. The Contractor shall use diligent efforts to meet such

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and shall notify the State promptly if significant delays are encountered in completing the services or deliverables.

- f) The Department of IT- DoIT and the DoIT Technical Service Group (TSG) will complete installation and initial configuration of on-premises hardware/software to be deployed in the DoIT data center.
- g) The Department of IT- DoIT and the DoIT Technical Service Group (TSG) will install and configure any state network-related requirements to connect to cloud hosting for AI-related initiatives.
- h) The State shall have all necessary authority to commit to the State with respect to the subject matter of this Amendment, including approval of the requirements to address any applicable policies, laws, and regulations and of business rules and content.
- i) The State will provide necessary approval for using cloud platform to host AI tools for Gen AI Projects listed in the contract.

5 MILESTONES

The scope of work includes enhancement projects which require modifications to the New HEIGHTS and NH EASY Applications. DHHS will work with the Contractor to manage the functional requirements within the estimates provided in the table below. If the scope of an individual project causes the Contractor to exceed the hours budgeted, the Department will work with the Contractor to process scope adjustments, including adjustments across other projects, for the Contractor to complete the cumulative scope of work within the defined resources constraints (defined by the hours per project in the table below).

If resources are required beyond the exhibit below, the Department will request a change order or prioritize New HEIGHTS Maintenance Contractor resources to support the additional effort.

Enhancement / Project Summary	Hours
HCBS Enhancements	4866
SNAP – Summer EBT Technological Enhancements	6663
Adult Protective Services System Enhancements	304
Presumptive Eligibility and Child Care Scholarship	406
Reasonable Compatibility Changes for Income & Resources	1964

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6 DELIVERABLES

The State will approve all Deliverables according to the review process described below.

- a) Each Deliverable that conforms in all material respects with the applicable specifications agreed by the parties in writing (“Specifications”) will be approved by the State, without condition. Within ten (10) working days from its receipt of a Deliverable, the State will provide the Contractor with (i) written approval of such Deliverable or (ii) a written statement of conditional approval (in which case the State will proceed to pay the Contractor for the Deliverable) or rejection, which identifies in reasonable detail the deficiencies preventing approval without condition (the “Deficiencies”). The review process begins with receipt of the Deliverable by the State. The receipt date is the first working day after the delivery date to the State.
- b) Within five (5) working days of the Contractor’s receipt of a notice of Deficiencies, it will clarify with the State the reasons for conditional approval or rejection. The Contractor will have 30 working days from the end of the clarification period to complete corrective actions for such Deliverable to conform to the applicable Specifications. Within five (5) working days of the State’s receipt thereof, it will complete its review of the corrected Deliverable and notify the Contractor in writing of acceptance, conditional acceptance, or rejection.
- c) Notwithstanding the foregoing provisions of this Section, approval of a Deliverable (including a Deliverable that was previously conditionally approved or rejected) will be deemed given by the State without condition if the State has not delivered to the Contractor a notice of Deficiencies for such Deliverable during the period for State review thereof as set forth in this Section, or if the State uses the Deliverable in Production.
- d) The Contractor shall be entitled to rely on Deliverable approval for the purpose of subsequent stages of the Contractor's performance.

State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements

Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
1	Maintenance and Enhancements - October 2022	10/31/2022	\$ 625,012.30	\$ 625,012.30	\$ 625,012.30	Original
2	Maintenance and Enhancements - November 2022	11/30/2022	\$ 625,012.30	\$ 1,250,024.60	\$ 1,250,024.60	Original
3	Maintenance and Enhancements - December 2022	12/31/2022	\$ 625,012.20	\$ 1,875,036.80	\$ 1,875,036.80	Original
4	Maintenance and Enhancements - January 2023	1/31/2023	\$ 625,012.30	\$ 2,500,049.10	\$ 2,500,049.10	Original
5	Maintenance and Enhancements - February 2023	2/28/2023	\$ 625,012.30	\$ 3,125,061.40	\$ 3,125,061.40	Original
6	Appeal & Fair Hearing Management - File an Appeal - Requirements & Design	3/17/2023	\$ 10,162.43	\$ 3,135,223.83	\$ 3,135,223.83	A1
7	Appeal & Fair Hearing Management - Appeal Dashboard - Requirements & Design	3/17/2023	\$ 44,737.01	\$ 3,179,960.84	\$ 3,179,960.84	A1
8	Appeal & Fair Hearing Management - e-Packet - Requirements & Design	3/17/2023	\$ 23,740.71	\$ 3,203,701.55	\$ 3,203,701.55	A1
9	Appeal & Fair Hearing Management - Generate Notices - Requirements & Design	3/17/2023	\$ 33,859.86	\$ 3,237,561.41	\$ 3,237,561.41	A1
10	P-EBT - Summer P-EBT - Requirements & Design	3/17/2023	\$ 31,001.00	\$ 3,268,562.41	\$ 3,268,562.41	A1
11	Appeal & Fair Hearing Management - File an Appeal - Construction & Unit	3/31/2023	\$ 47,424.65	\$ 3,315,987.06	\$ 3,315,987.06	A1
12	Appeal & Fair Hearing Management - Appeal Dashboard - Construction & Unit	3/31/2023	\$ 208,772.69	\$ 3,524,759.75	\$ 3,524,759.75	A1
13	Appeal & Fair Hearing Management - e-Packet - Construction & Unit	3/31/2023	\$ 110,789.98	\$ 3,635,549.73	\$ 3,635,549.73	A1
14	Appeal & Fair Hearing Management - Generate Notices - Construction & Unit	3/31/2023	\$ 158,012.68	\$ 3,793,562.41	\$ 3,793,562.41	A1
15	DD/ABD Rate Changes and Conversion - PA Changes and Conversion - Requirements & Design	3/31/2023	\$ 95,549.13	\$ 3,889,111.54	\$ 3,889,111.54	A1
16	P-EBT - Summer P-EBT - Construction & Unit	3/31/2023	\$ 144,671.00	\$ 4,033,782.54	\$ 4,033,782.54	A1
17	Maintenance and Enhancements - March 2023	3/31/2023	\$ 625,012.20	\$ 4,658,794.74	\$ 4,658,794.74	Original
18	Appeal & Fair Hearing Management - File an Appeal - Systems Testing	4/14/2023	\$ 6,774.95	\$ 4,665,569.69	\$ 4,665,569.69	A1
19	Appeal & Fair Hearing Management - Appeal Dashboard - Systems Testing	4/14/2023	\$ 29,824.67	\$ 4,695,394.36	\$ 4,695,394.36	A1
20	Appeal & Fair Hearing Management - e-Packet - Systems Testing	4/14/2023	\$ 15,827.14	\$ 4,711,221.50	\$ 4,711,221.50	A1
21	Appeal & Fair Hearing Management - Generate Notices - Systems Testing	4/14/2023	\$ 22,573.24	\$ 4,733,794.74	\$ 4,733,794.74	A1
22	DD/ABD Rate Changes and Conversion - PA Changes and Conversion - Construction & Unit	4/14/2023	\$ 445,895.94	\$ 5,179,690.68	\$ 5,179,690.68	A1
23	P-EBT - Summer P-EBT - Systems Testing	4/14/2023	\$ 20,667.00	\$ 5,200,357.68	\$ 5,200,357.68	A1
24	Appeal & Fair Hearing Management - File an Appeal - Implementation	4/28/2023	\$ 3,387.47	\$ 5,203,745.15	\$ 5,203,745.15	A1
25	Appeal & Fair Hearing Management - Appeal Dashboard - Implementation	4/28/2023	\$ 14,912.33	\$ 5,218,657.48	\$ 5,218,657.48	A1
26	Appeal & Fair Hearing Management - e-Packet - Implementation	4/28/2023	\$ 7,913.57	\$ 5,226,571.05	\$ 5,226,571.05	A1
27	Appeal & Fair Hearing Management - Generate Notices - Implementation	4/28/2023	\$ 10,536.62	\$ 5,237,107.67	\$ 5,237,107.67	A1
28	P-EBT - Summer P-EBT - Implementation	4/28/2023	\$ 10,334.00	\$ 5,247,441.67	\$ 5,247,441.67	A1
29	COVID - COVID Ongoing Support - Period-1	4/30/2023	\$ 103,235.35	\$ 5,350,677.02	\$ 5,350,677.02	A1
30	Bridges DI - Maintenance & Support - Period 1	4/30/2023	\$ 22,321.85	\$ 5,372,998.87	\$ 5,372,998.87	A1
31	Maintenance and Enhancements - April 2023	4/30/2023	\$ 625,012.30	\$ 5,998,011.17	\$ 5,998,011.17	Original
32	DD/ABD Rate Changes and Conversion - PA Changes and Conversion - Systems Testing	5/12/2023	\$ 63,699.42	\$ 6,061,710.59	\$ 6,061,710.59	A1
33	DD/ABD Rate Changes and Conversion - PA Changes and Conversion - Implementation	5/26/2023	\$ 31,840.51	\$ 6,093,551.10	\$ 6,093,551.10	A1
34	COVID - COVID Ongoing Support - Period-2	5/31/2023	\$ 103,235.35	\$ 6,196,786.45	\$ 6,196,786.45	A1
35	Maintenance and Enhancements - May 2023	5/31/2023	\$ 625,012.30	\$ 6,821,798.75	\$ 6,821,798.75	Original
36	DD/ABD DAADs Payment Maintenance - Track DAADs Payments and Send data to MMIS - Requirements & Design	6/2/2023	\$ 36,294.38	\$ 6,858,093.13	\$ 6,858,093.13	A1
37	PTIG - Persona-Driven Analytics - Requirements & Design	6/5/2023	\$ 11,167.50	\$ 6,869,260.63	\$ 6,869,260.63	A1
38	PTIG - Persona-Driven Survey/Interviews with SNAP Recipients - Requirements & Design	6/5/2023	\$ 22,335.00	\$ 6,891,595.63	\$ 6,891,595.63	A1
39	DD/ABD DAADs Payment Maintenance - Track DAADs Payments and Send data to MMIS - Construction & Unit	6/30/2023	\$ 169,373.75	\$ 7,060,969.38	\$ 7,060,969.38	A1
40	COVID - COVID Ongoing Support - Period-3	6/30/2023	\$ 103,235.35	\$ 7,164,204.73	\$ 7,164,204.73	A1
41	Bridges DI - Maintenance & Support - Period 2	6/30/2023	\$ 22,321.83	\$ 7,186,526.56	\$ 7,186,526.56	A1
42	Maintenance and Enhancements - June 2023	6/30/2023	\$ 625,012.20	\$ 7,811,538.76	\$ 7,811,538.76	Original
43	TANF New Category - Online and Eligibility Changes - Requirements & Design	7/5/2023	\$ 45,831.42	\$ 45,831.42	\$ 7,857,370.18	A1
44	TANF New Category - Batch Changes - Requirements & Design	7/5/2023	\$ 70,779.62	\$ 116,611.04	\$ 7,928,149.80	A1

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
45	TANF New Category - Interfaces and Reports - Requirements & Design	7/5/2023	\$ 33,301.49	\$ 149,912.53	\$ 7,961,451.29	A1
46	PTIG - Persona-Driven Analytics - Construction & Unit	7/14/2023	\$ 52,115.00	\$ 202,027.53	\$ 8,013,566.29	A1
47	PTIG - Persona-Driven Survey/Interviews with SNAP Recipients - Construction & Unit	7/14/2023	\$ 104,230.00	\$ 306,257.53	\$ 8,117,796.29	A1
48	TANF New Category - Online and Eligibility Changes - Construction & Unit	7/26/2023	\$ 213,879.96	\$ 520,137.49	\$ 8,331,676.25	A1
49	TANF New Category - Batch Changes - Construction & Unit	7/26/2023	\$ 330,304.87	\$ 850,442.36	\$ 8,661,981.12	A1
50	TANF New Category - Interfaces and Reports - Construction & Unit	7/26/2023	\$ 155,406.93	\$ 1,005,849.29	\$ 8,817,388.05	A1
51	COVID - COVID Ongoing Support - Period-4	7/31/2023	\$ 106,354.83	\$ 1,112,204.12	\$ 8,923,742.88	A1
52	Maintenance and Enhancements - July 2023	7/31/2023	\$ 646,852.27	\$ 1,759,056.39	\$ 9,570,595.15	Original
53	Call Center Upgrade - Install & Configure - Requirements & Design	8/4/2023	\$ 119,690.48	\$ 1,878,746.87	\$ 9,690,285.63	A1
54	Call Center Upgrade - IVR Configuration - Requirements & Design	8/4/2023	\$ 62,538.00	\$ 1,941,284.87	\$ 9,752,823.63	A1
55	Call Center Upgrade - New HEIGHTS IVR Changes - Requirements & Design	8/4/2023	\$ 42,771.53	\$ 1,984,056.40	\$ 9,795,595.16	A1
56	DD/ABD DAADs Payment Maintenance - Track DAADs Payments and Send data to MMIS - Systems Testing	8/11/2023	\$ 24,196.25	\$ 2,008,252.65	\$ 9,819,791.41	A1
57	PTIG - Persona-Driven Analytics - Systems Testing	8/18/2023	\$ 7,445.00	\$ 2,015,697.65	\$ 9,827,236.41	A1
58	PTIG - Persona-Driven Survey/Interviews with SNAP Recipients - Systems Testing	8/18/2023	\$ 14,890.00	\$ 2,030,587.65	\$ 9,842,126.41	A1
59	DD/ABD DAADs Payment Maintenance - Track DAADs Payments and Send data to MMIS - Implementation	8/25/2023	\$ 12,089.62	\$ 2,042,677.27	\$ 9,854,216.03	A1
60	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements - Requirements & Design	8/25/2023	\$ 45,000.00	\$ 2,087,677.27	\$ 9,899,216.03	A2
61	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements - Construction & Unit	8/25/2023	\$ 210,000.00	\$ 2,297,677.27	\$ 10,109,216.03	A2
62	P-EBT - P-EBT School Year 2022-2023 - Requirements & Design	8/25/2023	\$ 17,925.00	\$ 2,315,602.27	\$ 10,127,141.03	A2
63	P-EBT - P-EBT School Year 2022-2023 - Construction & Unit	8/25/2023	\$ 83,649.00	\$ 2,399,251.27	\$ 10,210,790.03	A2
64	APS Case Management - APS Modernization - HCD - Requirements & Design	8/25/2023	\$ 43,106.00	\$ 2,442,357.27	\$ 10,253,896.03	A2
65	APS Case Management - APS Modernization - HCD - Construction & Unit	8/25/2023	\$ 201,159.00	\$ 2,643,516.27	\$ 10,455,055.03	A2
66	COVID - COVID Ongoing Support - Period-5	8/31/2023	\$ 53,177.64	\$ 2,696,693.91	\$ 10,508,232.67	A1
67	Bridges DI - Maintenance & Support - Period 3	8/31/2023	\$ 22,321.83	\$ 2,719,015.74	\$ 10,530,554.50	A1
68	Maintenance and Enhancements - August 2023	8/31/2023	\$ 646,852.27	\$ 3,365,868.01	\$ 11,177,406.77	Original
69	PTIG - Persona-Driven Analytics - Implementation	9/1/2023	\$ 3,722.50	\$ 3,369,590.51	\$ 11,181,129.27	A1
70	PTIG - Persona-Driven Survey/Interviews with SNAP Recipients - Implementation	9/1/2023	\$ 7,445.00	\$ 3,377,035.51	\$ 11,188,574.27	A1
71	Call Center Upgrade - Install & Configure - Construction & Unit	9/1/2023	\$ 558,555.55	\$ 3,935,591.06	\$ 11,747,129.82	A1
72	Call Center Upgrade - IVR Configuration - Construction & Unit	9/1/2023	\$ 291,844.00	\$ 4,227,435.06	\$ 12,038,973.82	A1
73	Call Center Upgrade - New HEIGHTS IVR Changes - Construction & Unit	9/1/2023	\$ 199,600.45	\$ 4,427,035.51	\$ 12,238,574.27	A1
74	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements - Systems Testing	9/8/2023	\$ 30,000.00	\$ 4,457,035.51	\$ 12,268,574.27	A2
75	P-EBT - P-EBT School Year 2022-2023 - Systems Testing	9/8/2023	\$ 11,950.00	\$ 4,468,985.51	\$ 12,280,524.27	A2
76	APS Case Management - APS Modernization - HCD - Systems Testing	9/8/2023	\$ 28,737.00	\$ 4,497,722.51	\$ 12,309,261.27	A2
77	TANF New Category - Online and Eligibility Changes - Systems Testing	9/13/2023	\$ 30,554.28	\$ 4,528,276.79	\$ 12,339,815.55	A1
78	TANF New Category - Batch Changes - Systems Testing	9/13/2023	\$ 47,186.41	\$ 4,575,463.20	\$ 12,387,001.96	A1
79	TANF New Category - Interfaces and Reports - Systems Testing	9/13/2023	\$ 22,200.99	\$ 4,597,664.19	\$ 12,409,202.95	A1
80	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements - Implementation	9/15/2023	\$ 15,000.00	\$ 4,612,664.19	\$ 12,424,202.95	A2

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
81	P-EBT - P-EBT School Year 2022-2023 - Implementation	9/15/2023	\$ 5,975.00	\$ 4,618,639.19	\$ 12,430,177.95	A2
82	APS Case Management - APS Modernization - HCD - Implementation	9/15/2023	\$ 14,368.00	\$ 4,633,007.19	\$ 12,444,545.95	A2
83	TANF New Category - Online and Eligibility Changes - Implementation	9/27/2023	\$ 15,277.34	\$ 4,648,284.53	\$ 12,459,823.29	A1
84	TANF New Category - Batch Changes - Implementation	9/27/2023	\$ 23,593.20	\$ 4,671,877.73	\$ 12,483,416.49	A1
85	TANF New Category - Interfaces and Reports - Implementation	9/27/2023	\$ 11,100.49	\$ 4,682,978.22	\$ 12,494,516.98	A1
86	CFI Enhancements - ISA for CFI - Requirements & Design	9/29/2023	\$ 87,106.50	\$ 4,770,084.72	\$ 12,581,623.48	A1
87	COVID - COVID Ongoing Support - Period-6	9/30/2023	\$ 53,177.64	\$ 4,823,262.36	\$ 12,634,801.12	A1
88	Maintenance and Enhancements - September 2023	9/30/2023	\$ 646,852.26	\$ 5,470,114.62	\$ 13,281,653.38	Original
89	Medicaid Policy, Administration & Operational Efficiency - NHEASY Document Upload Changes - Requirements & Design	10/6/2023	\$ 47,861.00	\$ 5,517,975.62	\$ 47,861.00	A2
90	P-EBT - P-EBT summer 2023 - School Age - Requirements & Design	10/6/2023	\$ 37,500.00	\$ 5,555,475.62	\$ 85,361.00	A2
91	P-EBT - P-EBT summer 2023 - School Age - Construction & Unit	10/6/2023	\$ 175,000.00	\$ 5,730,475.62	\$ 260,361.00	A2
92	Call Center Upgrade - Install & Configure - Systems Testing	10/13/2023	\$ 79,793.65	\$ 5,810,269.27	\$ 340,154.65	A1
93	Call Center Upgrade - IVR Configuration - Systems Testing	10/13/2023	\$ 41,692.00	\$ 5,851,961.27	\$ 381,846.65	A1
94	Call Center Upgrade - New HEIGHTS IVR Changes - Systems Testing	10/13/2023	\$ 28,514.35	\$ 5,880,475.62	\$ 410,361.00	A1
95	Medicaid Policy, Administration & Operational Efficiency - NHEASY Document Upload Changes - Construction & Unit	10/13/2023	\$ 223,350.00	\$ 6,103,825.62	\$ 633,711.00	A2
96	CFI Enhancements - ISA for CFI - Construction & Unit	10/20/2023	\$ 406,497.00	\$ 6,510,322.62	\$ 1,040,208.00	A1
97	PTIG - Persona-Driven Digital Adoption and Outreach Solution(s) - Requirements & Design	10/27/2023	\$ 67,747.50	\$ 6,578,070.12	\$ 1,107,955.50	A1
98	APS Intake - Intake - Requirements & Design	10/27/2023	\$ 105,510.54	\$ 6,683,580.66	\$ 1,213,466.04	A1
99	APS Investigation & Assessment - Investigation - Requirements & Design	10/27/2023	\$ 88,870.97	\$ 6,772,451.63	\$ 1,302,337.01	A1
100	APS Investigation & Assessment - Risk Assessment - Requirements & Design	10/27/2023	\$ 90,211.07	\$ 6,862,662.70	\$ 1,392,548.08	A1
101	APS Case Management - Case Management - Requirements & Design	10/27/2023	\$ 103,478.06	\$ 6,966,140.76	\$ 1,496,026.14	A1
102	APS Case Management - In-App Reports - Requirements & Design	10/27/2023	\$ 84,180.62	\$ 7,050,321.38	\$ 1,580,206.76	A1
103	APS Case Management - Claims Management - Requirements & Design	10/27/2023	\$ 68,702.46	\$ 7,119,023.84	\$ 1,648,909.22	A1
104	APS Case Management - Conversion - Requirements & Design	10/27/2023	\$ 69,595.86	\$ 7,188,619.70	\$ 1,718,505.08	A1
105	APS Interfaces & Provider - Interfaces - Requirements & Design	10/27/2023	\$ 5,539.08	\$ 7,194,158.78	\$ 1,724,044.16	A1
106	APS Interfaces & Provider - Provider Management - Requirements & Design	10/27/2023	\$ 66,022.26	\$ 7,260,181.04	\$ 1,790,066.42	A1
107	Call Center Upgrade - Install & Configure - Implementation	10/27/2023	\$ 38,396.82	\$ 7,298,577.86	\$ 1,828,463.24	A1
108	Call Center Upgrade - IVR Configuration - Implementation	10/27/2023	\$ 20,846.00	\$ 7,319,423.86	\$ 1,849,309.24	A1
109	Call Center Upgrade - New HEIGHTS IVR Changes - Implementation	10/27/2023	\$ 14,257.17	\$ 7,333,681.03	\$ 1,863,566.41	A1
110	System of Care for Healthy Aging - Enrolled Provider Tracking - Requirements & Design	10/27/2023	\$ 34,842.00	\$ 7,368,523.03	\$ 1,898,408.41	A2
111	System of Care for Healthy Aging - CFI Complaints Tracking - Requirements & Design	10/27/2023	\$ 23,228.00	\$ 7,391,751.03	\$ 1,921,636.41	A2
112	System of Care for Healthy Aging - Financial Eligibility Changes - Requirements & Design	10/27/2023	\$ 23,228.00	\$ 7,414,979.03	\$ 1,944,864.41	A2
113	System of Care for Healthy Aging - Allowing Powers of Attorney and Guardians to Serve as Care Providers - Requirements & Design	10/27/2023	\$ 75,000.00	\$ 7,489,979.03	\$ 2,019,864.41	A2
114	COVID - COVID Ongoing Support - Period-7	10/31/2023	\$ 53,177.64	\$ 7,543,156.67	\$ 2,073,042.05	A1
115	Bridges DI - Maintenance & Support - Period 4	10/31/2023	\$ 22,321.83	\$ 7,565,478.50	\$ 2,095,363.88	A1
116	Maintenance and Enhancements - October 2023	10/31/2023	\$ 646,852.27	\$ 8,212,330.77	\$ 2,742,216.15	Original
117	Security - MARS 2.2 Assessment - System Security Plan Workbooks	11/3/2023	\$ 90,000.00	\$ 8,302,330.77	\$ 2,832,216.15	A2

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
118	Security - MARS 2.2 Assessment - Privacy Impact Assessment (PIA)	11/10/2023	\$ 80,000.00	\$ 8,382,330.77	\$ 2,912,216.15	A2
119	P-EBT - P-EBT summer 2023 - School Age - Systems Testing	11/10/2023	\$ 25,000.00	\$ 8,407,330.77	\$ 2,937,216.15	A2
120	Security - MARS 2.2 Assessment - System Security Plan Document (SSP)	11/17/2023	\$ 140,000.00	\$ 8,547,330.77	\$ 3,077,216.15	A2
121	Medicaid Policy, Administration & Operational Efficiency - NHEASY Document Upload Changes - Systems Testing	11/24/2023	\$ 31,907.00	\$ 8,579,237.77	\$ 3,109,123.15	A2
122	P-EBT - P-EBT summer 2023 - School Age - Implementation	11/24/2023	\$ 12,500.00	\$ 8,591,737.77	\$ 3,121,623.15	A2
123	COVID - COVID Ongoing Support - Period-8	11/30/2023	\$ 53,177.64	\$ 8,644,915.41	\$ 3,174,800.79	A1
124	Maintenance and Enhancements - November 2023	11/30/2023	\$ 646,852.27	\$ 9,291,767.68	\$ 3,821,653.06	Original
125	PTIG - Persona-Driven Digital Adoption and Outreach Solution(s) - Construction & Unit	12/1/2023	\$ 316,155.00	\$ 9,607,922.68	\$ 4,137,808.06	A1
126	Early Supports and Services - ESS Intake & Family Portal - Requirements & Design	12/1/2023	\$ 47,439.54	\$ 9,655,362.22	\$ 4,185,247.60	A1
127	Early Supports and Services - IFSP & Signatures - Requirements & Design	12/1/2023	\$ 54,921.77	\$ 9,710,283.99	\$ 4,240,169.37	A1
128	Early Supports and Services - Dashboards & ESS - Requirements & Design	12/1/2023	\$ 67,764.39	\$ 9,778,048.38	\$ 4,307,933.76	A1
129	Early Supports and Services - Reports & Interfaces - Requirements & Design	12/1/2023	\$ 47,439.54	\$ 9,825,487.92	\$ 4,355,373.30	A1
130	CFI Enhancements - ISA for CFI - Systems Testing	12/1/2023	\$ 58,071.00	\$ 9,883,558.92	\$ 4,413,444.30	A1
131	CFI Enhancements - CFI Waiver Exception - Requirements & Design	12/1/2023	\$ 71,472.00	\$ 9,955,030.92	\$ 4,484,916.30	A1
132	Security - MARS 2.2 Assessment - Plan of Action and Milestones (POAM)	12/1/2023	\$ 70,000.00	\$ 10,025,030.92	\$ 4,554,916.30	A2
133	Security - MARS 2.2 Assessment - Security and Privacy Assessment Report (SAR)	12/8/2023	\$ 90,000.00	\$ 10,115,030.92	\$ 4,644,916.30	A2
134	Medicaid Policy, Administration & Operational Efficiency - NHEASY Document Upload Changes - Implementation	12/15/2023	\$ 15,954.00	\$ 10,130,984.92	\$ 4,660,870.30	A2
135	Security - MARS 2.2 Assessment - Security and Privacy Assessor Workbook (SAW)	12/15/2023	\$ 80,000.00	\$ 10,210,984.92	\$ 4,740,870.30	A2
136	Security - MARS 2.2 Assessment - Application Penn Test Report	12/15/2023	\$ 60,000.00	\$ 10,270,984.92	\$ 4,800,870.30	A2
137	Early Supports and Services - ESS Intake & Family Portal - Construction & Unit	12/29/2023	\$ 221,384.52	\$ 10,492,369.44	\$ 5,022,254.82	A1
138	Early Supports and Services - IFSP & Signatures - Construction & Unit	12/29/2023	\$ 256,301.57	\$ 10,748,671.01	\$ 5,278,556.39	A1
139	Early Supports and Services - Dashboards & ESS - Construction & Unit	12/29/2023	\$ 316,233.82	\$ 11,064,904.83	\$ 5,594,790.21	A1
140	Early Supports and Services - Reports & Interfaces - Construction & Unit	12/29/2023	\$ 221,384.52	\$ 11,286,289.35	\$ 5,816,174.73	A1
141	CFI Enhancements - ISA for CFI - Implementation	12/29/2023	\$ 29,035.50	\$ 11,315,324.85	\$ 5,845,210.23	A1
142	CFI Enhancements - CFI Waiver Exception - Construction & Unit	12/29/2023	\$ 333,536.00	\$ 11,648,860.85	\$ 6,178,746.23	A1
143	COVID - COVID Ongoing Support - Period-9	12/31/2023	\$ 53,177.64	\$ 11,702,038.49	\$ 6,231,923.87	A1
144	Bridges DI - Maintenance & Support - Period 5	12/31/2023	\$ 22,321.83	\$ 11,724,360.32	\$ 6,254,245.70	A1
145	Maintenance and Enhancements - December 2023	12/31/2023	\$ 646,852.26	\$ 12,371,212.58	\$ 6,901,097.96	Original
146	Security - MARS 2.2 Assessment - Interconnection Security Agreement (ISA)	1/26/2024	\$ 50,000.00	\$ 12,421,212.58	\$ 6,951,097.96	A2
147	System of Care for Healthy Aging - CFI Dashboard Enhancement - Requirements & Design	1/26/2024	\$ 31,269.00	\$ 12,452,481.58	\$ 6,982,366.96	A2
148	System of Care for Healthy Aging - CFI Process for Service Plan (ISA) - Requirements & Design	1/26/2024	\$ 90,000.00	\$ 12,542,481.58	\$ 7,072,366.96	A2
149	Child Care Enhancements - Child Care Scholarship Program Changes - Requirements & Design	1/26/2024	\$ 43,834.00	\$ 12,586,315.58	\$ 7,116,200.96	A2
150	COVID - COVID Ongoing Support - Period-10	1/31/2024	\$ 53,177.64	\$ 12,639,493.22	\$ 7,169,378.60	A1
151	Maintenance and Enhancements - January 2024	1/31/2024	\$ 646,852.27	\$ 13,286,345.49	\$ 7,816,230.87	Original
152	PTIG - Persona-Driven Digital Adoption and Outreach Solution(s) - Systems Testing	2/2/2024	\$ 45,165.00	\$ 13,331,510.49	\$ 7,861,395.87	A1
153	PTIG - Persona-Driven Digital Adoption and Outreach Solution(s) - Implementation	2/23/2024	\$ 21,907.50	\$ 13,353,417.99	\$ 7,883,303.37	A1
154	Medicaid Policy, Administration & Operational Efficiency - LTSS Enhancements for MEA Processing - Requirements & Design	2/23/2024	\$ 108,330.00	\$ 13,461,747.99	\$ 7,991,633.37	A2
155	System of Care for Healthy Aging - CFI Dashboard Enhancement - Construction & Unit	2/23/2024	\$ 145,922.00	\$ 13,607,669.99	\$ 8,137,555.37	A2
156	System of Care for Healthy Aging - CFI Process for Service Plan (ISA) - Construction & Unit	2/23/2024	\$ 420,000.00	\$ 14,027,669.99	\$ 8,557,555.37	A2

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
157	Child Care Enhancements - Child Care Scholarship Program Changes - Construction & Unit	2/23/2024	\$ 204,559.00	\$ 14,232,228.99	\$ 8,762,114.37	A2
158	COVID - COVID Ongoing Support - Period-11	2/28/2024	\$ 53,177.64	\$ 14,285,406.63	\$ 8,815,292.01	A1
159	Bridges DI - Maintenance & Support - Period 6	2/28/2024	\$ 22,321.83	\$ 14,307,728.46	\$ 8,837,613.84	A1
160	APS Change Management - Training - Requirements & Design	2/29/2024	\$ 23,228.40	\$ 14,330,956.86	\$ 8,860,842.24	A1
161	System of Care for Healthy Aging - Training & Change Management-1 - Requirements & Design	2/29/2024	\$ 54,073.50	\$ 14,385,030.36	\$ 8,914,915.74	A2
162	Maintenance and Enhancements - February 2024	2/29/2024	\$ 646,852.27	\$ 15,031,882.63	\$ 9,561,768.01	Original
163	APS Intake - Intake - Construction & Unit	3/1/2024	\$ 492,382.52	\$ 15,524,265.15	\$ 10,054,150.53	A1
164	APS Investigation & Assessment - Investigation - Construction & Unit	3/1/2024	\$ 414,731.17	\$ 15,938,996.32	\$ 10,468,881.70	A1
165	APS Investigation & Assessment - Risk Assessment - Construction & Unit	3/1/2024	\$ 420,984.97	\$ 16,359,981.29	\$ 10,889,866.67	A1
166	APS Case Management - Case Management - Construction & Unit	3/1/2024	\$ 482,897.59	\$ 16,842,878.88	\$ 11,372,764.26	A1
167	APS Case Management - In-App Reports - Construction & Unit	3/1/2024	\$ 392,842.87	\$ 17,235,721.75	\$ 11,765,607.13	A1
168	APS Case Management - Claims Management - Construction & Unit	3/1/2024	\$ 320,611.48	\$ 17,556,333.23	\$ 12,086,218.61	A1
169	APS Case Management - Conversion - Construction & Unit	3/1/2024	\$ 324,780.68	\$ 17,881,113.91	\$ 12,410,999.29	A1
170	APS Interfaces & Provider - Interfaces - Construction & Unit	3/1/2024	\$ 25,849.04	\$ 17,906,962.95	\$ 12,436,848.33	A1
171	APS Interfaces & Provider - Provider Management - Construction & Unit	3/1/2024	\$ 308,103.88	\$ 18,215,066.83	\$ 12,744,952.21	A1
172	APS Security - Accessibility Testing & Security Review - Accessibility Testing - 1	3/1/2024	\$ 40,977.28	\$ 18,256,044.11	\$ 12,785,929.49	A1
173	APS Security - Accessibility Testing & Security Review - Security Review - 1	3/1/2024	\$ 163,909.12	\$ 18,419,953.23	\$ 12,949,838.61	A1
174	System of Care for Healthy Aging - Enrolled Provider Tracking - Construction & Unit	3/1/2024	\$ 162,596.00	\$ 18,582,549.23	\$ 13,112,434.61	A2
175	System of Care for Healthy Aging - CFI Complaints Tracking - Construction & Unit	3/1/2024	\$ 108,399.00	\$ 18,690,948.23	\$ 13,220,833.61	A2
176	System of Care for Healthy Aging - Financial Eligibility Changes - Construction & Unit	3/1/2024	\$ 108,399.00	\$ 18,799,347.23	\$ 13,329,232.61	A2
177	System of Care for Healthy Aging - Allowing Powers of Attorney and Guardians to Serve as Care Providers - Construction & Unit	3/1/2024	\$ 350,000.00	\$ 19,149,347.23	\$ 13,679,232.61	A2
178	Early Supports and Services - ESS Intake & Family Portal - Systems Testing	3/8/2024	\$ 31,626.36	\$ 19,180,973.59	\$ 13,710,858.97	A1
179	Early Supports and Services - IFSP & Signatures - Systems Testing	3/8/2024	\$ 36,614.51	\$ 19,217,588.10	\$ 13,747,473.48	A1
180	Early Supports and Services - Dashboards & ESS - Systems Testing	3/8/2024	\$ 45,176.26	\$ 19,262,764.36	\$ 13,792,649.74	A1
181	Early Supports and Services - Reports & Interfaces - Systems Testing	3/8/2024	\$ 31,626.36	\$ 19,294,390.72	\$ 13,824,276.10	A1
182	CFI Enhancements - CFI Waiver Exception - Systems Testing	3/8/2024	\$ 47,648.00	\$ 19,342,038.72	\$ 13,871,924.10	A1
183	Security - MARS 2.2 Assessment - CMS Approval of ATC Package	3/23/2024	\$ 66,000.00	\$ 19,408,038.72	\$ 13,937,924.10	A2
184	Early Supports and Services - ESS Intake & Family Portal - Implementation	3/29/2024	\$ 15,813.18	\$ 19,423,851.90	\$ 13,953,737.28	A1
185	Early Supports and Services - IFSP & Signatures - Implementation	3/29/2024	\$ 18,307.25	\$ 19,442,159.15	\$ 13,972,044.53	A1
186	Early Supports and Services - Dashboards & ESS - Implementation	3/29/2024	\$ 22,588.13	\$ 19,464,747.28	\$ 13,994,632.66	A1
187	Early Supports and Services - Reports & Interfaces - Implementation	3/29/2024	\$ 15,804.28	\$ 19,480,551.56	\$ 14,010,436.94	A1
188	CFI Enhancements - CFI Waiver Exception - Implementation	3/29/2024	\$ 23,824.00	\$ 19,504,375.56	\$ 14,034,260.94	A1
189	CFI Enhancements - CFI Enhancements - Requirements & Design	3/29/2024	\$ 51,425.00	\$ 19,555,800.56	\$ 14,085,685.94	A1
190	Medicaid Policy, Administration & Operational Efficiency - CMS Report Changes for Pending Cases after 3 Months - Requirements & Design	3/29/2024	\$ 7,985.00	\$ 19,563,785.56	\$ 14,093,670.94	A3
191	APS Change Management - Training - Construction & Unit	3/31/2024	\$ 108,399.20	\$ 19,672,184.76	\$ 14,202,070.14	A1
192	APS Change Management - Quality Assurance - Testing Support -1	3/31/2024	\$ 70,169.13	\$ 19,742,353.89	\$ 14,272,239.27	A1
193	COVID - COVID Ongoing Support - Period-12	3/31/2024	\$ 53,177.64	\$ 19,795,531.53	\$ 14,325,416.91	A1

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
194	System of Care for Healthy Aging - Training & Change Management-1 - Construction & Unit	3/31/2024	\$ 252,343.00	\$ 20,047,874.53	\$ 14,577,759.91	A2
195	Maintenance and Enhancements - March 2024	3/31/2024	\$ 646,852.26	\$ 20,694,726.79	\$ 15,224,612.17	Original
196	Security - Quarterly Code Scan - Quarterly Code Scan - Period -1	3/31/2024	\$ 10,112.00	\$ 20,704,838.79	\$ 15,234,724.17	A3
197	System of Care for Healthy Aging - NH EASY for ServiceLink - Requirements & Design	4/5/2024	\$ 46,456.00	\$ 20,751,294.79	\$ 15,281,180.17	A2
198	Medicaid Policy, Administration & Operational Efficiency - Automate Closure at 60 Days for Waiver Service Due to fail Due to Rede - Requirements & Design	4/5/2024	\$ 4,004.00	\$ 20,755,298.79	\$ 15,285,184.17	A3
199	Medicaid Policy, Administration & Operational Efficiency - CMS Report Changes for Pending Cases after 3 Months - Construction & Unit	4/5/2024	\$ 37,261.00	\$ 20,792,559.79	\$ 15,322,445.17	A3
200	Medicaid Policy, Administration & Operational Efficiency - Medicaid Policy Changes for Children with TPL - Requirements & Design	4/5/2024	\$ 11,965.00	\$ 20,804,524.79	\$ 15,334,410.17	A3
201	Medicaid Policy, Administration & Operational Efficiency - SLMB135/Medicaid Choice of Program - Requirements & Design	4/5/2024	\$ 4,004.00	\$ 20,808,528.79	\$ 15,338,414.17	A3
202	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements for LTC - Requirements & Design	4/5/2024	\$ 43,949.00	\$ 20,852,477.79	\$ 15,382,363.17	A3
203	Medicaid Waiver Support - Long Term Care UX Assessment - Requirements & Design	4/5/2024	\$ 51,082.00	\$ 20,903,559.79	\$ 15,433,445.17	A3
204	NH EASY Self-Service Enhancements - Tracking Verification Details - Requirements & Design	4/5/2024	\$ 35,896.00	\$ 20,939,455.79	\$ 15,469,341.17	A3
205	System of Care for Healthy Aging - CFI Dashboard Enhancement - Systems Testing	4/12/2024	\$ 20,846.00	\$ 20,960,301.79	\$ 15,490,187.17	A2
206	System of Care for Healthy Aging - CFI Process for Service Plan (ISA) - Systems Testing	4/12/2024	\$ 60,000.00	\$ 21,020,301.79	\$ 15,550,187.17	A2
207	Child Care Enhancements - Child Care Scholarship Program Changes - Systems Testing	4/12/2024	\$ 29,223.00	\$ 21,049,524.79	\$ 15,579,410.17	A2
208	Medicaid Policy, Administration & Operational Efficiency - CMS Report Changes for Pending Cases after 3 Months - Systems Testing	4/12/2024	\$ 5,323.00	\$ 21,054,847.79	\$ 15,584,733.17	A3
209	System of Care for Healthy Aging - NH EASY for ServiceLink - Construction & Unit	4/19/2024	\$ 216,794.00	\$ 21,271,641.79	\$ 15,801,527.17	A2
210	CFI Enhancements - CFI Enhancements - Construction & Unit	4/26/2024	\$ 239,947.00	\$ 21,511,588.79	\$ 16,041,474.17	A1
211	Medicaid Policy, Administration & Operational Efficiency - LTSS Enhancements for MEA Processing - Construction & Unit	4/26/2024	\$ 505,540.00	\$ 22,017,128.79	\$ 16,547,014.17	A2
212	System of Care for Healthy Aging - CFI Dashboard Enhancement - Implementation	4/26/2024	\$ 10,423.00	\$ 22,027,551.79	\$ 16,557,437.17	A2
213	System of Care for Healthy Aging - CFI Process for Service Plan (ISA) - Implementation	4/26/2024	\$ 30,000.00	\$ 22,057,551.79	\$ 16,587,437.17	A2
214	Child Care Enhancements - Child Care Scholarship Program Changes - Implementation	4/26/2024	\$ 14,611.00	\$ 22,072,162.79	\$ 16,602,048.17	A2
215	Medicaid Policy, Administration & Operational Efficiency - CMS Report Changes for Pending Cases after 3 Months - Implementation	4/26/2024	\$ 2,660.80	\$ 22,074,823.59	\$ 16,604,708.97	A3
216	APS Change Management - Training - Systems Testing	4/30/2024	\$ 15,485.60	\$ 22,090,309.19	\$ 16,620,194.57	A1
217	APS Change Management - Quality Assurance - Testing Support -2	4/30/2024	\$ 70,169.12	\$ 22,160,478.31	\$ 16,690,363.69	A1
218	System of Care for Healthy Aging - Training & Change Management-1 - Systems Testing	4/30/2024	\$ 36,049.00	\$ 22,196,527.31	\$ 16,726,412.69	A2
219	Maintenance and Enhancements - April 2024	4/30/2024	\$ 646,852.27	\$ 22,843,379.58	\$ 17,373,264.96	Original
220	Public Health Emergency - COVID Ongoing Support - Month-04-2024	4/30/2024	\$ 26,691.60	\$ 22,870,071.18	\$ 17,399,956.56	A3
221	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-1	4/30/2024	\$ 5,372.00	\$ 22,875,443.18	\$ 17,405,328.56	A3
222	Medicaid Policy, Administration & Operational Efficiency - Automate Closure at 60 Days for Waiver Service Due to fail Due to Rede - Construction & Unit	5/3/2024	\$ 18,684.00	\$ 22,894,127.18	\$ 17,424,012.56	A3
223	Medicaid Policy, Administration & Operational Efficiency - Medicaid Policy Changes for Children with TPL - Construction & Unit	5/3/2024	\$ 55,838.00	\$ 22,949,965.18	\$ 17,479,850.56	A3

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
224	Medicaid Policy, Administration & Operational Efficiency - SLMB135/Medicaid Choice of Program - Construction & Unit	5/3/2024	\$ 18,684.00	\$ 22,968,649.18	\$ 17,498,534.56	A3
225	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements for LTC - Construction & Unit	5/3/2024	\$ 205,096.00	\$ 23,173,745.18	\$ 17,703,630.56	A3
226	Medicaid Waiver Support - Long Term Care UX Assessment - Construction & Unit	5/3/2024	\$ 238,384.00	\$ 23,412,129.18	\$ 17,942,014.56	A3
227	NH EASY Self-Service Enhancements - Tracking Verification Details - Construction & Unit	5/3/2024	\$ 167,513.00	\$ 23,579,642.18	\$ 18,109,527.56	A3
228	System of Care for Healthy Aging - Presumptive Eligibility - Requirements & Design	5/24/2024	\$ 94,500.00	\$ 23,674,142.18	\$ 18,204,027.56	A2
229	System of Care for Healthy Aging - NH EASY Tutorials - Requirements & Design	5/24/2024	\$ 44,670.00	\$ 23,718,812.18	\$ 18,248,697.56	A2
230	APS Change Management - Training - Implementation	5/31/2024	\$ 7,742.80	\$ 23,726,554.98	\$ 18,256,440.36	A1
231	APS Change Management - Quality Assurance - Testing Support -3	5/31/2024	\$ 70,169.13	\$ 23,796,724.11	\$ 18,326,609.49	A1
232	Maintenance and Enhancements - May 2024	5/31/2024	\$ 646,852.27	\$ 24,443,576.38	\$ 18,973,461.76	Original
233	Public Health Emergency - COVID Ongoing Support - Month-05-2024	5/31/2024	\$ 26,691.60	\$ 24,470,267.98	\$ 19,000,153.36	A3
234	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-2	5/31/2024	\$ 5,372.00	\$ 24,475,639.98	\$ 19,005,525.36	A3
235	APS Case Management - APS Online Reporting - Requirements & Design	6/7/2024	\$ 23,333.00	\$ 24,498,972.98	\$ 19,028,858.36	A3
236	APS Case Management - APS Contract Services Interface - Requirements & Design	6/7/2024	\$ 47,861.00	\$ 24,546,833.98	\$ 19,076,719.36	A3
237	APS Case Management - APSW Access to CFI Information - Requirements & Design	6/7/2024	\$ 11,965.00	\$ 24,558,798.98	\$ 19,088,684.36	A3
238	APS Intake - Intake - Systems Testing	6/14/2024	\$ 70,340.36	\$ 24,629,139.34	\$ 19,159,024.72	A1
239	APS Investigation & Assessment - Investigation - Systems Testing	6/14/2024	\$ 59,247.31	\$ 24,688,386.65	\$ 19,218,272.03	A1
240	APS Investigation & Assessment - Risk Assessment - Systems Testing	6/14/2024	\$ 60,140.71	\$ 24,748,527.36	\$ 19,278,412.74	A1
241	APS Case Management - Case Management - Systems Testing	6/14/2024	\$ 68,985.37	\$ 24,817,512.73	\$ 19,347,398.11	A1
242	APS Case Management - In-App Reports - Systems Testing	6/14/2024	\$ 56,120.41	\$ 24,873,633.14	\$ 19,403,518.52	A1
243	APS Case Management - Claims Management - Systems Testing	6/14/2024	\$ 45,801.64	\$ 24,919,434.78	\$ 19,449,320.16	A1
244	APS Case Management - Conversion - Systems Testing	6/14/2024	\$ 46,397.24	\$ 24,965,832.02	\$ 19,495,717.40	A1
245	APS Interfaces & Provider - Interfaces - Systems Testing	6/14/2024	\$ 3,692.72	\$ 24,969,524.74	\$ 19,499,410.12	A1
246	APS Interfaces & Provider - Provider Management - Systems Testing	6/14/2024	\$ 44,014.84	\$ 25,013,539.58	\$ 19,543,424.96	A1
247	APS Security - Accessibility Testing & Security Review - Accessibility Testing - 2	6/14/2024	\$ 40,977.28	\$ 25,054,516.86	\$ 19,584,402.24	A1
248	APS Security - Accessibility Testing & Security Review - Security Review - 2	6/14/2024	\$ 163,909.12	\$ 25,218,425.98	\$ 19,748,311.36	A1
249	CFI Enhancements - CFI Enhancements - Systems Testing	6/14/2024	\$ 34,289.00	\$ 25,252,714.98	\$ 19,782,600.36	A1
250	Medicaid Policy, Administration & Operational Efficiency - LTSS Enhancements for MEA Processing - Systems Testing	6/14/2024	\$ 72,220.00	\$ 25,324,934.98	\$ 19,854,820.36	A2
251	System of Care for Healthy Aging - NH EASY for ServiceLink - Systems Testing	6/14/2024	\$ 30,971.00	\$ 25,355,905.98	\$ 19,885,791.36	A2
252	System of Care for Healthy Aging - Presumptive Eligibility - Construction & Unit	6/14/2024	\$ 441,000.00	\$ 25,796,905.98	\$ 20,326,791.36	A2
253	System of Care for Healthy Aging - Enrolled Provider Tracking - Systems Testing	6/14/2024	\$ 23,228.00	\$ 25,820,133.98	\$ 20,350,019.36	A2
254	System of Care for Healthy Aging - NH EASY Tutorials - Construction & Unit	6/14/2024	\$ 208,460.00	\$ 26,028,593.98	\$ 20,558,479.36	A2
255	System of Care for Healthy Aging - CFI Complaints Tracking - Systems Testing	6/14/2024	\$ 15,486.00	\$ 26,044,079.98	\$ 20,573,965.36	A2
256	System of Care for Healthy Aging - Financial Eligibility Changes - Systems Testing	6/14/2024	\$ 15,486.00	\$ 26,059,565.98	\$ 20,589,451.36	A2
257	System of Care for Healthy Aging - Allowing Powers of Attorney and Guardians to Serve as Care Providers - Systems Testing	6/14/2024	\$ 50,000.00	\$ 26,109,565.98	\$ 20,639,451.36	A2

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
258	Medicaid Policy, Administration & Operational Efficiency - Automate Closure at 60 Days for Waiver Service Due to fail Due to Rede - Systems Testing	6/14/2024	\$ 2,669.00	\$ 26,112,234.98	\$ 20,642,120.36	A3
259	Medicaid Policy, Administration & Operational Efficiency - Medicaid Policy Changes for Children with TPL - Systems Testing	6/14/2024	\$ 7,977.00	\$ 26,120,211.98	\$ 20,650,097.36	A3
260	Medicaid Policy, Administration & Operational Efficiency - SLMB135/Medicaid Choice of Program - Systems Testing	6/14/2024	\$ 2,669.00	\$ 26,122,880.98	\$ 20,652,766.36	A3
261	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements for LTC - Systems Testing	6/14/2024	\$ 29,299.00	\$ 26,152,179.98	\$ 20,682,065.36	A3
262	Medicaid Waiver Support - Long Term Care UX Assessment - Systems Testing	6/14/2024	\$ 34,055.00	\$ 26,186,234.98	\$ 20,716,120.36	A3
263	NH EASY Self-Service Enhancements - Tracking Verification Details - Systems Testing	6/14/2024	\$ 23,930.00	\$ 26,210,164.98	\$ 20,740,050.36	A3
264	APS Intake - Intake - Implementation	6/28/2024	\$ 35,170.18	\$ 26,245,335.16	\$ 20,775,220.54	A1
265	APS Investigation & Assessment - Investigation - Implementation	6/28/2024	\$ 29,623.65	\$ 26,274,958.81	\$ 20,804,844.19	A1
266	APS Investigation & Assessment - Risk Assessment - Implementation	6/28/2024	\$ 30,070.35	\$ 26,305,029.16	\$ 20,834,914.54	A1
267	APS Case Management - Case Management - Implementation	6/28/2024	\$ 34,492.68	\$ 26,339,521.84	\$ 20,869,407.22	A1
268	APS Case Management - In-App Reports - Implementation	6/28/2024	\$ 28,060.20	\$ 26,367,582.04	\$ 20,897,467.42	A1
269	APS Case Management - Claims Management - Implementation	6/28/2024	\$ 22,900.82	\$ 26,390,482.86	\$ 20,920,368.24	A1
270	APS Case Management - Conversion - Implementation	6/28/2024	\$ 23,198.62	\$ 26,413,681.48	\$ 20,943,566.86	A1
271	APS Interfaces & Provider - Interfaces - Implementation	6/28/2024	\$ 1,846.36	\$ 26,415,527.84	\$ 20,945,413.22	A1
272	APS Interfaces & Provider - Provider Management - Implementation	6/28/2024	\$ 22,007.42	\$ 26,437,535.26	\$ 20,967,420.64	A1
273	CFI Enhancements - CFI Enhancements - Implementation	6/28/2024	\$ 17,149.00	\$ 26,454,684.26	\$ 20,984,569.64	A1
274	Medicaid Policy, Administration & Operational Efficiency - LTSS Enhancements for MEA Processing - Implementation	6/28/2024	\$ 36,110.00	\$ 26,490,794.26	\$ 21,020,679.64	A2
275	System of Care for Healthy Aging - NH EASY for ServiceLink - Implementation	6/28/2024	\$ 15,485.00	\$ 26,506,279.26	\$ 21,036,164.64	A2
276	System of Care for Healthy Aging - Enrolled Provider Tracking - Implementation	6/28/2024	\$ 11,614.00	\$ 26,517,893.26	\$ 21,047,778.64	A2
277	System of Care for Healthy Aging - CFI Complaints Tracking - Implementation	6/28/2024	\$ 7,743.00	\$ 26,525,636.26	\$ 21,055,521.64	A2
278	System of Care for Healthy Aging - Financial Eligibility Changes - Implementation	6/28/2024	\$ 7,743.00	\$ 26,533,379.26	\$ 21,063,264.64	A2
279	System of Care for Healthy Aging - Allowing Powers of Attorney and Guardians to Serve as Care Providers - Implementation	6/28/2024	\$ 25,000.00	\$ 26,558,379.26	\$ 21,088,264.64	A2
280	Medicaid Policy, Administration & Operational Efficiency - Automate Closure at 60 Days for Waiver Service Due to fail Due to Rede - Implementation	6/28/2024	\$ 1,334.60	\$ 26,559,713.86	\$ 21,089,599.24	A3
281	Medicaid Policy, Administration & Operational Efficiency - Medicaid Policy Changes for Children with TPL - Implementation	6/28/2024	\$ 3,988.00	\$ 26,563,701.86	\$ 21,093,587.24	A3
282	Medicaid Policy, Administration & Operational Efficiency - SLMB135/Medicaid Choice of Program - Implementation	6/28/2024	\$ 1,334.60	\$ 26,565,036.46	\$ 21,094,921.84	A3
283	Medicaid Policy, Administration & Operational Efficiency - Rede Tracking Dashboard Enhancements for LTC - Implementation	6/28/2024	\$ 14,650.00	\$ 26,579,686.46	\$ 21,109,571.84	A3
284	Medicaid Waiver Support - Long Term Care UX Assessment - Implementation	6/28/2024	\$ 17,027.00	\$ 26,596,713.46	\$ 21,126,598.84	A3
285	NH EASY Self-Service Enhancements - Tracking Verification Details - Implementation	6/28/2024	\$ 11,965.00	\$ 26,608,678.46	\$ 21,138,563.84	A3
286	APS Change Management - Quality Assurance - Testing Support - 4	6/30/2024	\$ 70,097.82	\$ 26,678,776.28	\$ 21,208,661.66	A1
287	System of Care for Healthy Aging - Training & Change Management-1 - Implementation	6/30/2024	\$ 18,024.50	\$ 26,696,800.78	\$ 21,226,686.16	A2
288	Maintenance and Enhancements - June 2024	6/30/2024	\$ 646,852.26	\$ 27,343,653.04	\$ 21,873,538.42	Original

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
289	Public Health Emergency - COVID Ongoing Support - Month-06-2024	6/30/2024	\$ 26,691.60	\$ 27,370,344.64	\$ 21,900,230.02	A3
290	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-3	6/30/2024	\$ 5,372.00	\$ 27,375,716.64	\$ 21,905,602.02	A3
291	Security - Quarterly Code Scan - Quarterly Code Scan - Period -2	6/30/2024	\$ 10,112.00	\$ 27,385,828.64	\$ 21,915,714.02	A3
292	Medicaid Policy, Administration & Operational Efficiency - Streamlining MSP Eligibility Determination - Phase 1 - Requirements & Design	7/5/2024	\$ 36,972.00	\$ 36,972.00	\$ 21,952,686.02	A3
293	Medicaid Policy, Administration & Operational Efficiency - Automate Ex Parte Renewals for Categorical Limits - Requirements & Design	7/5/2024	\$ 36,972.00	\$ 73,944.00	\$ 21,989,658.02	A3
294	Medicaid Policy, Administration & Operational Efficiency - Allowing Clients to Request for Conti. Elig. Within 90 Days of Closure - Requirements & Design	7/5/2024	\$ 16,448.00	\$ 90,392.00	\$ 22,006,106.02	A3
295	Medicaid Policy, Administration & Operational Efficiency - Increase Enrollment in MSP - Requirements & Design	7/5/2024	\$ 12,324.00	\$ 102,716.00	\$ 22,018,430.02	A3
296	APS Case Management - APS Online Reporting - Construction & Unit	7/5/2024	\$ 108,883.00	\$ 211,599.00	\$ 22,127,313.02	A3
297	APS Case Management - APS Contract Services Interface - Construction & Unit	7/5/2024	\$ 223,350.00	\$ 434,949.00	\$ 22,350,663.02	A3
298	APS Case Management - APSW Access to CFI Information - Construction & Unit	7/5/2024	\$ 55,838.00	\$ 490,787.00	\$ 22,406,501.02	A3
299	Maintenance and Enhancements - July 2024	7/31/2024	\$ 669,517.33	\$ 1,160,304.33	\$ 23,076,018.35	Original
300	Public Health Emergency - COVID Ongoing Support - Month-07-2024	7/31/2024	\$ 27,492.00	\$ 1,187,796.33	\$ 23,103,510.35	A3
301	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-4	7/31/2024	\$ 5,372.00	\$ 1,193,168.33	\$ 23,108,882.35	A3
302	Medicaid Policy, Administration & Operational Efficiency - Streamlining MSP Eligibility Determination - Phase 1 - Construction & Unit	8/2/2024	\$ 172,536.00	\$ 1,365,704.33	\$ 23,281,418.35	A3
303	Medicaid Policy, Administration & Operational Efficiency - Automate Ex Parte Renewals for Categorical Limits - Construction & Unit	8/2/2024	\$ 172,536.00	\$ 1,538,240.33	\$ 23,453,954.35	A3
304	Medicaid Policy, Administration & Operational Efficiency - Allowing Clients to Request for Conti. Elig. Within 90 Days of Closure - Construction & Unit	8/2/2024	\$ 76,756.00	\$ 1,614,996.33	\$ 23,530,710.35	A3
305	Medicaid Policy, Administration & Operational Efficiency - Increase Enrollment in MSP - Construction & Unit	8/2/2024	\$ 57,512.00	\$ 1,672,508.33	\$ 23,588,222.35	A3
306	System of Care for Healthy Aging - Presumptive Eligibility - Systems Testing	8/16/2024	\$ 63,000.00	\$ 1,735,508.33	\$ 23,651,222.35	A2
307	System of Care for Healthy Aging - NH EASY Tutorials - Systems Testing	8/16/2024	\$ 29,780.00	\$ 1,765,288.33	\$ 23,681,002.35	A2
308	APS Case Management - APS Online Reporting - Systems Testing	8/16/2024	\$ 15,554.00	\$ 1,780,842.33	\$ 23,696,556.35	A3
309	APS Case Management - APS Contract Services Interface - Systems Testing	8/16/2024	\$ 31,907.00	\$ 1,812,749.33	\$ 23,728,463.35	A3
310	APS Case Management - APSW Access to CFI Information - Systems Testing	8/16/2024	\$ 7,977.00	\$ 1,820,726.33	\$ 23,736,440.35	A3
311	System of Care for Healthy Aging - Presumptive Eligibility - Implementation	8/30/2024	\$ 31,500.00	\$ 1,852,226.33	\$ 23,767,940.35	A2
312	System of Care for Healthy Aging - NH EASY Tutorials - Implementation	8/30/2024	\$ 14,890.00	\$ 1,867,116.33	\$ 23,782,830.35	A2
313	APS Case Management - APS Online Reporting - Implementation	8/30/2024	\$ 7,777.60	\$ 1,874,893.93	\$ 23,790,607.95	A3
314	APS Case Management - APS Contract Services Interface - Implementation	8/30/2024	\$ 15,954.00	\$ 1,890,847.93	\$ 23,806,561.95	A3
315	APS Case Management - APSW Access to CFI Information - Implementation	8/30/2024	\$ 3,988.00	\$ 1,894,835.93	\$ 23,810,549.95	A3
316	System of Care for Healthy Aging - Training & Change Management-2 - Requirements & Design	8/31/2024	\$ 54,073.50	\$ 1,948,909.43	\$ 23,864,623.45	A2
317	Maintenance and Enhancements - August 2024	8/31/2024	\$ 669,517.33	\$ 2,618,426.76	\$ 24,534,140.78	Original
318	Public Health Emergency - COVID Ongoing Support - Month-08-2024	8/31/2024	\$ 27,492.00	\$ 2,645,918.76	\$ 24,561,632.78	A3
319	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-5	8/31/2024	\$ 5,372.00	\$ 2,651,290.76	\$ 24,567,004.78	A3

State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements
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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
320	Medicaid Policy, Administration & Operational Efficiency - Streamlining MSP Eligibility Determination - Phase 1 - Systems Testing	9/13/2024	\$ 24,648.00	\$ 2,675,938.76	\$ 24,591,652.78	A3
321	Medicaid Policy, Administration & Operational Efficiency - Automate Ex Parte Renewals for Categorical Limits - Systems Testing	9/13/2024	\$ 24,648.00	\$ 2,700,586.76	\$ 24,616,300.78	A3
322	Medicaid Policy, Administration & Operational Efficiency - Allowing Clients to Request for Conti. Elig. Within 90 Days of Closure - Systems Testing	9/13/2024	\$ 10,965.00	\$ 2,711,551.76	\$ 24,627,265.78	A3
323	Medicaid Policy, Administration & Operational Efficiency - Increase Enrollment in MSP - Systems Testing	9/13/2024	\$ 8,216.00	\$ 2,719,767.76	\$ 24,635,481.78	A3
324	Medicaid Policy, Administration & Operational Efficiency - Streamlining MSP Eligibility Determination - Phase 1 - Implementation	9/27/2024	\$ 12,324.00	\$ 2,732,091.76	\$ 24,647,805.78	A3
325	Medicaid Policy, Administration & Operational Efficiency - Automate Ex Parte Renewals for Categorical Limits - Implementation	9/27/2024	\$ 12,324.00	\$ 2,744,415.76	\$ 24,660,129.78	A3
326	Medicaid Policy, Administration & Operational Efficiency - Allowing Clients to Request for Conti. Elig. Within 90 Days of Closure - Implementation	9/27/2024	\$ 5,483.00	\$ 2,749,898.76	\$ 24,665,612.78	A3
327	Medicaid Policy, Administration & Operational Efficiency - Increase Enrollment in MSP - Implementation	9/27/2024	\$ 4,108.00	\$ 2,754,006.76	\$ 24,669,720.78	A3
328	System of Care for Healthy Aging - Training & Change Management-2 - Construction & Unit	9/30/2024	\$ 252,343.00	\$ 3,006,349.76	\$ 24,922,063.78	A2
329	Maintenance and Enhancements - September 2024	9/30/2024	\$ 669,517.34	\$ 3,675,867.10	\$ 25,591,581.12	Original
330	Public Health Emergency - COVID Ongoing Support - Month-09-2024	9/30/2024	\$ 27,492.00	\$ 3,703,359.10	\$ 25,619,073.12	A3
331	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-6	9/30/2024	\$ 5,372.00	\$ 3,708,731.10	\$ 25,624,445.12	A3
332	Security - Quarterly Code Scan - Quarterly Code Scan - Period -3	9/30/2024	\$ 10,112.00	\$ 3,718,843.10	\$ 25,634,557.12	A3
333	Medicaid Policy, Administration & Operational Efficiency - E-14 Authority Discontinuation - Requirements & Design	10/1/2024	\$ 6,162.00	\$ 3,725,005.10	\$ 6,162.00	A3
334	Medicaid Policy, Administration & Operational Efficiency - Changes to 120 Reconsideration - Requirements & Design	10/1/2024	\$ 2,062.00	\$ 3,727,067.10	\$ 8,224.00	A3
335	Medicaid Policy, Administration & Operational Efficiency - Continuous 12 Month Eligibility for Children - Requirements & Design	10/1/2024	\$ 4,004.00	\$ 3,731,071.10	\$ 12,228.00	A3
336	Medicaid Waiver Support - Money Follows the Person (MFP) - Requirements & Design	10/1/2024	\$ 28,819.00	\$ 3,759,890.10	\$ 41,047.00	A3
337	Summer EBT - Summer EBT School Year 2024 - Requirements & Design	10/1/2024	\$ 16,567.00	\$ 3,776,457.10	\$ 57,614.00	A3
338	Medicaid Policy, Administration & Operational Efficiency - E-14 Authority Discontinuation - Construction & Unit	10/25/2024	\$ 28,756.00	\$ 3,805,213.10	\$ 86,370.00	A3
339	Medicaid Policy, Administration & Operational Efficiency - Changes to 120 Reconsideration - Construction & Unit	10/25/2024	\$ 9,622.00	\$ 3,814,835.10	\$ 95,992.00	A3
340	Medicaid Policy, Administration & Operational Efficiency - Continuous 12 Month Eligibility for Children - Construction & Unit	10/25/2024	\$ 18,684.00	\$ 3,833,519.10	\$ 114,676.00	A3
341	Medicaid Waiver Support - Money Follows the Person (MFP) - Construction & Unit	10/25/2024	\$ 134,490.00	\$ 3,968,009.10	\$ 249,166.00	A3
342	Summer EBT - Summer EBT School Year 2024 - Construction & Unit	10/25/2024	\$ 77,314.00	\$ 4,045,323.10	\$ 326,480.00	A3
343	Maintenance and Enhancements - October 2024	10/31/2024	\$ 669,517.33	\$ 4,714,840.43	\$ 995,997.33	Original
344	Public Health Emergency - COVID Ongoing Support - Month-10-2024	10/31/2024	\$ 27,492.00	\$ 4,742,332.43	\$ 1,023,489.33	A3
345	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-7	10/31/2024	\$ 5,372.00	\$ 4,747,704.43	\$ 1,028,861.33	A3
346	Medicaid Policy, Administration & Operational Efficiency - E-14 Authority Discontinuation - Systems Testing	11/29/2024	\$ 4,108.00	\$ 4,751,812.43	\$ 1,032,969.33	A3
347	Medicaid Policy, Administration & Operational Efficiency - Changes to 120 Reconsideration - Systems Testing	11/29/2024	\$ 1,375.00	\$ 4,753,187.43	\$ 1,034,344.33	A3

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Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
348	Medicaid Policy, Administration & Operational Efficiency - Continuous 12 Month Eligibility for Children - Systems Testing	11/29/2024	\$ 2,669.00	\$ 4,755,856.43	\$ 1,037,013.33	A3
349	Medicaid Waiver Support - Money Follows the Person (MFP) - Systems Testing	11/29/2024	\$ 19,213.00	\$ 4,775,069.43	\$ 1,056,226.33	A3
350	Summer EBT - Summer EBT School Year 2024 - Systems Testing	11/29/2024	\$ 11,045.00	\$ 4,786,114.43	\$ 1,067,271.33	A3
351	Medicaid Policy, Administration & Operational Efficiency - Community Reentry for Youth and Adult - Requirements & Design	11/29/2024	\$ 78,067.00	\$ 4,864,181.43	\$ 1,145,338.33	A4
352	System of Care for Healthy Aging - Training & Change Management-2 - Systems Testing	11/30/2024	\$ 36,049.00	\$ 4,900,230.43	\$ 1,181,387.33	A2
353	Maintenance and Enhancements - November 2024	11/30/2024	\$ 669,517.33	\$ 5,569,747.76	\$ 1,850,904.66	Original
354	Public Health Emergency - COVID Ongoing Support - Month-11-2024	11/30/2024	\$ 27,492.00	\$ 5,597,239.76	\$ 1,878,396.66	A3
355	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-8	11/30/2024	\$ 5,372.00	\$ 5,602,611.76	\$ 1,883,768.66	A3
356	Medicaid Policy, Administration & Operational Efficiency - E-14 Authority Discontinuation - Implementation	12/13/2024	\$ 2,054.00	\$ 5,604,665.76	\$ 1,885,822.66	A3
357	Medicaid Policy, Administration & Operational Efficiency - Changes to 120 Reconsideration - Implementation	12/13/2024	\$ 687.00	\$ 5,605,352.76	\$ 1,886,509.66	A3
358	Medicaid Policy, Administration & Operational Efficiency - Continuous 12 Month Eligibility for Children - Implementation	12/13/2024	\$ 1,334.60	\$ 5,606,687.36	\$ 1,887,844.26	A3
359	Medicaid Waiver Support - Money Follows the Person (MFP) - Implementation	12/13/2024	\$ 9,606.00	\$ 5,616,293.36	\$ 1,897,450.26	A3
360	Summer EBT - Summer EBT School Year 2024 - Implementation	12/13/2024	\$ 5,522.00	\$ 5,621,815.36	\$ 1,902,972.26	A3
361	Medicaid Policy, Administration & Operational Efficiency - Community Reentry for Youth and Adult - Construction & Unit	12/13/2024	\$ 364,300.00	\$ 5,986,115.36	\$ 2,267,272.26	A4
362	System of Care for Healthy Aging - Training & Change Management-2 - Implementation	12/31/2024	\$ 18,024.50	\$ 6,004,139.86	\$ 2,285,296.76	A2
363	Maintenance and Enhancements - December 2024	12/31/2024	\$ 669,517.34	\$ 6,673,657.20	\$ 2,954,814.10	Original
364	Public Health Emergency - COVID Ongoing Support - Month-12-2024	12/31/2024	\$ 27,492.00	\$ 6,701,149.20	\$ 2,982,306.10	A3
365	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-9	12/31/2024	\$ 5,372.00	\$ 6,706,521.20	\$ 2,987,678.10	A3
366	Security - Quarterly Code Scan - Quarterly Code Scan - Period -4	12/31/2024	\$ 10,112.00	\$ 6,716,633.20	\$ 2,997,790.10	A3
367	Security - Annual Penetration Test - Annual Penetration Testing	12/31/2024	\$ 20,540.00	\$ 6,737,173.20	\$ 3,018,330.10	A3
368	APS Case Management - Automate the BEAS State Registry - Requirements & Design	1/3/2025	\$ 37,019.00	\$ 6,774,192.20	\$ 3,055,349.10	A4
369	SNAP Enhancements - Elderly Simplified Application - Requirements & Design	1/3/2025	\$ 11,250.00	\$ 6,785,442.20	\$ 3,066,599.10	A4
370	Medicaid Policy, Administration & Operational Efficiency - Community Reentry for Youth and Adult - Systems Testing	1/17/2025	\$ 52,045.00	\$ 6,837,487.20	\$ 3,118,644.10	A4
371	TANF Credential Tracking and Post-TANF Tracking - Credential Tracking Mechanism - Requirements & Design	1/17/2025	\$ 24,648.00	\$ 6,862,135.20	\$ 3,143,292.10	A4
372	TANF Enhancements for driver flow - Case Review and QC Changes - Requirements & Design	1/17/2025	\$ 14,406.00	\$ 6,876,541.20	\$ 3,157,698.10	A4
373	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -1 - Requirements & Design	1/17/2025	\$ 28,440.00	\$ 6,904,981.20	\$ 3,186,138.10	A4
374	TANF AI - TANF Policy Engine - Requirements & Design	1/17/2025	\$ 77,357.00	\$ 6,982,338.20	\$ 3,263,495.10	A4
375	Maintenance and Enhancements - January 2025	1/31/2025	\$ 669,517.33	\$ 7,651,855.53	\$ 3,933,012.43	Original
376	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-10	1/31/2025	\$ 5,372.00	\$ 7,657,227.53	\$ 3,938,384.43	A3
377	Medicaid Policy, Administration & Operational Efficiency - Community Reentry for Youth and Adult - Implementation	1/31/2025	\$ 25,980.00	\$ 7,683,207.53	\$ 3,964,364.43	A4
378	APS Case Management - Automate the BEAS State Registry - Construction & Unit	1/31/2025	\$ 172,757.00	\$ 7,855,964.53	\$ 4,137,121.43	A4
379	Security - MARS 2.2 Self Assessment -1 - Privacy Impact Assessment (PIA)	2/7/2025	\$ 80,000.00	\$ 7,935,964.53	\$ 4,217,121.43	A2
380	SNAP Enhancements - Elderly Simplified Application - Construction & Unit	2/7/2025	\$ 52,500.00	\$ 7,988,464.53	\$ 4,269,621.43	A4

Initial

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State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements

Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
381	Security - MARS 2.2 Self Assessment -1 - Year 1 Self-Assessment Report	2/14/2025	\$ 80,000.00	\$ 8,068,464.53	\$ 4,349,621.43	A2
382	TANF Credential Tracking and Post-TANF Tracking - Credential Tracking Mechanism - Construction & Unit	2/14/2025	\$ 115,022.00	\$ 8,183,486.53	\$ 4,464,643.43	A4
383	TANF Enhancements for driver flow - Case Review and QC Changes - Construction & Unit	2/14/2025	\$ 67,100.00	\$ 8,250,586.53	\$ 4,531,743.43	A4
384	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -1 - Construction & Unit	2/14/2025	\$ 132,720.00	\$ 8,383,306.53	\$ 4,664,463.43	A4
385	TANF AI - TANF Policy Engine - Construction & Unit	2/14/2025	\$ 360,998.00	\$ 8,744,304.53	\$ 5,025,461.43	A4
386	Security - MARS 2.2 Self Assessment -1 - Information Security Assessment Report (ISRA)	2/21/2025	\$ 20,000.00	\$ 8,764,304.53	\$ 5,045,461.43	A2
387	System of Care for Healthy Aging - Online Portal for Providers, Case Managers and Navigators - Requirements & Design	2/28/2025	\$ 93,000.00	\$ 8,857,304.53	\$ 5,138,461.43	A2
388	System of Care for Healthy Aging - Track HCBC Waiver Services Data - Requirements & Design	2/28/2025	\$ 72,000.00	\$ 8,929,304.53	\$ 5,210,461.43	A2
389	Maintenance and Enhancements - February 2025	2/28/2025	\$ 669,517.33	\$ 9,598,821.86	\$ 5,879,978.76	Original
390	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-11	2/28/2025	\$ 5,372.00	\$ 9,604,193.86	\$ 5,885,350.76	A3
391	Summer EBT - NH EASY - Summer EBT Client Portal - Requirements & Design	2/28/2025	\$ 41,072.00	\$ 9,645,265.86	\$ 5,926,422.76	A4
392	Summer EBT - New HEIGHTS Admin Portal for State Staff - Requirements & Design	2/28/2025	\$ 32,872.00	\$ 9,678,137.86	\$ 5,959,294.76	A4
393	Summer EBT - Benefit Issuance Process - Requirements & Design	2/28/2025	\$ 32,872.00	\$ 9,711,009.86	\$ 5,992,166.76	A4
394	Summer EBT - Letters & Reports - Requirements & Design	2/28/2025	\$ 49,296.00	\$ 9,760,305.86	\$ 6,041,462.76	A4
395	Summer EBT - Interfaces & Recovery - Requirements & Design	2/28/2025	\$ 41,096.00	\$ 9,801,401.86	\$ 6,082,558.76	A4
396	TANF Document Imaging - Document Imaging Enhancement - Phase 1 - Requirements & Design	2/28/2025	\$ 91,008.00	\$ 9,892,409.86	\$ 6,173,566.76	A4
397	Medicaid Waiver Support - HCBS Enhancements Phase -1 - Requirements & Design	3/7/2025	\$ 105,000.00	\$ 9,997,409.86	\$ 6,278,566.76	A4
398	APS Case Management - Automate the BEAS State Registry - Systems Testing	3/14/2025	\$ 24,680.00	\$ 10,022,089.86	\$ 6,303,246.76	A4
399	SNAP Enhancements - Elderly Simplified Application - Systems Testing	3/14/2025	\$ 7,550.00	\$ 10,029,639.86	\$ 6,310,796.76	A4
400	TANF Credential Tracking and Post-TANF Tracking - Credential Tracking Mechanism - Systems Testing	3/14/2025	\$ 16,432.00	\$ 10,046,071.86	\$ 6,327,228.76	A4
401	TANF Enhancements for driver flow - Case Review and QC Changes - Systems Testing	3/14/2025	\$ 9,600.00	\$ 10,055,671.86	\$ 6,336,828.76	A4
402	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -1 - Systems Testing	3/14/2025	\$ 18,960.00	\$ 10,074,631.86	\$ 6,355,788.76	A4
403	TANF AI - TANF Policy Engine - Systems Testing	3/14/2025	\$ 51,571.00	\$ 10,126,202.86	\$ 6,407,359.76	A4
404	APS Case Management - Automate the BEAS State Registry - Implementation	3/28/2025	\$ 12,340.00	\$ 10,138,542.86	\$ 6,419,699.76	A4
405	SNAP Enhancements - Elderly Simplified Application - Implementation	3/28/2025	\$ 3,700.00	\$ 10,142,242.86	\$ 6,423,399.76	A4
406	TANF Credential Tracking and Post-TANF Tracking - Credential Tracking Mechanism - Implementation	3/28/2025	\$ 8,218.00	\$ 10,150,460.86	\$ 6,431,617.76	A4
407	TANF Enhancements for driver flow - Case Review and QC Changes - Implementation	3/28/2025	\$ 4,800.00	\$ 10,155,260.86	\$ 6,436,417.76	A4
408	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -1 - Implementation	3/28/2025	\$ 9,480.00	\$ 10,164,740.86	\$ 6,445,897.76	A4
409	TANF AI - TANF Policy Engine - Implementation	3/28/2025	\$ 25,786.00	\$ 10,190,526.86	\$ 6,471,683.76	A4
410	Maintenance and Enhancements - March 2025	3/31/2025	\$ 669,517.34	\$ 10,860,044.20	\$ 7,141,201.10	Original
411	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-12	3/31/2025	\$ 5,372.00	\$ 10,865,416.20	\$ 7,146,573.10	A3
412	System of Care for Healthy Aging - Online Portal for Providers, Case Managers and Navigators - Construction & Unit	4/4/2025	\$ 434,000.00	\$ 11,299,416.20	\$ 7,580,573.10	A2
413	System of Care for Healthy Aging - Track HCBC Waiver Services Data - Construction & Unit	4/4/2025	\$ 336,000.00	\$ 11,635,416.20	\$ 7,916,573.10	A2
414	Medicaid Policy, Administration & Operational Efficiency - Migrating VCI Process Out of FDSH - Requirements & Design	4/4/2025	\$ 16,448.00	\$ 11,651,864.20	\$ 7,933,021.10	A3
415	Medicaid Waiver Support - 1915I Supportive Housing Benefit Package - Requirements & Design	4/4/2025	\$ 24,672.00	\$ 11,676,536.20	\$ 7,957,693.10	A4
416	Summer EBT - NH EASY - Summer EBT Client Portal - Construction & Unit	4/4/2025	\$ 191,670.00	\$ 11,868,206.20	\$ 8,149,363.10	A4

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Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
417	Summer EBT - New HEIGHTS Admin Portal for State Staff - Construction & Unit	4/4/2025	\$ 153,402.00	\$ 12,021,608.20	\$ 8,302,765.10	A4
418	Summer EBT - Benefit Issuance Process - Construction & Unit	4/4/2025	\$ 153,402.00	\$ 12,175,010.20	\$ 8,456,167.10	A4
419	Summer EBT - Letters & Reports - Construction & Unit	4/4/2025	\$ 230,048.00	\$ 12,405,058.20	\$ 8,686,215.10	A4
420	Summer EBT - Interfaces & Recovery - Construction & Unit	4/4/2025	\$ 191,780.00	\$ 12,596,838.20	\$ 8,877,995.10	A4
421	TANF Document Imaging - Document Imaging Enhancement - Phase 1 - Construction & Unit	4/4/2025	\$ 424,704.00	\$ 13,021,542.20	\$ 9,302,699.10	A4
422	Medicaid Waiver Support - HCBS Enhancements Phase - 2 - Requirements & Design	4/4/2025	\$ 90,009.00	\$ 13,111,551.20	\$ 9,392,708.10	A4
423	TANF Credential Tracking and Post-TANF Tracking - Post-TANF Program Tracking System - Requirements & Design	4/18/2025	\$ 32,875.00	\$ 13,144,426.20	\$ 9,425,583.10	A4
424	TANF Enhancements for driver flow - TANF Process Improvements - 1 - Requirements & Design	4/18/2025	\$ 45,200.00	\$ 13,189,626.20	\$ 9,470,783.10	A4
425	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -2 - Requirements & Design	4/18/2025	\$ 33,180.00	\$ 13,222,806.20	\$ 9,503,963.10	A4
426	Medicaid Waiver Support - 1915i Supportive Housing Benefit Package - Construction & Unit	4/25/2025	\$ 115,135.00	\$ 13,337,941.20	\$ 9,619,098.10	A4
427	Medicaid Waiver Support - HCBS Enhancements Phase - 1 - Construction & Unit	4/25/2025	\$ 490,000.00	\$ 13,827,941.20	\$ 10,109,098.10	A4
428	Medicaid Waiver Support - HCBS Enhancements Phase - 2 - Construction & Unit	4/25/2025	\$ 420,042.00	\$ 14,247,983.20	\$ 10,529,140.10	A4
429	Maintenance and Enhancements - April 2025	4/30/2025	\$ 669,517.33	\$ 14,917,500.53	\$ 11,198,657.43	Original
430	Medicaid Policy, Administration & Operational Efficiency - Migrating VCI Process Out of FDSH - Construction & Unit	5/2/2025	\$ 76,756.00	\$ 14,994,256.53	\$ 11,275,413.43	A3
431	TANF Credential Tracking and Post-TANF Tracking - Post-TANF Program Tracking System - Construction & Unit	5/9/2025	\$ 153,380.00	\$ 15,147,636.53	\$ 11,428,793.43	A4
432	TANF Enhancements for driver flow - TANF Process Improvements - 1 - Construction & Unit	5/9/2025	\$ 210,900.00	\$ 15,358,536.53	\$ 11,639,693.43	A4
433	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -2 - Construction & Unit	5/9/2025	\$ 154,840.00	\$ 15,513,376.53	\$ 11,794,533.43	A4
434	Summer EBT - NH EASY - Summer EBT Client Portal - Systems Testing	5/16/2025	\$ 27,381.00	\$ 15,540,757.53	\$ 11,821,914.43	A4
435	Summer EBT - New HEIGHTS Admin Portal for State Staff - Systems Testing	5/16/2025	\$ 21,915.00	\$ 15,562,672.53	\$ 11,843,829.43	A4
436	Summer EBT - Benefit Issuance Process - Systems Testing	5/16/2025	\$ 21,915.00	\$ 15,584,587.53	\$ 11,865,744.43	A4
437	Summer EBT - Letters & Reports - Systems Testing	5/16/2025	\$ 32,864.00	\$ 15,617,451.53	\$ 11,898,608.43	A4
438	Summer EBT - Interfaces & Recovery - Systems Testing	5/16/2025	\$ 27,397.00	\$ 15,644,848.53	\$ 11,926,005.43	A4
439	Summer EBT - NH EASY - Summer EBT Client Portal - Implementation	5/30/2025	\$ 13,691.00	\$ 15,658,539.53	\$ 11,939,696.43	A4
440	Summer EBT - New HEIGHTS Admin Portal for State Staff - Implementation	5/30/2025	\$ 10,957.00	\$ 15,669,496.53	\$ 11,950,653.43	A4
441	Summer EBT - Benefit Issuance Process - Implementation	5/30/2025	\$ 10,957.00	\$ 15,680,453.53	\$ 11,961,610.43	A4
442	Summer EBT - Letters & Reports - Implementation	5/30/2025	\$ 16,432.00	\$ 15,696,885.53	\$ 11,978,042.43	A4
443	Summer EBT - Interfaces & Recovery - Implementation	5/30/2025	\$ 13,699.00	\$ 15,710,584.53	\$ 11,991,741.43	A4
444	Maintenance and Enhancements - May 2025	5/31/2025	\$ 669,517.33	\$ 16,380,101.86	\$ 12,661,258.76	Original
445	TANF Document Imaging - Document Imaging Enhancement - Phase 1 - Systems Testing	6/6/2025	\$ 60,672.00	\$ 16,440,773.86	\$ 12,721,930.76	A4
446	System of Care for Healthy Aging - Online Portal for Providers, Case Managers and Navigators - Systems Testing	6/13/2025	\$ 62,000.00	\$ 16,502,773.86	\$ 12,783,930.76	A2
447	System of Care for Healthy Aging - Track HCBC Waiver Services Data - Systems Testing	6/13/2025	\$ 48,000.00	\$ 16,550,773.86	\$ 12,831,930.76	A2
448	Medicaid Policy, Administration & Operational Efficiency - Migrating VCI Process Out of FDSH - Systems Testing	6/13/2025	\$ 10,965.00	\$ 16,561,738.86	\$ 12,842,895.76	A3
449	Medicaid Waiver Support - 1915i Supportive Housing Benefit Package - Systems Testing	6/13/2025	\$ 16,448.00	\$ 16,578,186.86	\$ 12,859,343.76	A4
450	TANF Credential Tracking and Post-TANF Tracking - Post-TANF Program Tracking System - Systems Testing	6/13/2025	\$ 21,911.00	\$ 16,600,097.86	\$ 12,881,254.76	A4

Initial
SRK

State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements

Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
451	TANF Enhancements for driver flow - TANF Process Improvements - 1 - Systems Testing	6/13/2025	\$ 30,135.00	\$ 16,630,232.86	\$ 12,911,389.76	A4
452	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -2 - Systems Testing	6/13/2025	\$ 22,120.00	\$ 16,652,352.86	\$ 12,933,509.76	A4
453	Medicaid Waiver Support - HCBS Enhancements Phase -1 - Systems Testing	6/13/2025	\$ 70,000.00	\$ 16,722,352.86	\$ 13,003,509.76	A4
454	Medicaid Waiver Support - HCBS Enhancements Phase -2 - Systems Testing	6/13/2025	\$ 60,006.00	\$ 16,782,358.86	\$ 13,063,515.76	A4
455	System of Care for Healthy Aging - Online Portal for Providers, Case Managers and Navigators - Implementation	6/27/2025	\$ 31,000.00	\$ 16,813,358.86	\$ 13,094,515.76	A2
456	System of Care for Healthy Aging - Track HCBS Waiver Services Data - Implementation	6/27/2025	\$ 24,000.00	\$ 16,837,358.86	\$ 13,118,515.76	A2
457	Medicaid Policy, Administration & Operational Efficiency - Migrating VCI Process Out of FDSH - Implementation	6/27/2025	\$ 5,483.00	\$ 16,842,841.86	\$ 13,123,998.76	A3
458	Medicaid Waiver Support - 1915I Supportive Housing Benefit Package - Implementation	6/27/2025	\$ 8,223.00	\$ 16,851,064.86	\$ 13,132,221.76	A4
459	SNAP Enhancements - QC Subsystem Expansion - Requirements & Design	6/27/2025	\$ 37,500.00	\$ 16,888,564.86	\$ 13,169,721.76	A4
460	TANF Credential Tracking and Post-TANF Tracking - Post-TANF Program Tracking System - Implementation	6/27/2025	\$ 10,980.00	\$ 16,899,544.86	\$ 13,180,701.76	A4
461	TANF Enhancements for driver flow - TANF Process Improvements - 1 - Implementation	6/27/2025	\$ 15,071.00	\$ 16,914,615.86	\$ 13,195,772.76	A4
462	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -2 - Implementation	6/27/2025	\$ 11,060.00	\$ 16,925,675.86	\$ 13,206,832.76	A4
463	TANF Document Imaging - Document Imaging Enhancement - Phase 1 - Implementation	6/27/2025	\$ 30,336.00	\$ 16,956,011.86	\$ 13,237,168.76	A4
464	Medicaid Waiver Support - HCBS Enhancements Phase -1 - Implementation	6/27/2025	\$ 34,940.00	\$ 16,990,951.86	\$ 13,272,108.76	A4
465	Medicaid Waiver Support - HCBS Enhancements Phase -2 - Implementation	6/27/2025	\$ 30,003.00	\$ 17,020,954.86	\$ 13,302,111.76	A4
466	Maintenance and Enhancements - June 2025	6/30/2025	\$ 669,517.34	\$ 17,690,472.20	\$ 13,971,629.10	Original
467	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-1	6/30/2025	\$ 5,372.00	\$ 17,695,844.20	\$ 13,977,001.10	A4
468	TANF Credential Tracking and Post-TANF Tracking - ETS Service Changes - Requirements & Design	7/3/2025	\$ 67,789.00	\$ 67,789.00	\$ 14,044,790.10	A4
469	TANF Enhancements for driver flow - TANF Process Improvements - 2 - Requirements & Design	7/3/2025	\$ 49,295.00	\$ 117,084.00	\$ 14,094,085.10	A4
470	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -3 - Requirements & Design	7/3/2025	\$ 33,180.00	\$ 150,264.00	\$ 14,127,265.10	A4
471	TANF Document Imaging - Document Imaging Enhancement - Phase 2 - Requirements & Design	7/3/2025	\$ 45,504.00	\$ 195,768.00	\$ 14,172,769.10	A4
472	TANF AI - TANF Document Recognition - Requirements & Design	7/25/2025	\$ 69,536.00	\$ 265,304.00	\$ 14,242,305.10	A4
473	Maintenance and Enhancements - July 2025	7/31/2025	\$ 692,958.93	\$ 958,262.93	\$ 14,935,264.03	Original
474	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-2	7/31/2025	\$ 5,372.00	\$ 963,634.93	\$ 14,940,636.03	A4
475	SNAP Enhancements - QC Subsystem Expansion - Construction & Unit	8/1/2025	\$ 175,000.00	\$ 1,138,634.93	\$ 15,115,636.03	A4
476	SNAP Enhancements - SNAP E&T Enhancements-1 - Requirements & Design	8/1/2025	\$ 48,750.00	\$ 1,187,384.93	\$ 15,164,386.03	A4
477	TANF Credential Tracking and Post-TANF Tracking - ETS Service Changes - Construction & Unit	8/8/2025	\$ 316,310.00	\$ 1,503,694.93	\$ 15,480,696.03	A4
478	TANF Enhancements for driver flow - TANF Process Improvements - 2 - Construction & Unit	8/8/2025	\$ 230,050.00	\$ 1,733,744.93	\$ 15,710,746.03	A4
479	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -3 - Construction & Unit	8/8/2025	\$ 154,840.00	\$ 1,888,584.93	\$ 15,865,586.03	A4
480	TANF Document Imaging - Document Imaging Enhancement - Phase 2 - Construction & Unit	8/8/2025	\$ 212,352.00	\$ 2,100,936.93	\$ 16,077,938.03	A4
481	Maintenance and Enhancements - August 2025	8/31/2025	\$ 692,958.93	\$ 2,793,895.86	\$ 16,770,896.96	Original
482	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-3	8/31/2025	\$ 5,372.00	\$ 2,799,267.86	\$ 16,776,268.96	A4
483	SNAP Enhancements - SNAP E&T Enhancements-1 - Construction & Unit	9/5/2025	\$ 227,500.00	\$ 3,026,767.86	\$ 17,003,768.96	A4
484	TANF Credential Tracking and Post-TANF Tracking - TANF Disregard Reporting - Requirements & Design	9/5/2025	\$ 28,750.00	\$ 3,055,517.86	\$ 17,032,518.96	A4
485	TANF Credential Tracking and Post-TANF Tracking - DALR Changes - Requirements & Design	9/5/2025	\$ 10,270.00	\$ 3,065,787.86	\$ 17,042,788.96	A4

Initial

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State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements

Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
486	TANF Credential Tracking and Post-TANF Tracking - Employment and Assessment Screen Changes - Requirements & Design	9/5/2025	\$ 4,200.00	\$ 3,069,987.86	\$ 17,046,988.96	A4
487	TANF NHEP Enhancements - NHEP Appt. Changes & Reports - Requirements & Design	9/5/2025	\$ 37,950.00	\$ 3,107,937.86	\$ 17,084,938.96	A4
488	TANF Enhancements for driver flow - Caseload Management Changes - Requirements & Design	9/5/2025	\$ 30,809.00	\$ 3,138,746.86	\$ 17,115,747.96	A4
489	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -4 - Requirements & Design	9/5/2025	\$ 25,450.00	\$ 3,164,196.86	\$ 17,141,197.96	A4
490	TANF AI - TANF Document Recognition - Construction & Unit	9/5/2025	\$ 324,500.00	\$ 3,488,696.86	\$ 17,465,697.96	A4
491	TANF Document Imaging - Document Imaging Enhancement - Phase 3 - Requirements & Design	9/5/2025	\$ 45,504.00	\$ 3,534,200.86	\$ 17,511,201.96	A4
492	SNAP Enhancements - QC Subsystem Expansion - Systems Testing	9/12/2025	\$ 25,000.00	\$ 3,559,200.86	\$ 17,536,201.96	A4
493	TANF Credential Tracking and Post-TANF Tracking - ETS Service Changes - Systems Testing	9/12/2025	\$ 45,187.00	\$ 3,604,387.86	\$ 17,581,388.96	A4
494	TANF Enhancements for driver flow - TANF Process Improvements - 2 - Systems Testing	9/12/2025	\$ 32,863.00	\$ 3,637,250.86	\$ 17,614,251.96	A4
495	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -3 - Systems Testing	9/12/2025	\$ 22,120.00	\$ 3,659,370.86	\$ 17,636,371.96	A4
496	TANF Document Imaging - Document Imaging Enhancement - Phase 2 - Systems Testing	9/12/2025	\$ 30,336.00	\$ 3,689,706.86	\$ 17,666,707.96	A4
497	SNAP Enhancements - QC Subsystem Expansion - Implementation	9/26/2025	\$ 12,500.00	\$ 3,702,206.86	\$ 17,679,207.96	A4
498	TANF Credential Tracking and Post-TANF Tracking - ETS Service Changes - Implementation	9/26/2025	\$ 22,594.00	\$ 3,724,800.86	\$ 17,701,801.96	A4
499	TANF Enhancements for driver flow - TANF Process Improvements - 2 - Implementation	9/26/2025	\$ 16,359.32	\$ 3,741,160.18	\$ 17,718,161.28	A4
500	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -3 - Implementation	9/26/2025	\$ 11,060.00	\$ 3,752,220.18	\$ 17,729,221.28	A4
501	TANF Document Imaging - Document Imaging Enhancement - Phase 2 - Implementation	9/26/2025	\$ 15,168.00	\$ 3,767,388.18	\$ 17,744,389.28	A4
502	APS Case Management - Adult Protective Services (APS) System Enhancements - Requirements & Design	9/26/2025	\$ 7,410.00	\$ 3,774,798.18	\$ 17,751,799.28	A5
503	Child Care Enhancements - Presumptive Eligibility and Child Care Scholarship - Requirements & Design	9/26/2025	\$ 9,900.00	\$ 3,784,698.18	\$ 17,761,699.28	A5
504	Medicaid Policy, Administration & Operational Efficiency - Reasonable Compatibility Changes for Income & Resources - Requirements & Design	9/26/2025	\$ 47,922.00	\$ 3,832,620.18	\$ 17,809,621.28	A5
505	Maintenance and Enhancements - September 2025	9/30/2025	\$ 692,958.94	\$ 4,525,579.12	\$ 18,502,580.22	Original
506	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-4	9/30/2025	\$ 5,372.00	\$ 4,530,951.12	\$ 18,507,952.22	A4
507	Security - Quarterly Code Scan - Quarterly Code Scan - Period -1	9/30/2025	\$ 10,112.00	\$ 4,541,063.12	\$ 18,518,064.22	A4
508	SNAP Enhancements - SNAP E&T Enhancements-1 - Systems Testing	10/17/2025	\$ 32,500.00	\$ 4,573,563.12	\$ 32,500.00	A4
509	TANF Credential Tracking and Post-TANF Tracking - TANF Disregard Reporting - Construction & Unit	10/17/2025	\$ 134,180.00	\$ 4,707,743.12	\$ 166,680.00	A4
510	TANF Credential Tracking and Post-TANF Tracking - DALR Changes - Construction & Unit	10/17/2025	\$ 47,900.00	\$ 4,755,643.12	\$ 214,580.00	A4
511	TANF Credential Tracking and Post-TANF Tracking - Employment and Assessment Screen Changes - Construction & Unit	10/17/2025	\$ 19,170.00	\$ 4,774,813.12	\$ 233,750.00	A4
512	TANF NHEP Enhancements - NHEP Appt. Changes & Reports - Construction & Unit	10/17/2025	\$ 177,325.00	\$ 4,952,138.12	\$ 411,075.00	A4
513	TANF Enhancements for driver flow - Caseload Management Changes - Construction & Unit	10/17/2025	\$ 143,780.00	\$ 5,095,918.12	\$ 554,855.00	A4
514	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -4 - Construction & Unit	10/17/2025	\$ 118,630.00	\$ 5,214,548.12	\$ 673,485.00	A4
515	TANF AI - TANF Document Recognition - Systems Testing	10/17/2025	\$ 46,357.00	\$ 5,260,905.12	\$ 719,842.00	A4
516	TANF Document Imaging - Document Imaging Enhancement - Phase 3 - Construction & Unit	10/17/2025	\$ 212,352.00	\$ 5,473,257.12	\$ 932,194.00	A4
517	SNAP Enhancements - SNAP E&T Enhancements-1 - Implementation	10/31/2025	\$ 16,256.00	\$ 5,489,513.12	\$ 948,450.00	A4
518	Child Care Enhancements - Presumptive Eligibility and Child Care Scholarship - Construction & Unit	10/31/2025	\$ 46,200.00	\$ 5,535,713.12	\$ 994,650.00	A5
519	Maintenance and Enhancements - October 2025	10/31/2025	\$ 627,994.04	\$ 6,163,707.16	\$ 1,622,644.04	A4

Initial


State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements
Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
520	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-5	10/31/2025	\$ 5,372.00	\$ 6,169,079.16	\$ 1,628,016.04	A4
521	TANF AI - TANF Document Recognition - Implementation	10/31/2025	\$ 23,148.00	\$ 6,192,227.16	\$ 1,651,164.04	A4
522	APS Case Management - Adult Protective Services (APS) System Enhancements - Construction & Unit	10/31/2025	\$ 34,579.00	\$ 6,226,806.16	\$ 1,685,743.04	A5
523	Medicaid Policy, Administration & Operational Efficiency - Reasonable Compatibility Changes for Income & Resources - Construction & Unit	10/31/2025	\$ 223,636.00	\$ 6,450,442.16	\$ 1,909,379.04	A5
524	APS Case Management - Adult Protective Services (APS) System Enhancements - Systems Testing	11/21/2025	\$ 4,940.00	\$ 6,455,382.16	\$ 1,914,319.04	A5
525	Child Care Enhancements - Presumptive Eligibility and Child Care Scholarship - Systems Testing	11/21/2025	\$ 6,600.00	\$ 6,461,982.16	\$ 1,920,919.04	A5
526	Medicaid Policy, Administration & Operational Efficiency - Reasonable Compatibility Changes for Income & Resources - Systems Testing	11/21/2025	\$ 31,948.00	\$ 6,493,930.16	\$ 1,952,867.04	A5
527	TANF Credential Tracking and Post-TANF Tracking - TANF Disregard Reporting - Systems Testing	11/28/2025	\$ 19,170.00	\$ 6,513,100.16	\$ 1,972,037.04	A4
528	TANF Credential Tracking and Post-TANF Tracking - DALR Changes - Systems Testing	11/28/2025	\$ 6,820.00	\$ 6,519,920.16	\$ 1,978,857.04	A4
529	TANF Credential Tracking and Post-TANF Tracking - Employment and Assessment Screen Changes - Systems Testing	11/28/2025	\$ 2,740.00	\$ 6,522,660.16	\$ 1,981,597.04	A4
530	TANF NHEP Enhancements - NHEP Appt. Changes & Reports - Systems Testing	11/28/2025	\$ 25,332.00	\$ 6,547,992.16	\$ 2,006,929.04	A4
531	TANF Enhancements for driver flow - Caseload Management Changes - Systems Testing	11/28/2025	\$ 20,540.00	\$ 6,568,532.16	\$ 2,027,469.04	A4
532	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -4 - Systems Testing	11/28/2025	\$ 16,960.00	\$ 6,585,492.16	\$ 2,044,429.04	A4
533	TANF Document Imaging - Document Imaging Enhancement - Phase 3 - Systems Testing	11/28/2025	\$ 30,336.00	\$ 6,615,828.16	\$ 2,074,765.04	A4
534	Maintenance and Enhancements - November 2025	11/30/2025	\$ 627,994.04	\$ 7,243,822.20	\$ 2,702,759.08	A4
535	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-6	11/30/2025	\$ 5,372.00	\$ 7,249,194.20	\$ 2,708,131.08	A4
536	SNAP Enhancements - SNAP E&T Enhancements-2 - Requirements & Design	12/5/2025	\$ 26,250.00	\$ 7,275,444.20	\$ 2,734,381.08	A4
537	TANF Credential Tracking and Post-TANF Tracking - NHEP Screen Changes - Requirements & Design	12/5/2025	\$ 34,900.00	\$ 7,310,344.20	\$ 2,769,281.08	A4
538	TANF Enhancements for driver flow - Fleeing Felon Probation and Parole Violator - Requirements & Design	12/5/2025	\$ 16,400.00	\$ 7,326,744.20	\$ 2,785,681.08	A4
539	TANF Credential Tracking and Post-TANF Tracking - TANF Disregard Reporting - Implementation	12/12/2025	\$ 9,554.00	\$ 7,336,298.20	\$ 2,795,235.08	A4
540	TANF Credential Tracking and Post-TANF Tracking - DALR Changes - Implementation	12/12/2025	\$ 3,424.00	\$ 7,339,722.20	\$ 2,798,659.08	A4
541	TANF Credential Tracking and Post-TANF Tracking - Employment and Assessment Screen Changes - Implementation	12/12/2025	\$ 1,382.00	\$ 7,341,104.20	\$ 2,800,041.08	A4
542	TANF NHEP Enhancements - NHEP Appt. Changes & Reports - Implementation	12/12/2025	\$ 12,714.80	\$ 7,353,819.00	\$ 2,812,755.88	A4
543	TANF Enhancements for driver flow - Caseload Management Changes - Implementation	12/12/2025	\$ 10,271.00	\$ 7,364,090.00	\$ 2,823,026.88	A4
544	TANF UI/UX Refresh - TANF UI/RX Refresh - Phase -4 - Implementation	12/12/2025	\$ 8,410.00	\$ 7,372,500.00	\$ 2,831,436.88	A4
545	TANF Document Imaging - Document Imaging Enhancement - Phase 3 - Implementation	12/12/2025	\$ 15,168.00	\$ 7,387,668.00	\$ 2,846,604.88	A4
546	APS Case Management - Adult Protective Services (APS) System Enhancements - Implementation	12/12/2025	\$ 2,470.00	\$ 7,390,138.00	\$ 2,849,074.88	A5
547	Child Care Enhancements - Presumptive Eligibility and Child Care Scholarship - Implementation	12/12/2025	\$ 3,300.00	\$ 7,393,438.00	\$ 2,852,374.88	A5
548	Medicaid Policy, Administration & Operational Efficiency - Reasonable Compatibility Changes for Income & Resources - Implementation	12/12/2025	\$ 15,974.00	\$ 7,409,412.00	\$ 2,868,348.88	A5
549	Medicaid Policy, Administration & Operational Efficiency - CMS Final Rule - Streamlining the Enrollment and Retention process - Requirements & Design	12/26/2025	\$ 50,767.00	\$ 7,460,179.00	\$ 2,919,115.88	A4
550	Maintenance and Enhancements - December 2025	12/31/2025	\$ 627,994.04	\$ 8,088,173.04	\$ 3,547,109.92	A4
551	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-7	12/31/2025	\$ 5,372.00	\$ 8,093,545.04	\$ 3,552,481.92	A4

Initial

SRL

Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
552	Security - Quarterly Code Scan - Quarterly Code Scan - Period -2	12/31/2025	\$ 10,112.00	\$ 8,103,657.04	\$ 3,562,593.92	A4
553	Security - Annual Penetration Test - Annual Penetration Testing	12/31/2025	\$ 20,540.00	\$ 8,124,197.04	\$ 3,583,133.92	A4
554	SNAP Enhancements - SNAP E&T Enhancements-2 - Construction & Unit	1/2/2026	\$ 122,500.00	\$ 8,246,697.04	\$ 3,705,633.92	A4
555	TANF Credential Tracking and Post-TANF Tracking - NHEP Screen Changes - Construction & Unit	1/2/2026	\$ 162,925.00	\$ 8,409,622.04	\$ 3,868,558.92	A4
556	TANF Enhancements for driver flow - Fleeing Felon Probation and Parole Violator - Construction & Unit	1/2/2026	\$ 76,680.00	\$ 8,486,302.04	\$ 3,945,238.92	A4
557	Medicaid Policy, Administration & Operational Efficiency - CMS Final Rule - Streamlining the Enrollment and Retention process - Construction & Unit	1/30/2026	\$ 236,896.00	\$ 8,723,198.04	\$ 4,182,134.92	A4
558	Maintenance and Enhancements - January 2026	1/31/2026	\$ 627,994.04	\$ 9,351,192.08	\$ 4,810,128.96	A4
559	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-8	1/31/2026	\$ 5,372.00	\$ 9,356,564.08	\$ 4,815,500.96	A4
560	Security - MARS 2.2 Self Assessment -2 - Privacy Impact Assessment (PIA)	2/6/2026	\$ 156,800.00	\$ 9,513,364.08	\$ 4,972,300.96	A4
561	Security - MARS 2.2 Self Assessment -2 - Year 1 Self-Assessment Report	2/13/2026	\$ 156,800.00	\$ 9,670,164.08	\$ 5,129,100.96	A4
562	TANF Enhancements for driver flow - Fleeing Felon Probation and Parole Violator - Systems Testing	2/13/2026	\$ 10,940.00	\$ 9,681,104.08	\$ 5,140,040.96	A4
563	SNAP Enhancements - SNAP E&T Enhancements-2 - Systems Testing	2/14/2026	\$ 17,564.00	\$ 9,698,668.08	\$ 5,157,604.96	A4
564	TANF Credential Tracking and Post-TANF Tracking - NHEP Screen Changes - Systems Testing	2/14/2026	\$ 23,270.00	\$ 9,721,938.08	\$ 5,180,874.96	A4
565	Security - MARS 2.2 Self Assessment -2 - Information Security Assessment Report (ISRA)	2/20/2026	\$ 78,398.00	\$ 9,800,336.08	\$ 5,259,272.96	A4
566	SNAP Enhancements - SNAP E&T Enhancements-2 - Implementation	2/27/2026	\$ 8,680.00	\$ 9,809,016.08	\$ 5,267,952.96	A4
567	TANF Credential Tracking and Post-TANF Tracking - NHEP Screen Changes - Implementation	2/27/2026	\$ 11,639.00	\$ 9,820,655.08	\$ 5,279,591.96	A4
568	TANF Enhancements for driver flow - Fleeing Felon Probation and Parole Violator - Implementation	2/27/2026	\$ 5,474.00	\$ 9,826,129.08	\$ 5,285,065.96	A4
569	Summer EBT Technology Grant - Enhance Client Communication and Engagement - Requirements & Design	2/27/2026	\$ 64,050.00	\$ 9,890,179.08	\$ 5,349,115.96	A5
570	Summer EBT Technology Grant - Summer EBT Reporting Enhancements - Requirements & Design	2/27/2026	\$ 12,000.00	\$ 9,902,179.08	\$ 5,361,115.96	A5
571	Maintenance and Enhancements - February 2026	2/28/2026	\$ 627,994.04	\$ 10,530,173.12	\$ 5,989,110.00	A4
572	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-9	2/28/2026	\$ 5,372.00	\$ 10,535,545.12	\$ 5,994,482.00	A4
573	Medicaid Policy, Administration & Operational Efficiency - CMS Final Rule - Streamlining the Enrollment and Retention process - Systems Testing	3/13/2026	\$ 33,847.00	\$ 10,569,392.12	\$ 6,028,329.00	A4
574	Medicaid Policy, Administration & Operational Efficiency - CMS Final Rule - Streamlining the Enrollment and Retention process - Implementation	3/27/2026	\$ 16,906.00	\$ 10,586,298.12	\$ 6,045,235.00	A4
575	Maintenance and Enhancements - March 2026	3/31/2026	\$ 627,994.04	\$ 11,214,292.16	\$ 6,673,229.04	A4
576	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-10	3/31/2026	\$ 5,372.00	\$ 11,219,664.16	\$ 6,678,601.04	A4
577	Security - Quarterly Code Scan - Quarterly Code Scan - Period -3	3/31/2026	\$ 10,112.00	\$ 11,229,776.16	\$ 6,688,713.04	A4
578	Summer EBT Technology Grant - Enhance Client Communication and Engagement - Construction & Unit	4/17/2026	\$ 298,900.00	\$ 11,528,676.16	\$ 6,987,613.04	A5
579	Summer EBT Technology Grant - Summer EBT Reporting Enhancements - Construction & Unit	4/17/2026	\$ 56,000.00	\$ 11,584,676.16	\$ 7,043,613.04	A5
580	Summer EBT Technology Grant - Integrated Statewide S-EBT Database - Requirements & Design	4/24/2026	\$ 87,850.00	\$ 11,672,526.16	\$ 7,131,463.04	A5
581	HCBS Enhancements - Expanded Provider Case View - Requirements & Design	4/24/2026	\$ 16,937.00	\$ 11,689,463.16	\$ 7,148,400.04	A5
582	HCBS Enhancements - Long Term Care Application Tracking - Requirements & Design	4/24/2026	\$ 25,381.00	\$ 11,714,844.16	\$ 7,173,781.04	A5
583	HCBS Enhancements - Automated User Account Deactivation and Purge - Requirements & Design	4/24/2026	\$ 12,715.00	\$ 11,727,559.16	\$ 7,186,496.04	A5

State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements

Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
584	HCBS Enhancements - QR Code Integration for Document Uploads - Requirements & Design	4/24/2026	\$ 51,007.00	\$ 11,778,566.16	\$ 7,237,503.04	A5
585	HCBS Enhancements - Document Verification & Preview Functionality - Requirements & Design	4/24/2026	\$ 12,715.00	\$ 11,791,281.16	\$ 7,250,218.04	A5
586	Maintenance and Enhancements - April 2026	4/30/2026	\$ 627,994.04	\$ 12,419,275.20	\$ 7,878,212.08	A4
587	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-11	4/30/2026	\$ 5,372.00	\$ 12,424,647.20	\$ 7,883,584.08	A4
588	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-12	5/30/2026	\$ 5,372.00	\$ 12,430,019.20	\$ 7,888,956.08	A4
589	Maintenance and Enhancements - May 2026	5/31/2026	\$ 627,994.04	\$ 13,058,013.24	\$ 8,516,950.12	A4
590	Summer EBT Technology Grant - Enhance Client Communication and Engagement - Systems Testing	6/12/2026	\$ 42,700.00	\$ 13,100,713.24	\$ 8,559,650.12	A5
591	Summer EBT Technology Grant - Summer EBT Reporting Enhancements - Systems Testing	6/12/2026	\$ 8,000.00	\$ 13,108,713.24	\$ 8,567,650.12	A5
592	Summer EBT Technology Grant - Enhance Client Communication and Engagement - Implementation	6/26/2026	\$ 21,350.00	\$ 13,130,063.24	\$ 8,589,000.12	A5
593	Summer EBT Technology Grant - Summer EBT Reporting Enhancements - Implementation	6/26/2026	\$ 4,000.00	\$ 13,134,063.24	\$ 8,593,000.12	A5
594	Summer EBT Technology Grant - Integrated Statewide S-EBT Database - Construction & Unit	6/26/2026	\$ 415,100.00	\$ 13,549,163.24	\$ 9,008,100.12	A5
595	HCBS Enhancements - Expanded Provider Case View - Construction & Unit	6/26/2026	\$ 79,038.00	\$ 13,628,201.24	\$ 9,087,138.12	A5
596	HCBS Enhancements - Long Term Care Application Tracking - Construction & Unit	6/26/2026	\$ 118,446.00	\$ 13,746,647.24	\$ 9,205,584.12	A5
597	HCBS Enhancements - Automated User Account Deactivation and Purge - Construction & Unit	6/26/2026	\$ 59,336.00	\$ 13,805,983.24	\$ 9,264,920.12	A5
598	HCBS Enhancements - QR Code Integration for Document Uploads - Construction & Unit	6/26/2026	\$ 238,032.00	\$ 14,044,015.24	\$ 9,502,952.12	A5
599	HCBS Enhancements - Document Verification & Preview Functionality - Construction & Unit	6/26/2026	\$ 59,336.00	\$ 14,103,351.24	\$ 9,562,288.12	A5
600	Maintenance and Enhancements - June 2026	6/30/2026	\$ 628,003.28	\$ 14,731,354.52	\$ 10,190,291.40	A4
601	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-1	6/30/2026	\$ 5,372.00	\$ 14,736,726.52	\$ 10,195,663.40	A4
602	Security - Quarterly Code Scan - Quarterly Code Scan - Period -4	6/30/2026	\$ 10,112.00	\$ 14,746,838.52	\$ 10,205,775.40	A4
603	Maintenance and Enhancements - July 2026	7/31/2026	\$ 672,911.30	\$ 672,911.30	\$ 10,878,686.70	A4
604	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-2	7/31/2026	\$ 5,372.00	\$ 678,283.30	\$ 10,884,058.70	A4
605	Summer EBT Technology Grant - Integrated Statewide S-EBT Database - Systems Testing	8/14/2026	\$ 59,300.00	\$ 737,583.30	\$ 10,943,358.70	A5
606	HCBS Enhancements - Expanded Provider Case View - Systems Testing	8/14/2026	\$ 11,291.00	\$ 748,874.30	\$ 10,954,649.70	A5
607	HCBS Enhancements - Long Term Care Application Tracking - Systems Testing	8/14/2026	\$ 16,921.00	\$ 765,795.30	\$ 10,971,570.70	A5
608	HCBS Enhancements - Automated User Account Deactivation and Purge - Systems Testing	8/14/2026	\$ 8,477.00	\$ 774,272.30	\$ 10,980,047.70	A5
609	HCBS Enhancements - QR Code Integration for Document Uploads - Systems Testing	8/14/2026	\$ 34,005.00	\$ 808,277.30	\$ 11,014,052.70	A5
610	HCBS Enhancements - Document Verification & Preview Functionality - Systems Testing	8/14/2026	\$ 8,477.00	\$ 816,754.30	\$ 11,022,529.70	A5
611	Summer EBT Technology Grant - Integrated Statewide S-EBT Database - Implementation	8/28/2026	\$ 29,650.00	\$ 846,404.30	\$ 11,052,179.70	A5
612	HCBS Enhancements - Expanded Provider Case View - Implementation	8/28/2026	\$ 5,646.00	\$ 852,050.30	\$ 11,057,825.70	A5
613	HCBS Enhancements - Long Term Care Application Tracking - Implementation	8/28/2026	\$ 8,460.00	\$ 860,510.30	\$ 11,066,285.70	A5
614	HCBS Enhancements - Automated User Account Deactivation and Purge - Implementation	8/28/2026	\$ 4,238.00	\$ 864,748.30	\$ 11,070,523.70	A5
615	HCBS Enhancements - QR Code Integration for Document Uploads - Implementation	8/28/2026	\$ 17,002.00	\$ 881,750.30	\$ 11,087,525.70	A5
616	HCBS Enhancements - Document Verification & Preview Functionality - Implementation	8/28/2026	\$ 4,238.20	\$ 885,988.50	\$ 11,091,763.90	A5
617	Maintenance and Enhancements - August 2026	8/31/2026	\$ 672,911.30	\$ 1,558,899.80	\$ 11,764,675.20	A4
618	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-3	8/31/2026	\$ 5,372.00	\$ 1,564,271.80	\$ 11,770,047.20	A4
619	Maintenance and Enhancements - September 2026	9/30/2026	\$ 672,911.30	\$ 2,237,183.10	\$ 12,442,958.50	A4
620	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-4	9/30/2026	\$ 5,372.00	\$ 2,242,555.10	\$ 12,448,330.50	A4
621	Security - Quarterly Code Scan - Quarterly Code Scan - Period -1	9/30/2026	\$ 10,112.00	\$ 2,252,667.10	\$ 12,458,442.50	A4
622	Maintenance and Enhancements - October 2026	10/31/2026	\$ 672,911.30	\$ 2,925,578.40	\$ 672,911.30	A4

Initial

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State of New Hampshire, Department of Health and Human Services
 Division of Economic and Housing Stability, New HEIGHTS Maintenance Operations and Enhancements
Attachment B-1

Payment No.	Deliverable Description	Invoice Date	Payment Amount	St Fiscal Yr Totals	Fed Fiscal Yr Totals	
623	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-5	10/31/2026	\$ 5,372.00	\$ 2,930,950.40	\$ 678,283.30	A4
624	Maintenance and Enhancements - November 2026	11/30/2026	\$ 672,911.30	\$ 3,603,861.70	\$ 1,351,194.60	A4
625	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-6	11/30/2026	\$ 5,372.00	\$ 3,609,233.70	\$ 1,356,566.60	A4
626	Security - MARS 2.2 Assessment - Application Penn Test Report	12/11/2026	\$ 67,280.00	\$ 3,676,513.70	\$ 1,423,846.60	A4
627	Maintenance and Enhancements - December 2026	12/31/2026	\$ 672,911.30	\$ 4,349,425.00	\$ 2,096,757.90	A4
628	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-7	12/31/2026	\$ 5,372.00	\$ 4,354,797.00	\$ 2,102,129.90	A4
629	Security - Quarterly Code Scan - Quarterly Code Scan - Period -2	12/31/2026	\$ 10,112.00	\$ 4,364,909.00	\$ 2,112,241.90	A4
630	Security - Annual Penetration Test - Annual Penetration Testing	12/31/2026	\$ 20,540.00	\$ 4,385,449.00	\$ 2,132,781.90	A4
631	Security - MARS 2.2 Assessment - System Security Plan Workbooks	1/12/2027	\$ 100,910.00	\$ 4,486,359.00	\$ 2,233,691.90	A4
632	Security - MARS 2.2 Assessment - Privacy Impact Assessment (PIA)	1/12/2027	\$ 89,700.00	\$ 4,576,059.00	\$ 2,323,391.90	A4
633	Security - MARS 2.2 Assessment - System Security Plan Document (SSP)	1/12/2027	\$ 156,970.00	\$ 4,733,029.00	\$ 2,480,361.90	A4
634	Security - MARS 2.2 Assessment - Plan of Action and Milestones (POAM)	1/12/2027	\$ 78,486.00	\$ 4,811,515.00	\$ 2,558,847.90	A4
635	Security - MARS 2.2 Assessment - Security and Privacy Assessment Report (SAR)	1/12/2027	\$ 100,910.00	\$ 4,912,425.00	\$ 2,659,757.90	A4
636	Security - MARS 2.2 Assessment - Security and Privacy Assessor Workbook (SAW)	1/12/2027	\$ 89,700.00	\$ 5,002,125.00	\$ 2,749,457.90	A4
637	Security - MARS 2.2 Assessment - Interconnection Security Agreement (ISA)	1/29/2027	\$ 56,044.00	\$ 5,058,169.00	\$ 2,805,501.90	A4
638	Maintenance and Enhancements - January 2027	1/31/2027	\$ 672,911.30	\$ 5,731,080.30	\$ 3,478,413.20	A4
639	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-8	1/31/2027	\$ 5,372.00	\$ 5,736,452.30	\$ 3,483,785.20	A4
640	Maintenance and Enhancements - February 2027	2/28/2027	\$ 672,911.30	\$ 6,409,363.60	\$ 4,156,696.50	A4
641	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-9	2/28/2027	\$ 5,372.00	\$ 6,414,735.60	\$ 4,162,068.50	A4
642	Security - MARS 2.2 Assessment - CMS Approval of ATC Package	3/26/2027	\$ 74,002.00	\$ 6,488,737.60	\$ 4,236,070.50	A4
643	Maintenance and Enhancements - March 2027	3/31/2027	\$ 672,911.30	\$ 7,161,648.90	\$ 4,908,981.80	A4
644	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-10	3/31/2027	\$ 5,372.00	\$ 7,167,020.90	\$ 4,914,353.80	A4
645	Security - Quarterly Code Scan - Quarterly Code Scan - Period -3	3/31/2027	\$ 10,112.00	\$ 7,177,132.90	\$ 4,924,465.80	A4
646	Maintenance and Enhancements - April 2027	4/30/2027	\$ 672,911.30	\$ 7,850,044.20	\$ 5,597,377.10	A4
647	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-11	4/30/2027	\$ 5,372.00	\$ 7,855,416.20	\$ 5,602,749.10	A4
648	Security - Monthly Dynamic Scan - Monthly Dynamic Scan Report - Mon-12	5/30/2027	\$ 5,372.00	\$ 7,860,788.20	\$ 5,608,121.10	A4
649	Maintenance and Enhancements - May 2027	5/31/2027	\$ 672,911.30	\$ 8,533,699.50	\$ 6,281,032.40	A4
650	Maintenance and Enhancements - June 2027	6/30/2027	\$ 672,254.50	\$ 9,205,954.00	\$ 6,953,286.90	A4
651	Security - Quarterly Code Scan - Quarterly Code Scan - Period -4	6/30/2027	\$ 10,112.00	\$ 9,216,066.00	\$ 6,963,398.90	A4
652	Maintenance and Enhancements - July 2027	7/31/2027	\$ 848,362.67	\$ 848,362.67	\$ 7,811,761.57	A4
653	Maintenance and Enhancements - August 2027	8/31/2027	\$ 848,362.67	\$ 1,696,725.34	\$ 8,660,124.24	A4
654	Maintenance and Enhancements - September 2027	9/30/2027	\$ 848,362.67	\$ 2,545,088.01	\$ 9,508,486.91	A4
655	Maintenance and Enhancements - October 2027	10/31/2027	\$ 848,362.67	\$ 3,393,450.68	\$ 848,362.67	A4
656	Maintenance and Enhancements - November 2027	11/30/2027	\$ 848,362.67	\$ 4,241,813.35	\$ 1,696,725.34	A4
657	Maintenance and Enhancements - December 2027	12/31/2027	\$ 848,362.67	\$ 5,090,176.02	\$ 2,545,088.01	A4
658	Maintenance and Enhancements - January 2028	1/31/2028	\$ 848,362.67	\$ 5,938,538.69	\$ 3,393,450.68	A4
659	Maintenance and Enhancements - February 2028	2/29/2028	\$ 848,362.67	\$ 6,786,901.36	\$ 4,241,813.35	A4
660	Maintenance and Enhancements - March 2028	3/31/2028	\$ 848,362.67	\$ 7,635,264.03	\$ 5,090,176.02	A4
661	Maintenance and Enhancements - April 2028	4/30/2028	\$ 848,362.67	\$ 8,483,626.70	\$ 5,938,538.69	A4
662	Maintenance and Enhancements - May 2028	5/31/2028	\$ 848,362.67	\$ 9,331,989.37	\$ 6,786,901.36	A4
663	Maintenance and Enhancements - June 2028	6/30/2028	\$ 848,362.63	\$ 10,180,352.00	\$ 7,635,263.99	A4
664	Maintenance and Enhancements - July 2028	7/31/2028	\$ 878,037.33	\$ 878,037.33	\$ 8,513,301.32	A4
665	Maintenance and Enhancements - August 2028	8/31/2028	\$ 878,037.33	\$ 1,756,074.66	\$ 9,391,338.65	A4
666	Maintenance and Enhancements - September 2028	9/30/2028	\$ 878,037.34	\$ 2,634,112.00	\$ 10,269,375.99	A4
Grand Total:			\$ 89,670,580.12	\$ 89,670,580.12	\$ 89,670,580.12	

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Denis Goulet
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
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December 2, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Information Technology (DoIT) on behalf of the Department of Health and Human Services, Division of Economic Stability, to exercise a contract renewal option with Deloitte Consulting LLP, (VC174776), New York, NY, to extend the maintenance and operations services for three (3) years and to add integral enhancement projects to the Department's Integrated eligibility and enrollment system, New HEIGHTS, by exercising a contract renewal option by increasing the price limitation by \$41,588,760.52 from \$48,993,992.40 to \$90,582,682.92, and extending the completion date from September 30, 2025 to September 30, 2028, effective upon Governor and Council approval. 67% Federal Funds. 33% General Funds.

The original contract was approved by Governor and Council on November 2, 2022, item #34, amended on March 22, 2023, item #38A, amended on August 23, 2023, item #44, and most recently amended on June 26, 2024, item #81.

Funds are available in the following accounts for State Fiscal Years 2025 and are anticipated to be available in State Fiscal Years 2026 through 2029, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

The purpose of this request is for the Contractor to continue to provide maintenance and operation services and to add enhancement services to New HEIGHTS to improve the delivery of comprehensive and complex business services to end-users, which include Department staff and recipients of services through the following enhancements.

- **Centers for Medicare & Medicaid Services (CMS) Final Rule (CMS-2421-F2) - Streamlining the Enrollment and Retention Process:** This project includes changes necessary to comply with the CMS Final Rule which streamlines Medicaid enrollment facilitating access and continuity of coverage for eligible individuals. This includes ending interview requirements for individuals over 65, using asset verification services at application, prospective spenddown, and other similar changes.

- **Community Reentry for Youth and Adults:** To provide pre-release services to incarcerated individuals, Sections 5121 of the Consolidated Appropriations Act, 2023, mandates that incarcerated youth under age 21 and individuals under age 26 who meet former foster care requirements will be eligible for special benefits 30 days prior to their release. Additionally, adults with serious mental illness or substance use disorders will receive special eligibility benefits 45 days before their release date.
- **Home & Community Based Services 1915(i) Supportive Housing Benefit Package:** To identify those individuals found eligible for the 1915i Supportive Housing Benefit package, and for that identification to be transmitted to Medicaid Management Information System daily, to support appropriate processing of the benefit package's service related claims. A person is eligible for this benefit if they have Medicaid, a qualifying diagnosed disability, and meet the homelessness criteria.
- **Home and Community-Based Services (HCBS) Enhancements:** The purpose of this project is to increase access to HCBS by making the application process for financial and medical eligibility more individual and family-friendly, and by executing test pilot initiatives to increase Medicaid access so that individuals can access HCBS services.
- **Automate the Bureau of Adult and Aging Services State Registry:** To enhance Adult Protective Services system by adding the Bureau of Adult and Aging Services state registry portal through which employers can submit the name of prospective employees, contractors, consultants or volunteers who may have client contact for review against the registry of founded reports of abuse, neglect, and exploitation of vulnerable adults.
- **Summer EBT (Electronic Benefits Transfer) for School Year 2025:** To develop the application to process summer EBT benefits to school age children eligible for free or reduced-price school meals for the school year 2025 including implementation of the new application process requirements, integration with the Department of Education based on FNS requirements, noticing, and benefits issuance.
- **Supplemental Nutrition Assistance Program (SNAP) Employment & Training Enhancements:** To enhance SNAP Employment & Training dashboards, reporting, disregard management, employment transition services, and screen updates to track participant activities, collect outcome data and ensure participants' compliance.
- **Quality Control Subsystem Expansion:** To enhance the quality control module by importing and displaying the monthly quality control SNAP sample selection cases with corresponding information from New HEIGHTS improving data entry and reporting.
- **Elderly Simplified Application:** To participate in the Elderly Simplified Application project within SNAP, providing food assistance to eligible older adults and people with disabilities, making access to these services easier for these populations.
- **Minimum Acceptable Risk Standards for Exchanges (MARS-E) Assessments:** To meet the New HEIGHTS MARS-E compliance and the Interconnection Security Agreement commitment between CMS and the Department, vulnerability assessments for the solution needs to be conducted along with the preparation and submission of the annual security and privacy self-attestation.

Additionally, this includes the reporting of updates to the plan of action and milestones on a quarterly basis to CMS, as required to maintain enhanced CMS funding for the Medicaid program administration as well as to retain connectivity with the Federally Facilitated Marketplace and the Federal Data Service Hub.

- **MARS-E Compliance Scans:** To execute vulnerability/compliance scans monthly so the New HEIGHTS system configuration continues to meet industry security standards and CMS MARS-E standards. MARS-E compliance is required to retain enhanced funding for the Medicaid program administration and to retain connectivity with the Federally Facilitated Marketplace and the Federal Data Service Hub.
- **Temporary Assistance for Needy Families Functionality (TANF) Credential Tracking and Post-TANF Tracking:** To track performance indicators for mitigating the Cliff Effect and TANF reauthorization reporting. Additional services include tracking credentials at TANF entry and during New Hampshire Employment Program (NHEP) participation, linking New HEIGHTS to New Hampshire Employment Services for quarterly wage/employment data reporting, implementing a 12-month post-NHEP tracking and educate training and support services, extending the TANF Income Disregard Pilot Program, and adding ETS services for transportation support and on the job training activities.
- **TANF New Hampshire Employment Program (NHEP) Enhancements:** To enhance TANF functionality in New HEIGHTS improving service delivery, including the NHEP activities for process management, adding a mandatory field to verify meal arrangement for TANF eligibility determination, appointment changes, and others.
- **TANF Enhancements for Driver Flow:** To optimize the driver flow for data collection screens to improve the application processing including changes to case comments process, enhancing the case review dashboard, realigning caseload distribution, updating the Administrative Appeals Unit dashboard, modifying indexing reports to better track documents and updating the demographic screen.
- **TANF User Interface and User Experience Refresh:** To modernize TANF screens using human-centered design principles streamlining the process, optimizing data entry, and enhancing workflows.
- **TANF Policy Engine and Verification Documents Intelligent Character Recognition (ICR) and Optical Character Recognition (OCR):** To implement a policy engine that will simplify access to policy documents for case workers and usage of ICR/OCR to classify and automate the uploaded documents process to streamline document processing, reducing administrative burden on State staff while increasing application timeliness.
- **Document Imaging:** To upgrade the legacy document scanning and indexing software to automate document validation in real-time, reducing rework for both the client and case workers while improving timeliness of application processing.

New HEIGHTS supports approximately 800,000 daily transactions and serves around 1,100 Department users, benefiting approximately 327,000 NH citizens. These services will continue upon approval from the Governor and Executive Council's for Amendment #4 through September 30, 2028.

The Department will continue monitor services by:

- Reviewing vendor reporting processes and systems for data integrity.
- Performing file reviews to ensure vendor compliance with state and federal laws and rules in the administration of the contract.
- Assessing vendor compliance with applicable contract objectives and requirements.

As referenced in Exhibit A Special Provisions, of the original agreement, the parties have the option to extend the agreement for up to three (3) three (3) year terms, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising the first of the three (3) three (3) year terms extension (Extended Term).

Should the Governor and Council not authorize this request, the Department may be noncompliant with some state and federally mandated requirements and NH citizens who access or need to access services with the Department may be at risk of not receiving timely and quality services.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.778, FAIN ##2405NH5ADM; Assistance Listing Number #93.747, FAIN #2101NHAPC6; Assistance Listing Number #10.649, FAIN #244NH833N1803; Assistance Listing Number #93.558, FAIN # 2301NHTANF; and Assistance Listing Number #10.561, FAIN #244NH403S2514.

In the event that the Federal Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Denis Goulet
Commissioner
Department of Information Technology



Lori A. Weaver
Commissioner
Department of Health and Human Services

Fiscal Detail Sheet Amendment #2

01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT - IT FOR DHHS

100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.

State Fiscal Year	Class/Object	Description	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	Consultants	3950041	\$ 5,625,110.40	\$ -	\$ 5,625,110.40
2024	046-500465	Consultants	3950041	\$ 7,762,227.20	\$ -	\$ 7,762,227.20
2025	046-500465	Consultants	3950041	\$ 8,034,208.00	\$ -	\$ 8,034,208.00
2026	046-500465	Consultants	3950041	\$ 2,078,876.80	\$ 7,424,560.00	\$ 9,503,436.80
2027	046-500465	Consultants	3950041	\$ -	\$ 9,836,236.80	\$ 9,836,236.80
2028	046-500465	Consultants	3950041	\$ -	\$ 9,836,236.80	\$ 9,836,236.80
2029	046-500465	Consultants	3950041	\$ -	\$ 2,681,244.80	\$ 2,681,244.80
		Sub Total		\$ 23,500,422.40	\$ 29,778,278.40	\$ 53,278,700.80

05-95-045-450010-61250000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, TRANSITIONAL ASSISTANCE, DIRECTOR'S OFFICE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	103-502507	Contracts for Operational Services	45101000	\$ -	\$ -	\$ -
		Sub Total		\$ -	\$ -	\$ -

05-95-94-940010-2465 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUND

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	103-502507	Contracts for Operational Services	Various	\$ 2,247,750.00	\$ -	\$ 2,247,750.00
2024	103-502507	Contracts for Operational Services	Various	\$ -	\$ -	\$ -
		Sub Total		\$ 2,247,750.00	\$ -	\$ 2,247,750.00

05-95-045-451010-79930000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES - DEA FIELD SVC

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	IT Consul-Non-Benefit	Various	\$ 362,673.00	\$ -	\$ 362,673.00
2024	046-500465	IT Consul-Non-Benefit	Various	\$ -	\$ -	\$ -
2025	102-500731	Contracts for Programs	Various	\$ -	\$ 234,470.00	\$ 234,470.00
		Sub Total		\$ 362,673.00	\$ 234,470.00	\$ 597,143.00

05-95-045-451010-72140000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES-DEHS, BUREAU OF FAMILY ASSIST-FIELD, NEW HEIGHTS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	IT Consul-Non-Benefit	45103000	\$ 674,325.00	\$ -	\$ 674,325.00
2024	046-500465	IT Consul-Non-Benefit	Various	\$ 3,279,470.00	\$ -	\$ 3,279,470.00
2025	046-500465	IT Consul-Non-Benefit	Various	\$ 349,752.00	\$ 1,155,248.00	\$ 1,505,000.00
2026	046-500465	IT Consul-Non-Benefit	Various	\$ -	\$ 3,716,001.96	\$ 3,716,001.96
2027	046-500465	IT Consul-Non-Benefit	Various	\$ -	\$ 3,884,680.16	\$ 3,884,680.16
		Sub Total		\$ 4,303,547.00	\$ 8,755,930.12	\$ 13,059,477.12

Fiscal Detail Sheet Amendment #2

05-95-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VII3 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 450,426.00	\$ -	\$ 450,426.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 450,426.00	\$ -	\$ 450,426.00

05-95-093-930030-93230000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VII9 BDS Direct Billing

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 1,000,000.00	\$ -	\$ 1,000,000.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 1,000,000.00	\$ -	\$ 1,000,000.00

05-95-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VII3 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 878,939.00	\$ -	\$ 878,939.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 878,939.00	\$ -	\$ 878,939.00

05-95-048-481030-93220000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, ELDERLY AND ADULT SVCS DIV, STATE OFFICE ADMIN, L21:1VII8-BEAS SYSTMS MODRNZTN (HB26 SFY22/23)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	48130705	\$ 6,792,640.00	\$ -	\$ 6,792,640.00
2024	034-500099	Major IT Systems	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 6,792,640.00	\$ -	\$ 6,792,640.00

05-95-042-421030-93160000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES DIV, DCYF (CCWIS), L21:1VII2-DCYF (CCWIS)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500161	Capital Projects	TBD	\$ 133,931.00	\$ -	\$ 133,931.00
2024	034-500161	Capital Projects	n/a	\$ -	\$ -	\$ -
		Sub Total		\$ 133,931.00	\$ -	\$ 133,931.00

05-95-42-421110-29780000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, CHILD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount

Fiscal Detail Sheet Amendment #2

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	074-500589	Grants for Pub Assist and Reii	42117814	\$ -	\$ -	\$ -
2024	074-500589	Grants for Pub Assist and Reii	42117814	\$ 292,227.00	\$ -	\$ 292,227.00
		Sub Total		\$ 292,227.00	\$ -	\$ 292,227.00

05-95-093-930010-26060000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, HCBS ENHANCED FMAP-ARP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	93009024	\$ -	\$ -	\$ -
2024	102-500731	Contracts for Program Services	93009024	\$ 4,908,938.00	\$ -	\$ 4,908,938.00
2025	102-500731	Contracts for Program Services	93009021	\$ -	\$ 1,300,000.00	\$ 1,300,000.00
		Sub Total		\$ 4,908,938.00	\$ 1,300,000.00	\$ 6,208,938.00

05-95-048-480030-0972000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTSS-ELDERLY&ADULT SVCS, STATE OFFICE ADMIN, 11-253:1-VIIL REPLAT OP APP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	48130706	\$ -	\$ -	\$ -
2024	034-500099	Major IT Systems	48130706	\$ 722,200.00	\$ -	\$ 722,200.00
		Sub Total		\$ 722,200.00	\$ -	\$ 722,200.00

05-95-047-470010-79370000, HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: DIVISION OF MEDICAID SERVICES: OFC OF MEDICAID SERVICES, MEDICAID ADMINISTRATION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	Various	\$ -	\$ -	\$ -
2024	102-500731	Contracts for Program Services	Various	\$ 862,335.00	\$ -	\$ 862,335.00
2025	102-500731	Contracts for Program Services	47000645	\$ 1,163,460.00	\$ 1,023,286.00	\$ 2,186,746.00
2026	102-500731	Contracts for Program Services		\$ -	\$ -	\$ -
		Sub Total		\$ 2,025,795.00	\$ 1,023,286.00	\$ 3,049,081.00

05-95-048-481010-89200000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS; HHS: DLTSS-ELDERLY & ADULT SVCS; GRANTS FOR SOCIAL SVC PROG; MONEY FOLLOWS THE PERSON

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	48108920	\$ 192,128.00	\$ -	\$ 192,128.00
		Sub Total		\$ 192,128.00	\$ -	\$ 192,128.00

05-95-093-930010-26060000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS; HHS: DLTSS-DIV OF DEVELOPMENTAL SERVICES; DEVELOPMENTAL SERVICES; HCBS ENHANCED FMAP - ARP

Fiscal Detail Sheet Amendment #2

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	93009020	\$ 340,548.00	\$ -	\$ 340,548.00
		Sub Total		\$ 340,548.00	\$ -	\$ 340,548.00

05-98-048-481010-28040000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTSS-ELDERLY&ADULT SVCS, GRANTS FOR SOCIAL SVC PROG, ELDER JUSTICE ARP GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	48130624	\$ -	\$ -	\$ -
2024	102-500731	Contracts for Program Services	48130624	\$ 841,758.00	\$ -	\$ 841,758.00
2025	102-500731	Contracts for Program Services	48130624	\$ -	\$ 246,796.00	\$ 246,796.00
		Sub Total		\$ 841,758.00	\$ 246,796.00	\$ 1,088,554.00

05-98-98-984010-49620000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: COMMISSIONER'S OFFICE: OFFICE OF INFORMATION SERVICES, OFFICE OF INFORMATION SERVICES

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	95440081	\$ -	\$ 250,000.00	\$ 250,000.00
		Sub Total		\$ -	\$ 250,000.00	\$ 250,000.00

Overall Total \$ 48,993,922.40 \$ 41,688,760.62 \$ 90,682,682.92

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
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Denis Goulet
Commissioner

June 7, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Information Technology (DoIT) on behalf of the Department of Health and Human Services, Division of Economic Stability, to enter into a **Sole Source** amendment to an existing contract, which was originally competitively bid, with Deloitte Consulting, LLP, (VC174776), New York, NY, by increasing the price limitation by \$3,162,611.00, from \$45,831,311.40 to \$48,993,922.40, to provide required enhancement services for New HEIGHTS, the Department of Health and Human Services' (DHHS) integrated eligibility system, with no change to the contract completion date of September 30, 2025, effective upon Governor and Council approval. Source of Funds: 90.35% Federal Funds. 9.65% General Funds.

The original contract was approved by Governor and Council on November 2, 2022, item #34, amended on March 22, 2023, item #38A, and most recently amended on August 23, 2023, item #44.

Funds are available in the following accounts for State Fiscal Years 2024 and 2025 and are anticipated to be available in State Fiscal Year 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified. Funding is contingent on Fiscal Committee and Governor and Executive Council approval of an amendment to extend accept and expend requests of multiple grant awards to be presented to Fiscal Committee at its June 20, 2024 meeting and to Governor and Council on this agenda.

See attached fiscal details.

EXPLANATION

This request is **Sole Source** because the Department is amending the scope of services and adding funding. The Contractor was originally selected through the State's standard procurement process, specifically by a Request for Proposal, and provides maintenance, operations, and enhancement services for the Department's integrated eligibility and enrollment system, known as New HEIGHTS, and the self-service portal known as NH EASY Gateway to Services system. These sophisticated case management systems are utilized by the Department to deliver comprehensive statewide services and to complete complex business functions in the fulfillment of its mission. The Contractor is uniquely qualified to provide the services required and identified in this request.

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 4

The purpose of this request is for the following enhancements:

- **CMS Report Changes for Providing Information on Pending Cases after 3 Months:** To provide CMS data on pending cases. Data can contain useful information as to why these cases were incomplete.
- **Federal "E-14" Authority Discontinuation:** To discontinue ex parte renewals to Medicaid recipients with an income under 100% of the Federal Poverty Level.
- **Changes to 120-Day Reconsideration:** To return to a 90-day reconsideration period (from 120 days during the Public Health Emergency) for clients to reinstate benefits without reapplying if compliance with certain requirements is met.
- **Streamlining Medicare Savings Program (MSP) Eligibility Determination and Enrollment - Phase 1:** To automatically enroll low-income individuals in Medicaid by using their social security information and the Low-Income Subsidy interface data.
- **Automate Ex Parte Renewals for Categorical Limits:** To automate the passive redetermination process using categorical limits and cascade the individual into the appropriate category of assistance.
- **Migrating Verified Current Income (VCI) Process out of Federal Data Service Hub (FDSH):** To migrate the automated verified current income system to a different vendor as the FDSH service is being discontinued by CMS.
- **Allowing Clients to Request Continuous Eligibility within 90 days of Closure:** To automate the process for redetermination of eligibility for Medicaid and permit Medicaid recipients to request continuous eligibility within 90 days of closure.
- **Continuous 12 Month Eligibility for Children:** To enhance the long-term Medicaid benefit to children for up to 12 months, after their guardians are no longer eligible.
- **Automate Closure at 60 days for Waiver Service due to fall to Rede:** To increase the time of automatic closure of long-term services and Medicaid eligibility from 30 days to 60 days if the Medicaid recipient does not respond to the redetermination notice.
- **Increase Enrollment In Medicare Savings Program (MSP):** To increase enrollment in MSP for recipients of Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), and Qualified Disabled and Working Individuals.
- **Medicaid Policy Changes-Third Party Liability (TPL):** To enforce the requirement that an optional targeted low-income child should not be covered under a group health plan or health insurance coverage, as stated in 42 C.F.R. 435.4.
- **COVID Ongoing Support:** To improve informed decision-making with additional reporting capabilities and accommodations for ad-hoc requests for data analysis.
- **Specified Low-Income Medicare Beneficiary (SLMB) 135/Medicaid Choice of Program:** To limit the ability to receive multiple subsidies. When individuals are Medicaid-eligible, they would not be able to receive both Medicaid and SLMB 135 (a sub-program within the Medicare Beneficiaries Savings Program).
- **Redetermination Tracking Dashboard Enhancements:** To enhance the Redetermination Tracking dashboard based on waiver types to track long-term care individuals and refresh the data weekly.
- **Money Follows the Person (MFP):** The program goal is to increase the use of home and

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3 of 4

community-based services (HCBS) rather than institutional LTSS and help improve the ability of state Medicaid programs to support transitions to the community. System changes that easily identify and pull data on enrolled MFP participants, as well as allow the ability to enroll and disenroll MFP participants help support that goal.

- **Long Term Care User Experience Assessment:** To perform an assessment of the NH EASY Long Term Care functionality to identify modes of improvement for recipients, Medicaid providers, Nursing Facilities and case managers.
- **Adult Protective Services (APS) Online Reporting:** To add online reporting functionality to NH EASY for the recipients and providers.
- **APS Contract Services Interface:** To import contract services information from the Options legacy platform to the New HEIGHTS APS system and provide dashboards and search processes for APSWs.
- **Static and Dynamic Scanning:** To meet the compliance requirement for security testing in the New HEIGHTS system.
- **Summer Electric Benefits Transfer (S-EBT) - School Year 2024:** To provide Summer EBT benefits to eligible children.
- **Tracking Verification Details:** To capture pending verification details and display this information to recipients, providers, Nursing Facilities and case managers to reduce unnecessary closures and minimize the time required to reopen these cases.

The New HEIGHTS system is the enrollment and eligibility determination and case management for the Department. The Department utilizes New HEIGHTS to consolidate and replace siloed legacy systems, automate manual tasks that support multiple caseloads, case management, reporting, system interfaces, and recipient and community stakeholder engagement through the NH EASY Gateway to Services self-service web portal, and to improve person- and family-centric care through enhanced interoperability.

New HEIGHTS supports approximately 800,000 daily transactions, with approximately 1,300 Department users for approximately 327,000 NH citizens who will be served between Governor and Executive Council approval of Amendment #3 through June 30, 2025.

The Department will monitor services by:

- Reviewing vendor reporting processes and systems for data integrity.
- Performing file reviews to ensure vendor compliance with state and federal laws and rules in the administration of the contract.
- Assessing vendor compliance with applicable contract objectives and requirements.

Should the Governor and Council not authorize this request, the Department will not be able to advance services that benefit families and individuals, particularly regarding medical assistance, and further will be at risk of non-compliance with the Center for Medicaid and Medicare Services requirements.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number #10.649, FAIN #TBD; Assistance Listing Number #93.778, FAIN #2405NH5ADM and Section 9817 of the American Rescue Plan Act of 2021 (ARP); Assistance Listing Number 10.561, FAIN #224NH403S2514; Assistance Listing Number #93.558, FAIN #2301NHTANF; Assistance Listing Number #93.575, FAIN# 2201NHCCDD, Assistance Listing Number #93.658, FAIN # 2401NHFOST; Assistance Listing

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
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Number #93.747, FAIN # 2101NHAPC6-00; Assistance Listing Number #93.791, FAIN #
1LICMS331877 and General Funds.

~~In the event that the Federal Funds become no longer available, additional General Funds
will not be requested to support this program.~~

Respectfully submitted,



Denis Goulet
Commissioner
Department of Information Technology



Lori A. Weaver
Commissioner
Department of Health and Human
Services

DoIT #2020-095C
DoIT RID # 53489

Fiscal Detail Sheet Amendment #3

01-03-03-030010-76950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT - IT FOR DHHS

100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.

State Fiscal Year	Class/Object	Description	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	Consultants	3950041	\$5,625,110.40	\$0.00	\$5,625,110.40
2024	046-500465	Consultants	3950041	\$7,762,227.20	\$0.00	\$7,762,227.20
2025	046-500465	Consultants	3950041	\$8,034,208.00	\$0.00	\$8,034,208.00
2026	046-500465	Consultants	3950041	\$2,078,876.80	\$0.00	\$2,078,876.80
		Sub Total		\$23,500,422.40	\$0.00	\$23,500,422.40

05-85-84-940010-2485 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUND

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	103-502507	Contracts for Operational Services	TBD	\$2,247,750.00	\$0.00	\$2,247,750.00
2024	103-502507	Contracts for Operational Services	TBD	\$0.00	\$0.00	\$0.00
		Sub Total		\$2,247,750.00	\$0.00	\$2,247,750.00

05-85-045-451010-78930000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES - DFA FIELD SVCS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	IT Consul-Non-Benefit	TBD	\$382,673.00	\$0.00	\$382,673.00
2024	046-500465	IT Consul-Non-Benefit	TBD	\$0.00	\$0.00	\$0.00
		Sub Total		\$382,673.00	\$0.00	\$382,673.00

05-85-045-451010-72140000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES-DEHS, BUREAU OF FAMILY ASSIST-FIELD, NEW HEIGHTS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	046-500465	IT Consul-Non-Benefit	45100000	\$874,325.00	\$0.00	\$874,325.00
2024	046-500465	IT Consul-Non-Benefit	TBD	\$3,279,470.00	\$0.00	\$3,279,470.00
2025	046-500465	IT Consul-Non-Benefit	TBD	\$0.00	\$349,752.00	\$349,752.00
		Sub Total		\$3,953,795.00	\$349,752.00	\$4,303,547.00

05-85-093-930030-83170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VH3 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$450,426.00	\$0.00	\$450,426.00
2024	034-500099	Major IT Systems	n/a	\$0.00	\$0.00	\$0.00
		Sub Total		\$450,426.00	\$0.00	\$450,426.00

05-85-093-930030-83230000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VH3 BDS Direct Billing

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$1,000,000.00	\$0.00	\$1,000,000.00
2024	034-500099	Major IT Systems	n/a	\$0.00	\$0.00	\$0.00
		Sub Total		\$1,000,000.00	\$0.00	\$1,000,000.00

05-85-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1VH3 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$878,939.00	\$0.00	\$878,939.00
2024	034-500099	Major IT Systems	n/a	\$0.00	\$0.00	\$0.00
		Sub Total		\$878,939.00	\$0.00	\$878,939.00

05-85-048-481030-93220000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, ELDERLY AND ADULT SVCS DIV, STATE OFFICE ADMIN, L21:1VH8-BEAS SVS TMS MODRNZTN (HB25 SFY22/23)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	48130705	\$8,792,840.00	\$0.00	\$8,792,840.00
2024	034-500099	Major IT Systems	n/a	\$0.00	\$0.00	\$0.00
		Sub Total		\$8,792,840.00	\$0.00	\$8,792,840.00

05-85-042-421030-93160000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES DIV, DCYP (CCWIS), L21:1VH2-DCYP (CCWIS)

Fiscal Detail Sheet Amendment #3

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500181	Capital Projects	TBD	\$133,931.00	\$0.00	\$133,931.00
2024	034-500181	Capital Projects	n/a	\$0.00	\$0.00	\$0.00
		Sub Total		\$133,931.00	\$0.00	\$133,931.00

05-65-42-421110-29780000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, CHILD DEVELOPMENT, CHILD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	074-500589	Grants for Pub Assist and Ref	42117814	\$0.00	\$0.00	\$0.00
2024	074-500589	Grants for Pub Assist and Ref	42117814	\$292,227.00	\$0.00	\$292,227.00
		Sub Total		\$292,227.00	\$0.00	\$292,227.00

05-65-093-930010-26080000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, HCBS ENHANCED FMAP-ARP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731		93009024	\$0.00	\$0.00	\$0.00
2024	102-500731		93009024	\$4,908,938.00	\$0.00	\$4,908,938.00
		Sub Total		\$4,908,938.00	\$0.00	\$4,908,938.00

05-65-048-480030-09720000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTSS-ELDERLY&ADULT SVCS, STATE OFFICE ADMIN, 11-253:1-VII-L REPLAT OP APP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500090	Major IT Systems	48130708	\$0.00	\$0.00	\$0.00
2024	034-500090	Major IT Systems	48130708	\$722,200.00	\$0.00	\$722,200.00
		Sub Total		\$722,200.00	\$0.00	\$722,200.00

05-65-047-470010-79370000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: DIVISION OF MEDICAID SERVICES: OFC OF MEDICAID SERVICES, MEDICAID ADMINISTRATION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	TBD	\$0.00	\$0.00	\$0.00
2024	102-500731	Contracts for Program Services	TBD	\$300,000.00	\$582,335.00	\$882,335.00
2025	102-500731	Contracts for Program Services	TBD	\$0.00	\$1,183,460.00	\$1,183,460.00
2026	102-500731	Contracts for Program Services	TBD	\$0.00	\$0.00	\$0.00
		Sub Total		\$300,000.00	\$1,725,795.00	\$2,025,795.00

05-65-048-481010-89200000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS; HHS: DLTSS-ELDERLY & ADULT SVCS; GRANTS FOR SOCIAL SVC PROG; MONEY FOLLOWS THE PERSON

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	48108920	\$0.00	\$192,128.00	\$192,128.00
		Sub Total		\$0.00	\$192,128.00	\$192,128.00

05-65-093-930010-26060000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS; HHS: DLTSS-DIV OF DEVELOPMENTAL SERVICES; DEVELOPMENTAL SERVICES; HCBS ENHANCED FMAP - ARP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2025	102-500731	Contracts for Program Services	93009020	\$0.00	\$340,548.00	\$340,548.00
		Sub Total		\$0.00	\$340,548.00	\$340,548.00

05-65-048-481010-26040000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTSS-ELDERLY&ADULT SVCS, GRANTS FOR SOCIAL SVC PROG, ELDER JUSTICE ARP GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	48130824	\$0.00	\$0.00	\$0.00
2024	102-500731	Contracts for Program Services	48130824	\$287,370.00	\$554,388.00	\$841,758.00
		Sub Total		\$287,370.00	\$554,388.00	\$841,758.00

Overall Total \$ 45,831,311.40 \$ 3,162,611.00 \$ 48,993,922.40

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
7 Hazen Dr., Concord, NH 03301
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Denis Goulet
Commissioner

August 8, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Contingent upon Governor and Council approval of the corresponding companion accept and expend request approved by Fiscal Committee on August 11, 2023 (FIS 23-246), authorize the Department of Information Technology (DoIT) on behalf of the Department of Health and Human Services, Division of Economic Stability, to enter into a Sole Source amendment to an existing contract with Deloitte Consulting, LLP, (VC174776), New York, NY, by increasing the price limitation by \$8,105,306.00, from \$37,726,005.40 to \$45,831,311.40, to provide required enhancement services for New HEIGHTS, the Department of Health and Human Services (DHHS) integrated eligibility system, in response to the end of the federal Medicaid Continuous Enrollment, Pandemic Electronic Benefits Transfer (EBT) and other DHHS initiatives with no change to the contract completion date of September 30, 2025, effective upon Governor and Council approval. Source of Funds: 87.61% Federal Funds, 6.94% General Funds, Other Funds: 5.45%.

The original contract was approved by Governor and Council on November 2, 2022, item #34 and most recently amended with Governor and Council approval on March 22, 2023, Item #38A.

Funds are available in the following accounts for State Fiscal Years 2024 and 2025, and are anticipated to be available in State Fiscal Year 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

This request is Sole Source because the Department is amending the scope of services and adding funding. The Contractor currently provides maintenance, operations, and enhancement services for the Department's New HEIGHTS integrated eligibility and enrollment system, and is therefore uniquely qualified to provide these additional enhancements needed to deliver comprehensive statewide services and complete complex business functions.

The purpose of this request is for the following enhancements:

- **Adult Protective Services Modernization – Human Centered Design**– The project aims to conduct fit/gap design sessions for the DHHS Adult Protective Services modernization, focusing on Human-Centered Design. The updates focus on improving operational efficiency, of benefit management services and a user-friendly digital experience for clients.

His Excellency, Governor Christopher T. Sununu
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- **Long-Term Supports and Services Enhancements for Medicaid Eligibility Assessment processing** – The project's objective is to automate the Long-Term Supports and Services processes that are currently performed manually, to gain greater efficiency and capacity.
- **Redetermination Tracking dashboard enhancements** – The project aims to expand the scope of Redetermination Tracking dashboard to include all Medicaid redetermination households, in addition to the currently tracked Public Health Emergency (PHE) protected cases. The dashboard will provide comprehensive tracking capabilities, including completed redeterminations, tracking closed case reasons, monitoring reopened cases during the reconsideration period, and Federally Facilitate Marketplace (FFM) referrals.
- **NH EASY Document Upload Changes** – This project aims to enhance the document upload process within the NH EASY self-service application and improve the customer experience. The objective is to enable citizens to upload documents in a manner that will streamline the verification process. The document taxonomy will be modified to align with examples of documents listed in a verification checklist sent to the client when DHHS is requesting verification documents.
- **Minimum Acceptable Risk Standards for Exchanges 2.2 Assessment** – This project is to perform an assessment of the New HEIGHTS system based on the security and privacy controls within Minimum Acceptable Risk Standards for Exchanges (MARS-E) 2.2 Assessment. Security and privacy documentation required for CMS compliance will be developed. Workshops will be conducted by the vendor with the application development teams and Department of Information Technology teams supporting the application infrastructure, and business stakeholders to understand current security capabilities and complete artifacts required for Authority to Connect (ATC) renewal by CMS. Based on the information collected through the workshops and documentation of the current state a Plan of Action and Milestone will be developed to align New HEIGHTS with the CMS requirements where the system's security and privacy capabilities can be enhanced.
- **Minimum Acceptable Risk Standards for Exchanges (MARS-E) 2.2 Self-assessment -1** – This effort will conduct the annual security assessment for Year one (1) of the new ATC along with drafting the Information Security Assessment Report and the Privacy impact assessment.
- **System of Care for Healthy Aging – Long Term Care Enhancements** – This project will streamline access to the Long Term Supports and Services system, ensuring that individuals have access to a wide range of supports and services delivered in a timely manner. The goal is also to reduce the cost of long-term care by expanding the availability of more affordable home and community-based services. Moreover, the project seeks to enhance and broaden access to these services while aligning with New Hampshire's state plan on aging, the federal Older Americans Act, Americans with Disabilities Act, and Medicaid law.
- **Child Care Scholarship Program changes** – This project aims to implement eligibility changes related to the New Hampshire Child Care Scholarship program.
- **Child Care Pandemic EBT School year 2022-2023** – The purpose of this project is to provide Pandemic electronic benefits transfer (EBT) benefits automatically for the children under the age 6 including newborns who were part of a SNAP household and receiving a benefit at any time between September 1st, 2022, and May 11, 2023.

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3 of 3.

- **Pandemic EBT Summer 2023 - School age** – The purpose of this project is to provide Summer Pandemic EBT (P-EBT) benefits to the children who were eligible for free or reduced-price school meals due to the pandemic. The activities include automatically issuing P-EBT benefits for known New HEIGHTS clients, supporting manual requests via NH EASY, processing benefits for this population, noticing clients, EBT-file submission and generating reports for financial reconciliation.

The New HEIGHTS system is the enrollment and eligibility determination and case management for the Department. The Department utilizes New HEIGHTS to consolidate and replace siloed legacy systems, automate manual tasks that support multiple caseloads, case management, reporting, system interfaces, and client and community stakeholder engagement through the NH EASY Gateway to Services self-service web portal, and to improve person- and family-centric care through enhanced interoperability.

New HEIGHTS supports approximately 800,000 daily transactions, with approximately 1,300 Department users for approximately 327,000 NH citizens who will be served between Governor and Executive Council approval of Amendment #2 through June 30, 2025.

The Department will monitor services by:

- Reviewing vendor reporting processes and systems for data integrity.
- Performing file reviews to ensure vendor compliance with state and federal laws and rules in the administration of the contract.
- Assessing vendor compliance with applicable contract objectives and requirements.

Should the Governor and Council not authorize this request, the Department will be non-compliant with Senate Bill 36, and House Bill 2.

Area served: Statewide.

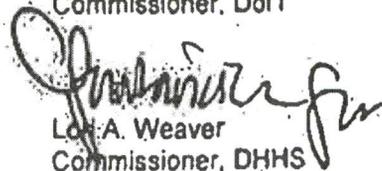
Source of Federal Funds: Assistance Listing Number #10.649, FAIN #TBD, Assistance Listing Number #93.778, FAIN #2201NHMEDICAID and Section 9817 of the American Rescue Plan Act of 2021 (ARP), Assistance Listing Number 93.575 FAIN # 2201NHCCDD, Assistance Listing Number #93.747, FAIN # 2101NHAPC6-00, Other Funds and General Funds.

In the event that the Federal or Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Denis Goulet
Commissioner, DoIT



Lori A. Weaver
Commissioner, DHHS

01-03-03-030010-79950000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOIT - IT FOR DHHS

100% Other (Agency Class 27) funds: The Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 65% Federal, 35% General.

State Fiscal Year	Class/Object	Description	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	048-500485	Consultants	3950041	\$ 5,625,110.40	\$	\$ 5,625,110.40
2024	048-500485	Consultants	3950041	\$ 7,762,227.20	\$	\$ 7,762,227.20
2023	048-500485	Consultants	3950041	\$ 8,034,208.00	\$	\$ 8,034,208.00
2024	048-500485	Consultants	3950041	\$ 2,078,878.80	\$	\$ 2,078,878.80
		Sub Total		\$ 23,500,422.40	\$	\$ 23,500,422.40

03-93-04-940010-2489 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, ARPA DHHS FISCAL RECOVERY FUND

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	103-507507	Contracts for Operational Services	TBD	\$ 2,247,750.00	\$	\$ 2,247,750.00
2024	103-507507	Contracts for Operational Services	TBD	\$	\$	\$
		Sub Total		\$ 2,247,750.00	\$	\$ 2,247,750.00

05-93-045-481010-79930000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: TRANSITIONAL ASSISTANCE, DIVISION OF CLIENT SERVICES - DFA FIELD SVCS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	048-500485	IT Consult-Non-Benefit	TBD	\$ 382,873.00	\$	\$ 382,873.00
2024	048-500485	IT Consult-Non-Benefit	TBD	\$	\$	\$
		Sub Total		\$ 382,873.00	\$	\$ 382,873.00

05-93-045-451010-72140000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES-DEHS, BUREAU OF FAMILY ASSIST-FIELD, NEW HEIGHTS

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	048-500485	IT Consult-Non-Benefit	45103000	\$ 874,325.00	\$	\$ 874,325.00
2024	048-500485	IT Consult-Non-Benefit	TBD	\$ 1,684,898.00	\$ 1,594,571.00	\$ 3,279,470.00
		Sub Total		\$ 2,359,224.00	\$ 1,594,571.00	\$ 3,853,795.00

05-93-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1V03 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 450,428.00	\$	\$ 450,428.00
2024	034-500099	Major IT Systems	n/a	\$	\$	\$
		Sub Total		\$ 450,428.00	\$	\$ 450,428.00

05-93-093-930030-93230000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1V03 BDS Direct Billing

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 1,000,000.00	\$	\$ 1,000,000.00
2024	034-500099	Major IT Systems	n/a	\$	\$	\$
		Sub Total		\$ 1,000,000.00	\$	\$ 1,000,000.00

05-93-093-930030-93170000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, L21:1V03 DEVELOPMENTAL IT REMED

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	93130707	\$ 878,939.00	\$	\$ 878,939.00
2024	034-500099	Major IT Systems	n/a	\$	\$	\$
		Sub Total		\$ 878,939.00	\$	\$ 878,939.00

05-93-048-481030-93220000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, ELDERLY AND ADULT SVCS DIV, STATE OFFICE ADMIN, L21:1V03-BEAS SYSTEMS MOORNZTN (HB23 SFY22/23)

Fiscal Detail Sheet Amendment #2

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	48130705	\$ 6,792,840.00		\$ 6,792,840.00
2024	034-500099	Major IT Systems	NA	\$	\$	\$
		Sub Total		\$ 6,792,840.00	\$	\$ 6,792,840.00

05-95-047-421030-83160000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES DIV, DCYF (CCWS), L21: 1VU2-DCYF (CCWS)

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500181	Capital Projects	TBD	\$ 133,931.00		\$ 133,931.00
2024	034-500181	Capital Projects	NA	\$	\$	\$
		Sub Total		\$ 133,931.00	\$	\$ 133,931.00

05-95-42-421110-29780000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: HUMAN SERVICES, CHLD DEVELOPMENT, CHLD CARE DVLP-QUALITY ASSURE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	074-500589	Grants for Pub Assst and Rel	42117814	\$		\$
2024	074-500589	Grants for Pub Assst and Rel	42117814	\$	\$ 292,227.00	\$ 292,227.00
		Sub Total		\$	\$ 292,227.00	\$ 292,227.00

06-98-093-830010-28060000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, HCBS ENHANCED FMAP-ARP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731		83009024	\$		\$
2024	102-500731		83009024	\$	\$ 4,908,938.00	\$ 4,908,938.00
		Sub Total		\$	\$ 4,908,938.00	\$ 4,908,938.00

05-95-048-480030-09720000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTS-ELDERLY&ADULT SVCS, STATE OFFICE ADMIN, 11-253:1:VD-L REPLAT OP APP

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	034-500099	Major IT Systems	48130706	\$		\$
2024	034-500099	Major IT Systems	48130706	\$	\$ 722,200.00	\$ 722,200.00
		Sub Total		\$	\$ 722,200.00	\$ 722,200.00

05-95-47-470010-7837, HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS: DIVISION OF MEDICAID SERVICES: OFC OF MEDICAID SERVICES, MEDICAID ADMINISTRATION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	TBD	\$		\$
2024	102-500731	Contracts for Program Services	TBD	\$	\$ 300,000.00	\$ 300,000.00
		Sub Total		\$	\$ 300,000.00	\$ 300,000.00

05-95-048-481010-28040000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DLTS-ELDERLY&ADULT SVCS, GRANTS FOR SOCIAL SVC PROG, ELDER JUSTICE ARP GRANT

State Fiscal Year	Class / Account	Class Title	Job Number	Current Amount	Increase (Decrease)	Revised Amount
2023	102-500731	Contracts for Program Services	48130624	\$		\$
2024	102-500731	Contracts for Program Services	48130624	\$	\$ 287,370.00	\$ 287,370.00
		Sub Total		\$	\$ 287,370.00	\$ 287,370.00

Overall Total	\$ 37,728,005.40	\$ 8,105,308.00	\$ 45,831,311.40
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STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doiit

Denis Goulet
Commissioner

August 9, 2023

Lori Weaver, Commissioner
Department of Health and Human Services
State of New Hampshire
95 Pleasant Street
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Deloitte Consulting, LLP, as described below and referenced as DoIT No. 2020-095B.

The purpose of this request is to provide required enhancement services for New HEIGHTS, the Department of Health and Humans Services (DHHS) integrated eligibility system, in response to the end of the federal Medicaid Continuous Enrollment, Pandemic Electronic Benefits Transfer (EBT), and other DHHS initiatives.

The Total Price Limitation will increase by \$8,105,306.00, for a New Total Price Limitation of \$45,831,311.40, effective upon Governor and Council approval with no change to the completion date of September 30, 2025.

A copy of this letter must accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2020-095B

cc: Mike Williams, IT Manager

MAR08'23 PM 1:23 RCVD

ARC MLC

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
7 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doit

Denis Goulet
Commissioner

March 6, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services, Division of Economic Stability, to enter into a **Sole Source** amendment to an existing contract with Deloitte Consulting, LLP, (VC174778), New York, NY which was originally competitively bid, to provide required enhancement services for New HEIGHTS, the Department's integrated eligibility system, in response to the end of the federal Medicaid Continuous Enrollment and as further described below, to build off the existing infrastructure for greater system efficiencies, by increasing the price limitation by \$14,225,583 from \$23,500,422.40 to \$37,726,005.40 with no change to the contract completion date of September 30, 2025, effective April 1, 2023, or upon Governor and Council approval, whichever is later. 92.53% Federal Funds. 7.47% General Funds.

The original contract was approved by Governor and Council on November 2, 2022, Item #34.

Funds are available in the following accounts for State Fiscal Year 2023, and are anticipated to be available in State Fiscal Years 2024, 2025 and 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached fiscal details.

EXPLANATION

This request is **Sole Source** because the Department is increasing the price limitation by more than 10% of the original contract. The original contract was a result of a competitive bid. The Contractor currently provides maintenance, operations, and enhancement services for the Department's New HEIGHTS integrated eligibility and enrollment system, and is therefore uniquely qualified to provide these additional enhancements needed to deliver comprehensive statewide services and complete complex business functions.

The purpose of this amendment is for the following enhancements:

- **Process and Technology Improvement Grant (PTIG)** – 100% Federally-funded scope to enable DHHS to increase the digital accessibility and adoption among SNAP applicants and clients by understanding the barriers and enablers to identify the targeted population, and designing a tailored outreach to remove those barriers and reach more residents using digital channels. This effort supports the continued transition to digital

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 3

self-services by applicants and clients, improving benefits accessibility while reducing DHHS administrative workload through automation.

- **Appeal and Fair Hearing Management** – To design and implement a digital solution to manage Appeals and Fair Hearings for the Bureau of Family Assistance (BFA) processes and coordination with the Administrative Appeals Unit. This project is necessary to mitigate increased workload of an anticipated increase of appeals, and increase staff capacity and efficiency after the end of Medicaid continuous enrollment.
- **Adult Protective Services (APS) Modernization** – To extend the eligibility and enrollment system changes made for the Division of Long Term Supports and Services (LTSS) to include Adult Protective Services (APS) eligibility, intake, investigation, case, and service management in New HEIGHTS and NH EASY to provide end-to-end visibility. The current system technology has reached its end-of-life. This project mitigates that exposure while streamlining processes by integrating APS with existing long term care case management functions already in New HEIGHTS for an overlapping population of constituents.
- **Medicaid Waiver Support** – To integrate Early Supports and Services (ESS), Disability Determination/Acquired Brain Disorder (DD/ABD) Rate Changes and Conversion, Designated Area Agency Delivery System (DAADS) Payment Maintenance, and other defined changes required to support the Choices For Independence (CFI) waiver program. This project is required to support the CFI waiver program evolution providing improved access to services for DD/ABD beneficiaries.
- **Medicaid Continuous Enrollment** – To make system modifications to accommodate necessary reporting and functionality to meet Center for Medicaid and Medicare Services (CMS) requirements during the Medicaid Continuous Enrollment, and in preparation for the end of the federal Public Health Emergency and Continuous Enrollment and the required "unwind" period. The scope also includes supporting defined activities to help caseworkers and clients with necessary functions related to the end of Medicaid Continuous Enrollment.
- **Eligibility Changes for TANF Category** – To design and develop system modifications related to TANF eligibility, which is in the process of being expanded to include non-relative caregivers (court appointed guardians).
- **Summer P-EBT** – To support system changes to distribute the Pandemic EBT (P-EBT) benefits for the summer months supporting the 100% federally funded P-EBT benefit.
- **Bridges Imaging Support** – To provide maintenance and enhancement support for the mission critical DCYF Bridge Imaging applications initially implemented by the vendor and currently unsupported.
- **Call Center Enhancements** – To migrate the call center solution to the cloud and configure the IVR flows based on DHHS needs. The current call center and IVR solution has reached end-of-life and will no longer be supported by Cisco without an upgrade. This project is required to sustain call center and IVR functionality.

DHHS utilizes New HEIGHTS to consolidate and replace siloed legacy systems, automate manual tasks that support multiple caseloads, case management, reporting, and system interfaces, and client engagement and community stakeholder engagement through the NH EASY Gateway to Services self-service web portal, and improve person- and family-centric care through enhanced interoperability.

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His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3 of 3

New HEIGHTS supports approximately 800,000 daily transactions, with approximately 1,300 Department users for approximately 327,000 NH citizens who will be served between Governor and Executive Council approval of Amendment #1 through June 30, 2025.

The Department will monitor services by:

- Reviewing vendor reporting processes and systems for data integrity.
- Performing file reviews to ensure vendor compliance with state and federal laws and rules in the administration of the contract.
- Assessing vendor compliance with applicable contract objectives and requirements.

Should the Governor and Council not authorize this request, the Department will be unable to fulfill its mission to the citizens of New Hampshire, as it will not be compliant with State and Federal mandates, and will be unable to provide some of these services due to APS, Medicaid Waiver and Call Center systems end-of-life expiration. Area served: Statewide.

Source of Federal Funds: Assistance Listing Number, formerly CFDA #94.558, FAIN #2201NHTANF; formerly CFDA #10.649, FAIN #234NH453S9007; formerly CFDA #10.58, FAIN #228NH300S6031; formerly CFDA #93.778, FAIN #2201NHMEDICAID; formerly CFDA #93.858, FAIN #2201NHFOST, GOFERR ARPA Funds and General Funds.

In the event that the Federal Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Denis Goulet
Commissioner
Department of Information Technology



Lori A. Weaver
Interim Commissioner

Report Detail from Subcontract #3

01-03-02-0201-11590000 DEPARTMENT OF INFORMATION TECHNOLOGY, DOT - IT FOR BUREAU

NOTE: Other (Agency Class ID) funds are Agency Class ID's used by the Department of Health and Human Services in reference to the DOT's Federal, 1998 General.

Item / Year	Class / Account	Description	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	01-03-0201	Computations	200001	1,079,176.00		1,079,176.00
2004	01-03-0201	Computations	200001	1,793,271.29		1,793,271.29
2003	01-03-0201	Computations	200001	1,079,176.00		1,079,176.00
2004	01-03-0201	Computations	200001	1,793,271.29		1,793,271.29
		Sub Total		3,872,614.58		3,872,614.58

00-05-04-0001-1001 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: NEW HAMPSHIRE HOSPITAL, ANNA BROWN FISCAL RECOVERY FUND

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Contract for Operational Services	780	3,217,750.00		3,217,750.00
2004	00-05-0401	Contract for Operational Services	780	0		0
		Sub Total		3,217,750.00		3,217,750.00

00-05-04-0001-1002 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: TRANSITIONAL ASSISTANCE DIVISION OF CLIENT SERVICES - OF A FELD SVCS

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Contract for Programs	780	204,673.00		204,673.00
2004	00-05-0401	Contract for Programs	780	0		0
		Sub Total		204,673.00		204,673.00

00-05-04-0001-1003 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: TRANSITIONAL ASSISTANCE DIVISION OF CLIENT SERVICES - OF A FELD SVCS

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	IT Consultation-Search	780	136,020.00		136,020.00
2004	00-05-0401	IT Consultation-Search	780	0		0
		Sub Total		136,020.00		136,020.00

00-05-04-0001-1004 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES-DHS, BUREAU OF FAMILY ASBEST (FELAS, NEW HOSPITAL)

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	IT Consultation-Search	0100000	674,721.00		674,721.00
2004	00-05-0401	IT Consultation-Search	780	1,000,000.00		1,000,000.00
		Sub Total		1,674,721.00		1,674,721.00

00-05-04-0001-1005 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, LH:1100 DEVELOPMENTAL, R RUMED

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Major IT Systems	0110000	470,000.00		470,000.00
2004	00-05-0401	Major IT Systems	000	0		0
		Sub Total		470,000.00		470,000.00

00-05-04-0001-1006 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, LH:1100 B08 D08 D08 B08

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Major IT Systems	0110000	1,000,000.00		1,000,000.00
2004	00-05-0401	Major IT Systems	000	0		0
		Sub Total		1,000,000.00		1,000,000.00

00-05-04-0001-1007 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, DEVELOPMENTAL SVCS DIV, DIV OF DEVELOPMENTAL SERVICES, LH:1100 DEVELOPMENTAL, R RUMED

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Major IT Systems	0110000	170,000.00		170,000.00
2004	00-05-0401	Major IT Systems	000	0		0
		Sub Total		170,000.00		170,000.00

00-05-04-0001-1008 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, ELDERLY AND ADULT SVCS DIV, STATE OFFICE (ADSL), LH:1100-0040 EYE/HD WORKS/TA (HESS SVCS)02

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Major IT Systems	0110000	8,771,648.00		8,771,648.00
2004	00-05-0401	Major IT Systems	000	0		0
		Sub Total		8,771,648.00		8,771,648.00

00-05-04-0001-1009 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: HUMAN SERVICES DIV, DIVY (COWS), LH:1100 OCTY (COWS)

Item / Year	Class / Account	Class Title	Job Number	Current Amount	Progress (Overruns)	Revised Amount
2003	00-05-0401	Capital Expend	780	133,911.00		133,911.00
2004	00-05-0401	Capital Expend	780	0		0
		Sub Total		133,911.00		133,911.00

Subtotal: 3,872,614.58 1,674,721.00 1,000,000.00 1,793,271.29

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**STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301
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www.nh.gov/doit

Denis Goulet
Commissioner

March 7, 2023

Lori Weaver, Commissioner
Department of Health and Human Services
State of New Hampshire
95 Pleasant Street,
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Deloitte Consulting, LLC, as described below and referenced as DoIT No. 2020-095A.

The purpose of this request is for continued maintenance and to build off the existing New HEIGHTS infrastructure for greater system efficiencies.

The Total Price Limitation will increase by \$14,225,583 for a new Total Price Limitation of \$37,726,005.40, effective upon Governor and Council approval from April 1, 2023 with no change to the contract end date of September 30, 2025.

A copy of this letter must accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2020-095A
RID #53489

cc: Mike Williams, IT Manager

OCT 20 '22 PM 4:00 RGVD

MLC
ABC

34



Denis Goulet
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY
7 Hazen Dr., Concord, NH 03301
Fax: 603-271-3516 TDD Access: 1-800-735-7964
www.nh.gov/doit

October 20, 2022

His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Information Technology (DoIT), on behalf of the Department of Health and Human Services (DHHS), Division of Economic and Housing Stability, to enter into a Retroactive contract with Deloitte Consulting, LLP., (VC174776), Boston, MA, in the amount of \$23,500,422.40 to provide maintenance, operations and enhancement services for DHHS's integrated eligibility system known as New HEIOHTS and the associated self-service portal known as NH EASY Gateway to Services with the option to renew for up to three (3) three (3) year terms, effective retroactive to September 30, 2022, upon Governor and Executive Council approval through September 30, 2025.

100% Other (Agency Class 27) funds: the Agency Class 027 used by the Department of Health and Human Services to reimburse DoIT is 57% Federal, 43% General.

Funds are available in the following account for State Fiscal Year 2023 are anticipated to be available in State Fiscal Year 2024 through 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

CAT#-DEPT#-AGENCY#-ACTIVITY#- ACCOUNTING UNIT #- DEPT NAME- AGENCY NAME -ACCOUNTING UNIT NAME CLASS-OBJECT - DESC	Activity Code	FY 23	FY 24	FY 25	FY 26	Total
01-030-030010-76950000 DoIT- IT for DHHS 046-500465 IT Consul-Non Benefi	03950041	\$5,625,110.40	\$7,762,227.20	\$8,034,208.00	\$2,079,876.80	\$23,500,422.40

EXPLANATION

This request is Retroactive because the fully executed contract documents took longer to develop than the original established timeline had indicated. The complexity of the contract, federal review requirements and staff attrition all contributed to the delay in presenting at an earlier Governor and Executive Council meeting.

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His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council
Page 2

The purpose of this request is to provide necessary maintenance to New HEIGHTS, the enterprise case management system for DHHS, which supports extensive and complex business functions. As such, ongoing maintenance and operations of New HEIGHTS is essential to the provision of services to New Hampshire citizens and the fulfillment of the mission of DHHS, as well as mandates based on State and Federal requirements.

DHHS utilizes New HEIGHTS to consolidate and replace siloed legacy systems, automate manual tasks that support multiple caseloads, case management, reporting, and system interfaces, and client engagement and community stakeholder engagement through the NH EASY Gateway to Services self-service web portal, and improve person- and family-centric care through enhanced interoperability.

DHHS will monitor services by:

- Reviewing vendor reporting processes and systems for data integrity.
- Performing file reviews to ensure vendor compliance with state and federal laws and rules in the administration of the contract.
- Assessing vendor compliance with applicable contract objectives and requirements.

DHHS selected the Contractor through a competitive bid process using a Request for Proposal (RFP) that was posted on the DHHS's website from September 17, 2021 through December 30, 2021. DHHS received one (1) response that was reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Part 3, Exhibit A, Special Provisions, Section A.1, Contract Term, Subsection 3.3., of the attached agreement, the parties have the option to extend the agreement for up to three (3) terms of three (3) additional years each, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and Governor and Council approval.

Should the Governor and Council not authorize this request, services to New Hampshire citizens and the fulfillment of the mission of DHHS, as well as mandates based on State and Federal requirements will not be upheld.

Respectfully Submitted,



Denis Goulet
Commissioner
Department of Information Technology



Lori A. Shibette
Commissioner
Department of Health and Human Services

DoIT #2020-095
RID: 53489

cc: Michael Williams, DoIT IT Manager for DHHS



Denis Goulet
Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
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www.nh.gov/doit

October 20, 2022

Lori A. Shibiarte, Commissioner
Department of Health and Human Services
State of New Hampshire
129 Pleasant Street
Concord, NH 03301

Dear Commissioner Shibiarte:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request for DoIT, on behalf of the Department of Health and Human Services, to enter into a Retroactive contract with Deloitte Consulting, LLP., Boston, MA, as described below and referenced as DoIT 2020-095.

The purpose of this contract is for Deloitte Consulting to provide ongoing maintenance and support to New HEIGHTS, the enterprise case management system for DHHS, which supports extensive and complex business functions. Ongoing maintenance and operations of New HEIGHTS is essential to the provision of services to New Hampshire citizens and the fulfillment of the mission of DHHS, as well as mandates based on State and Federal requirements.

The price limitation for this contract is \$23,500,422.40 and shall become effective retroactive to September 30, 2022, upon Governor and Executive Council approval through September 30, 2025.

A copy of this letter will accompany the Department of Information Technology's submission to the Governor for approval.

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet".

Denis Goulet

DG/k
DoIT #2020-095
cc: Mike Williams, IT Manager, DoIT