



together toward tomorrow

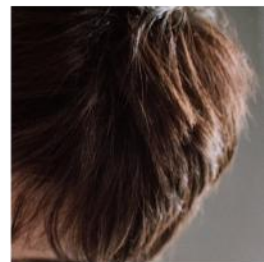
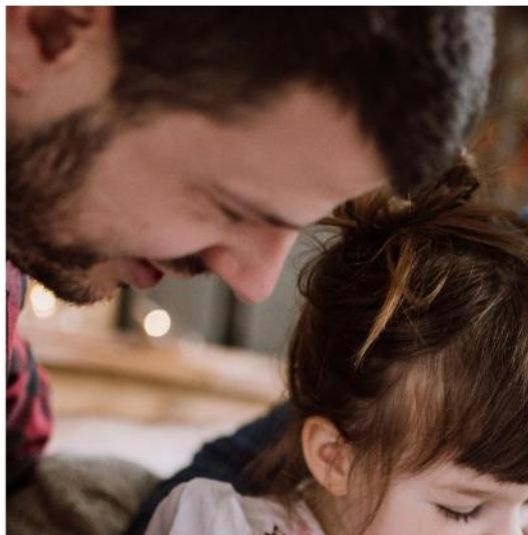
B2 Method of Approach

State of Arizona

Arizona Health Care Cost
Containment System
(AHCCCS) AI Call Center
Integration

Task Order YH26-0031

January 08, 2026



B2.1 Proposed Management Methodology and Approach [5.7.1]

Proposed initiative management methodology and approach to fulfill the requirements of this initiative.

The secret to great design is our lived experience.

The best trailblazers apply thoughtful decision-making, as today's choices shape future outcomes. We will employ the discipline of traditional governance with project execution, balancing predictability with responsiveness. Clear roles, responsibilities, and communication channels are established to maintain accountability. This includes integrated leadership across project governance, architecture, requirements, build, testing, and environment management.

Through consistent engagement, predictable release cycles, and quality controls, our approach provides a well-governed implementation, providing AHCCCS with visibility, accountability, and a dependable path to transform today's call center operations and achieve your goals.

Our management approach

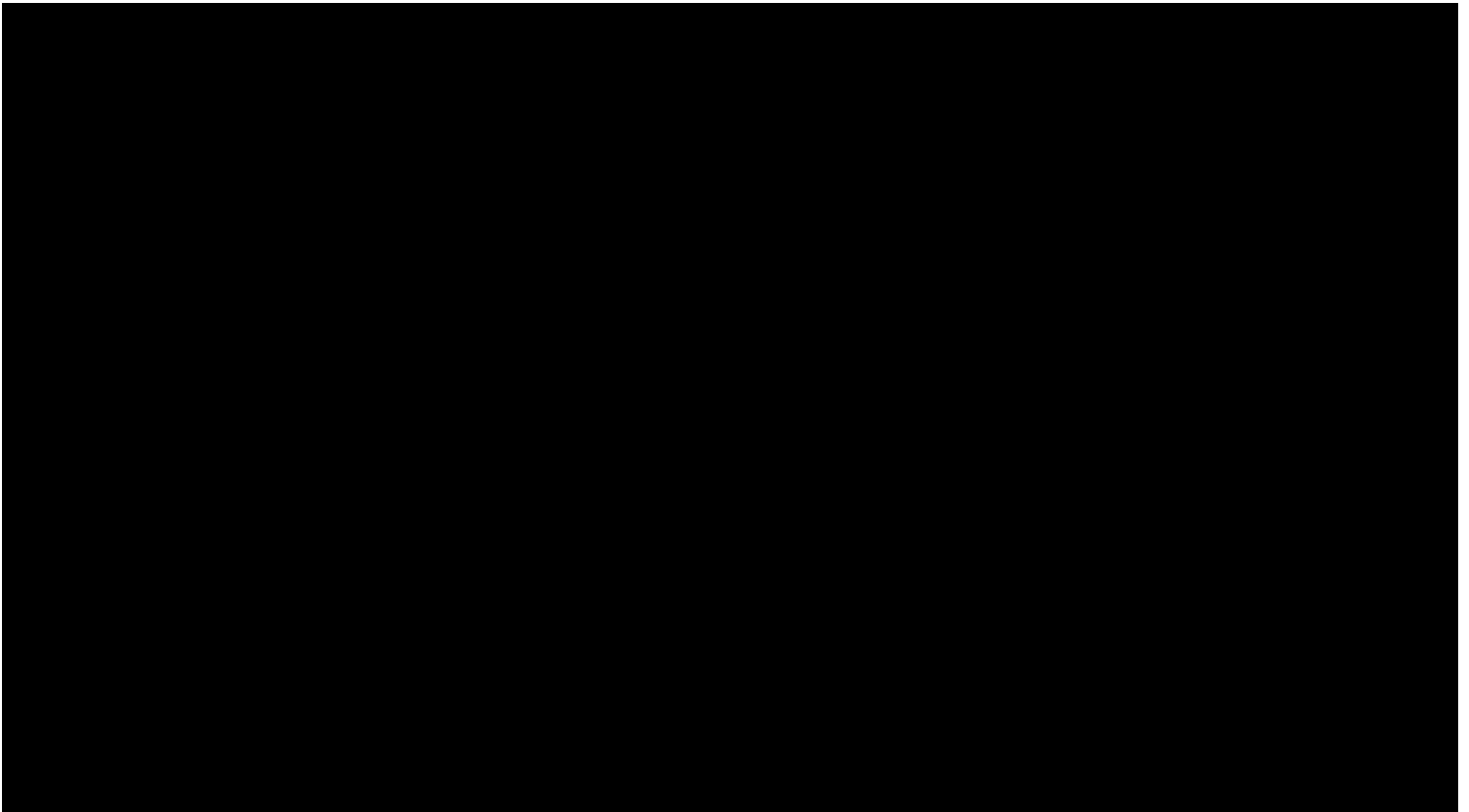
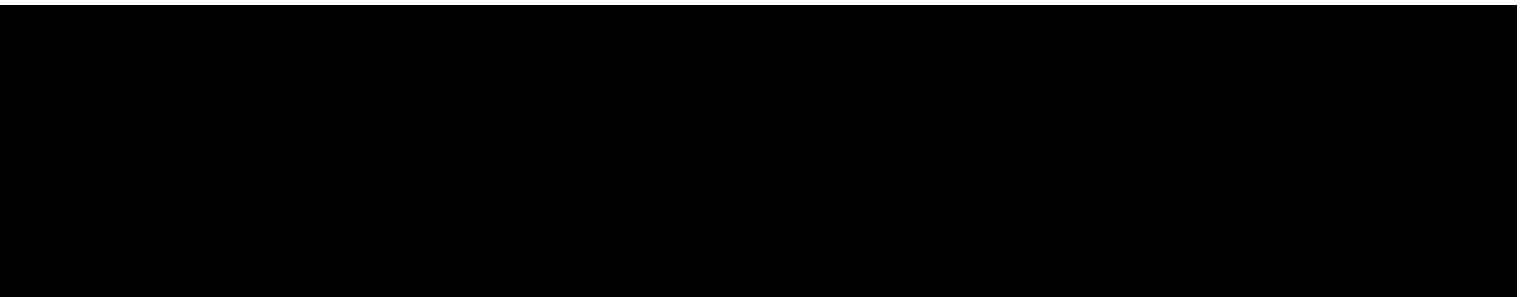


Figure 1. The proposed ADM methodology has six defined steps to guide consistent delivery.



[REDACTED]

We're building solutions to create a sense of interconnectedness, where foresight replaces reaction, and capacity expands without sacrificing control. A collaborative approach leverages our extensive knowledge of each other. We understand the risks, the compromises, the workarounds, and the desire to drive innovation and modularity. This partnership balances today's needs with tomorrow's opportunities. Building on the existing relationship, collaboration with AHCCCS and stakeholders will shape a DDI strategy for success. [REDACTED]

[REDACTED]

[REDACTED]

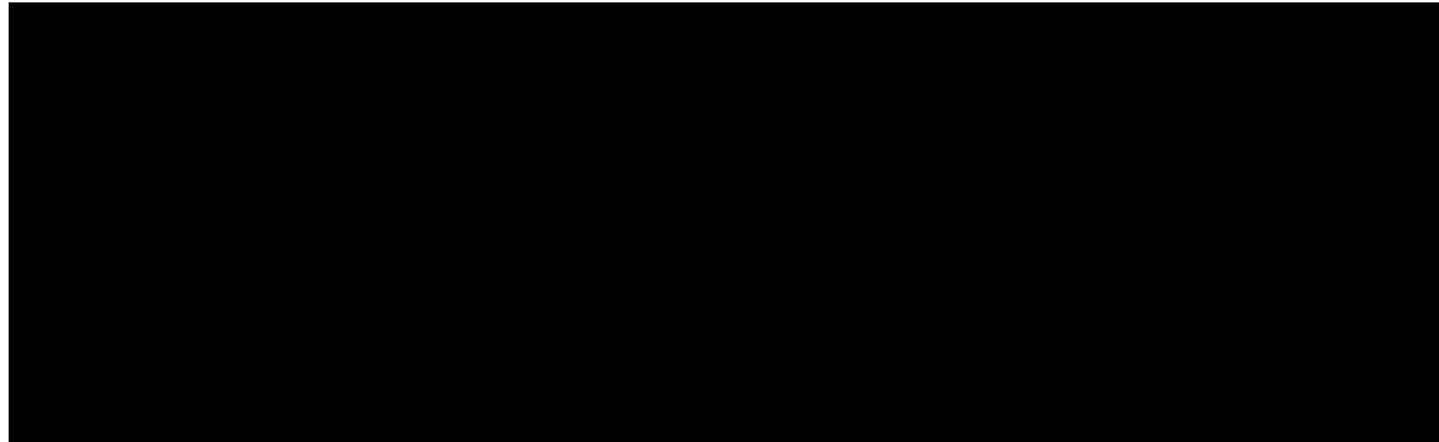
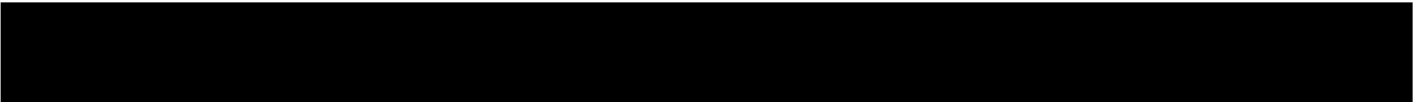
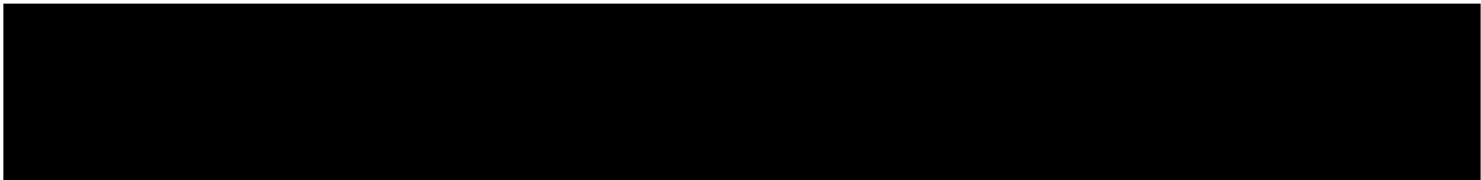
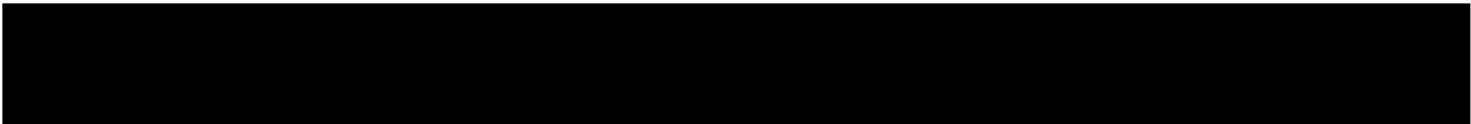


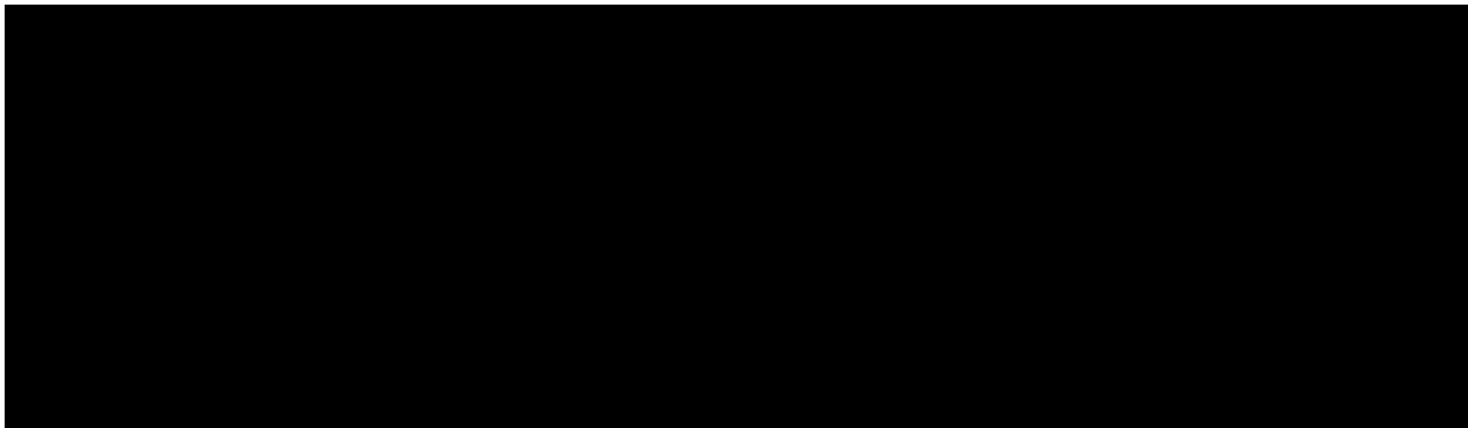
Figure 2. A detailed deliverable tracker governs a consistent process for developing, reviewing, and approving DEDs.



AHCCCS has invested significant effort in defining a comprehensive list of deliverables that serve as critical pillars for this DDI project, and we fully align with that vision. [REDACTED]



This approach emphasizes proactive alignment so there are no surprises. [REDACTED]:



Change process



Table 1. Changes are only valid when written down and signed by both authorized representatives.

A disciplined and transparent approach supports traceable, value-led scope decisions, protecting the program from avoidable cost, scheduling, and operational risks. [REDACTED]

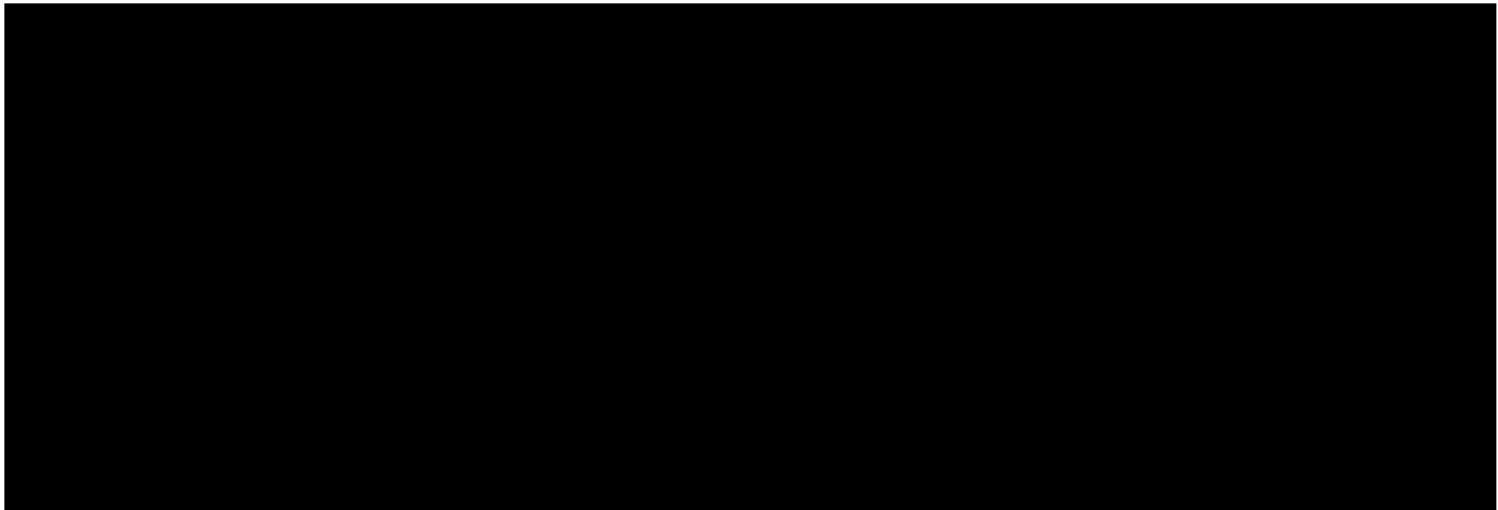
Ongoing service delivery: Dependability without the strain. Steady state means agents focus on customers, not on navigating their tools. Support continues, so the system continues to earn trust. [REDACTED]

Governance

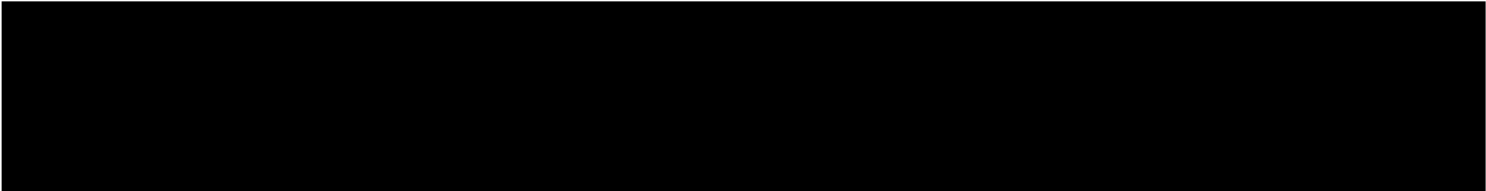
With the right guidance, even the most complex journey becomes clear and secure. [REDACTED]



Figure 3. Tailored governance delivers streamlined meetings and clear communication across all tracks and levels.



Pathway to Success

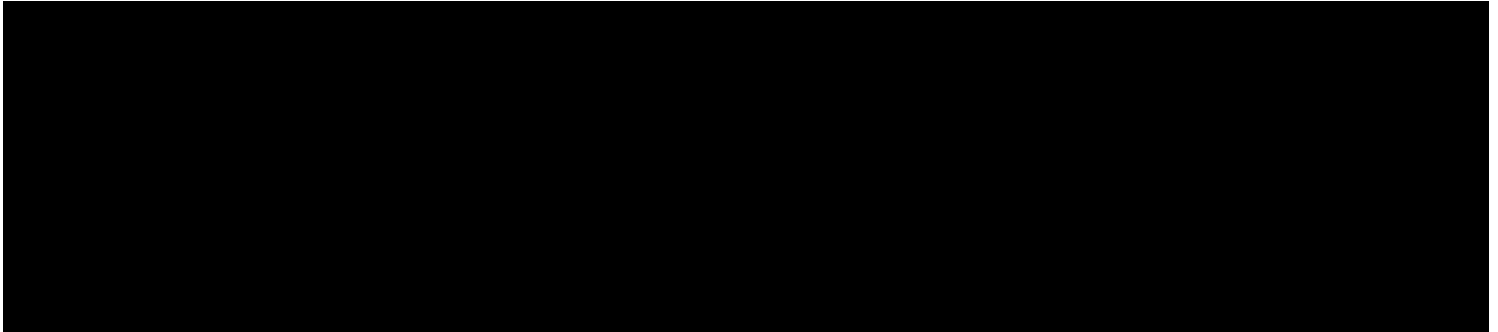


B2.2 High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix [5.7.2]

High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix.

Progress without the panic.

Today's fragmented service experience forces agents to navigate disconnected systems for voice, digital channels, and casework, resulting in lost context, slower resolutions, and increased frustration.



How we will implement your requirements

The trail is only as good as the first team to walk it. A careful release verifies agents arrive at a cleared path, not a construction zone.

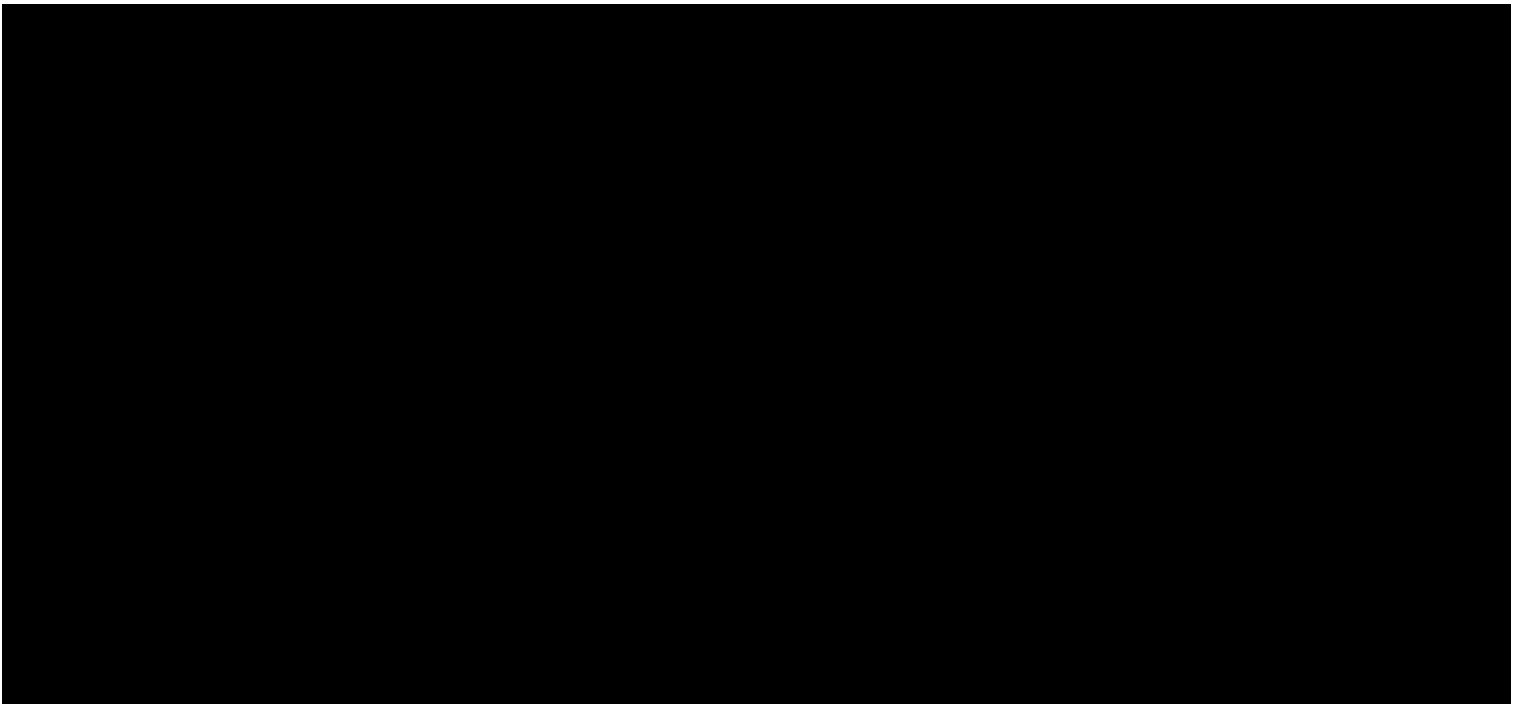
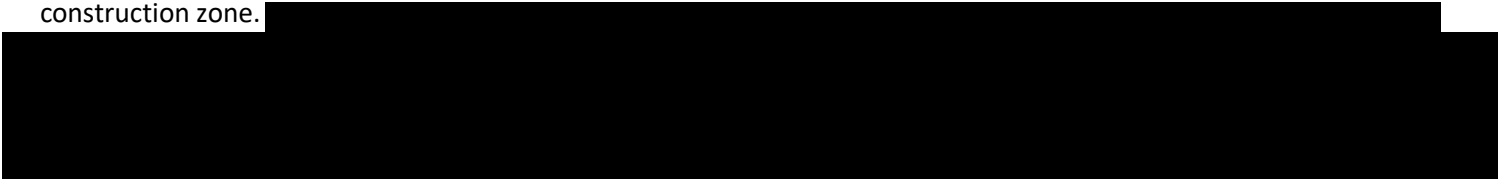
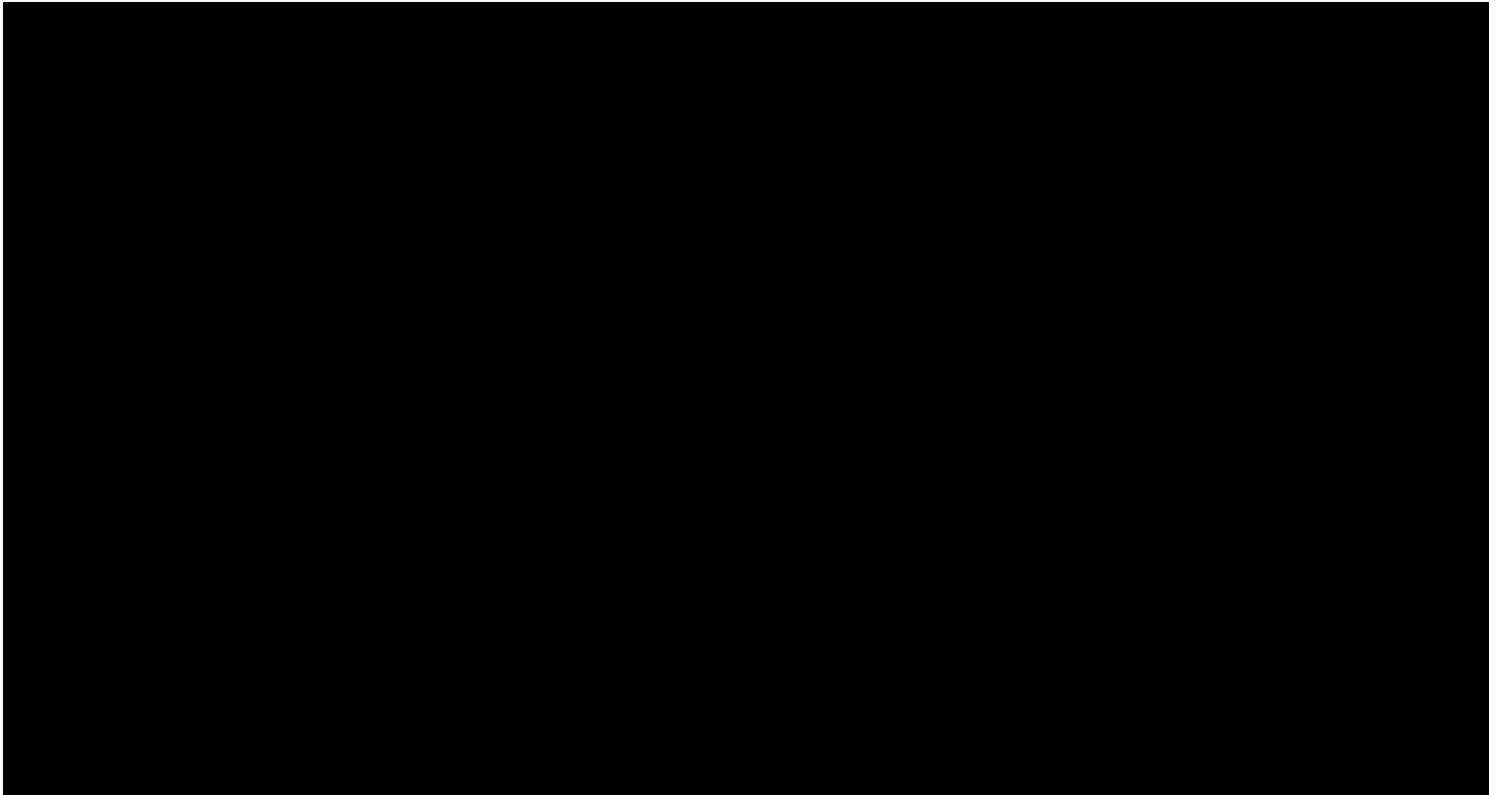


Table 2. We will address the AI Call Center requirements in the workstreams described throughout this section.



Knowledge management



Genesys-ServiceNow integration

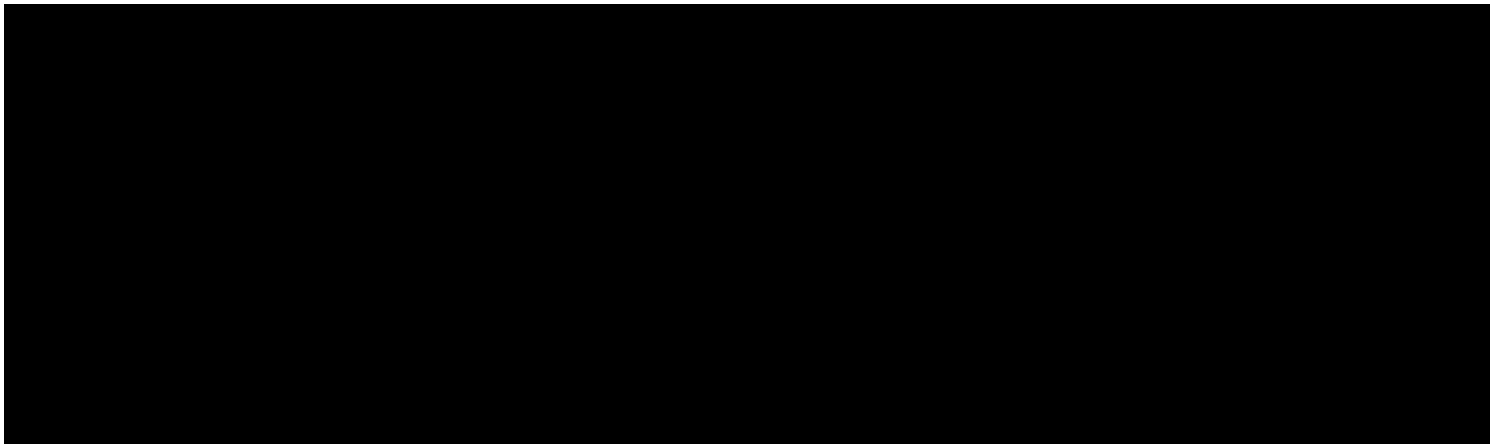
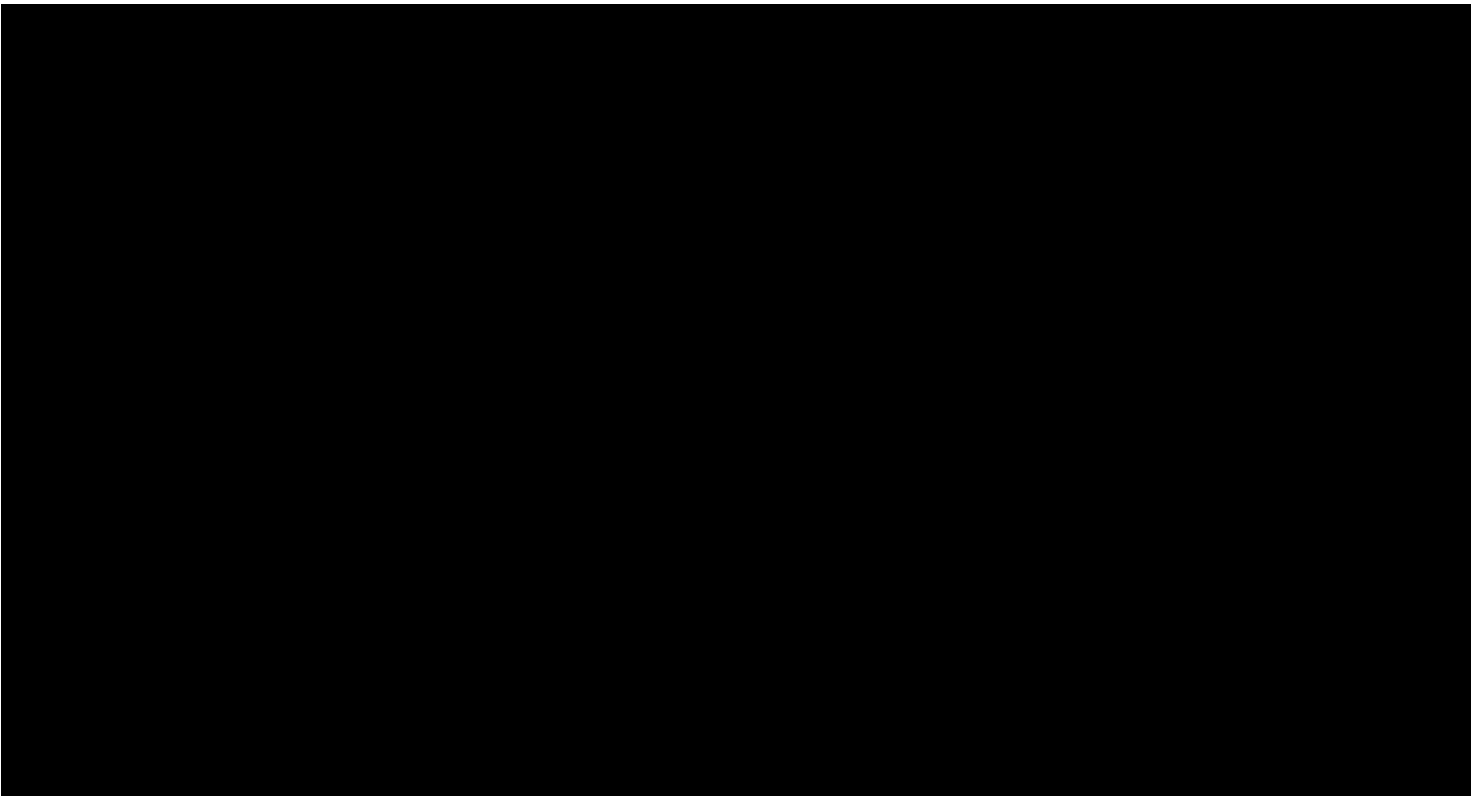




Figure 4. Enhance customer satisfaction through multi-channel integration of Genesys and ServiceNow.

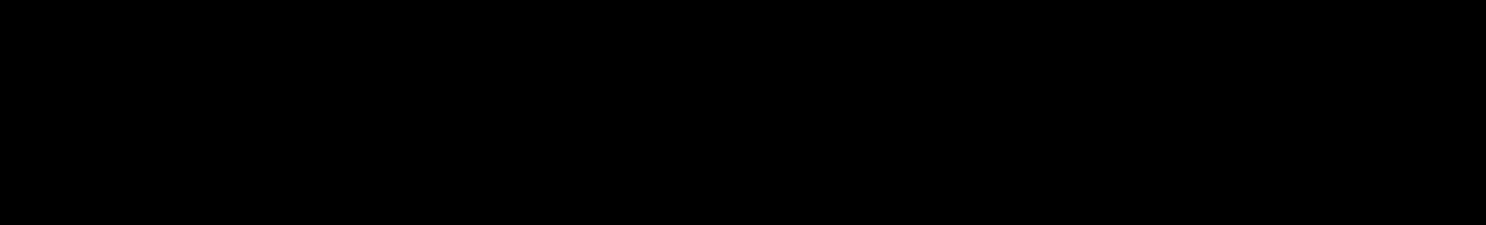
Multi-channel user experience

Customers calling about eligibility shouldn't feel stuck in a maze. Caseworkers answering those calls shouldn't either.



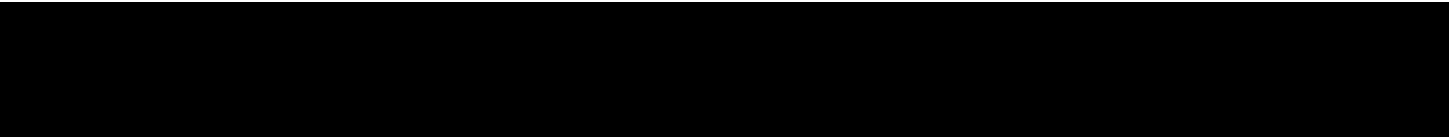


Bringing each channel to life

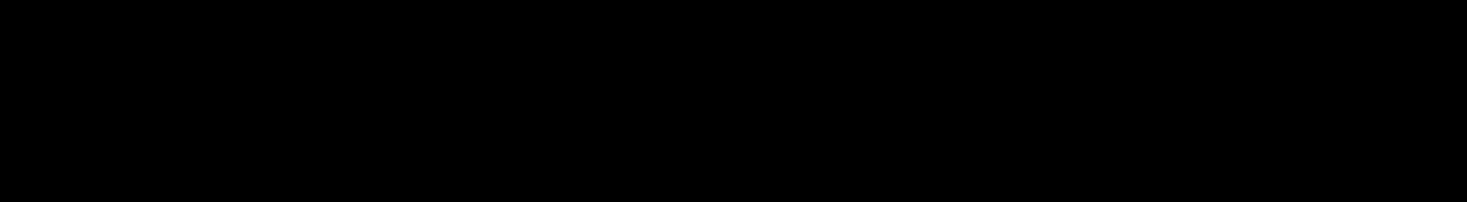


Agent workspace

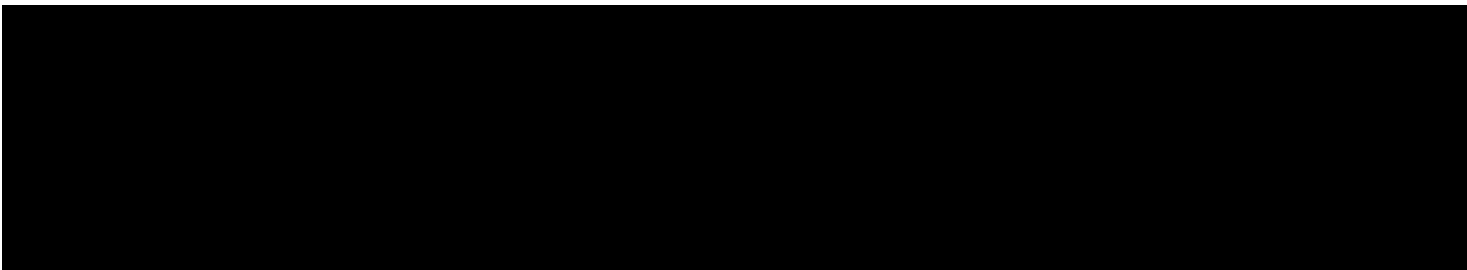
With the wrong tools for navigation, a challenging journey becomes unnecessarily risky. That's not a training problem. It's a structural one. 



Coordination happens naturally. 



Reporting and dashboards



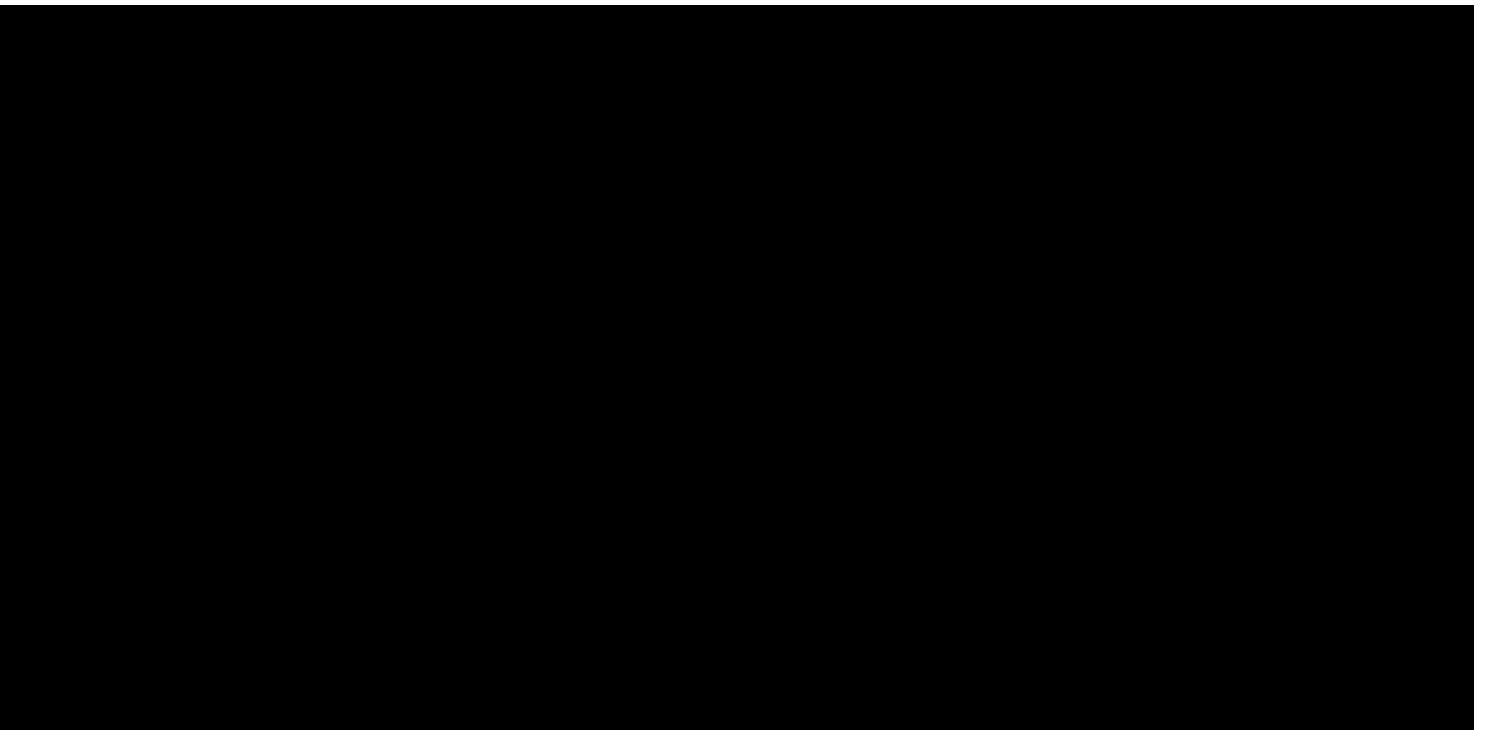
Production readiness

A multi-phase readiness strategy confirms the system meets AHCCCS requirements for functionality and security, while preparing end users to be ready and informed on upcoming changes.





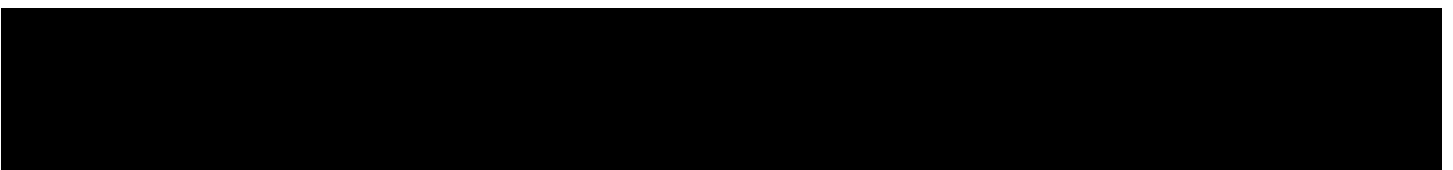
Figure 5. Requirements traceability: How requirements connect to design, testing, and reporting artifacts to promote completeness and compliance.



Delivering measurable value and confidence

In summary, this solution delivers a ServiceNow-centered Medicaid service experience that is accessible, intelligent, secure, and scalable. Customers and providers receive clear, consistent, and compassionate service. [REDACTED]

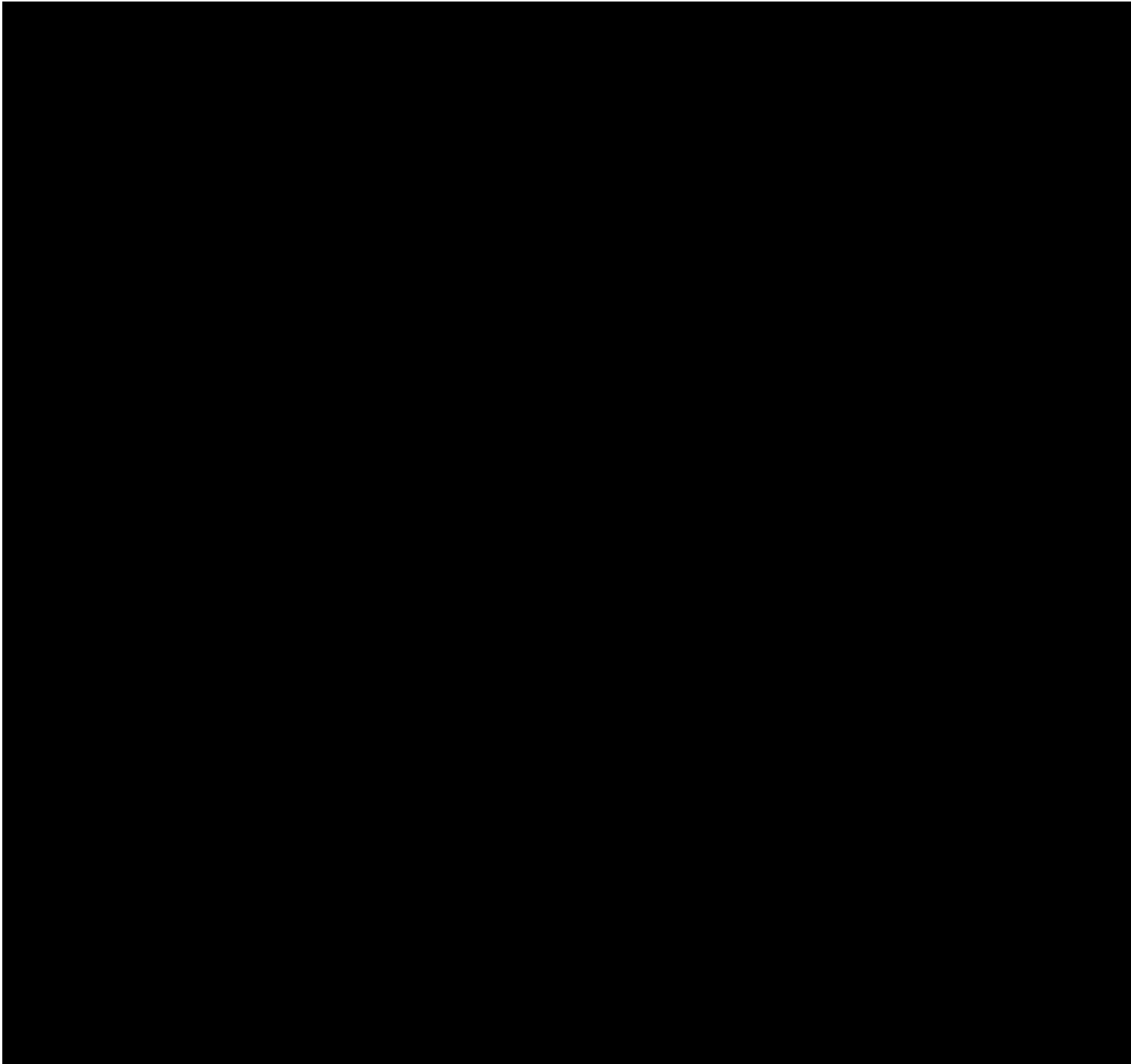
[REDACTED] Leaders gain the visibility needed to manage and improve operations with confidence.



B2.3 High level proposed schedule [5.7.3]

High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.

We recognize how critical the schedule is to the success of your AHCCCS AI-integrated call center. Missing milestones creates cascading impacts on efficiency, stakeholder readiness, and compliance with federal error rate requirements, ultimately increasing costs and eroding trust. That's why our proposed timeline is designed to be realistic, achievable, and risk-aware, balancing speed with quality to deliver an AI-centric, secure, and scalable integrated call center solution without disruption.



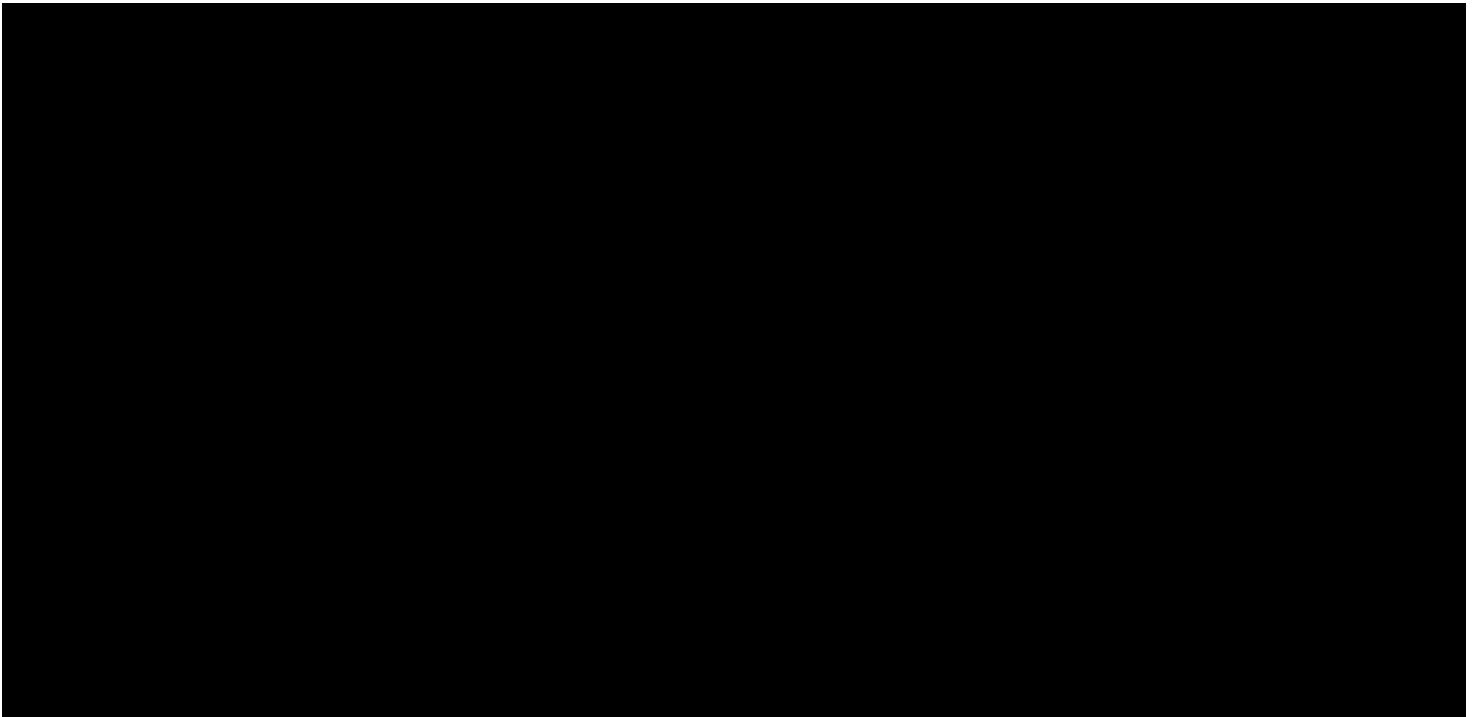
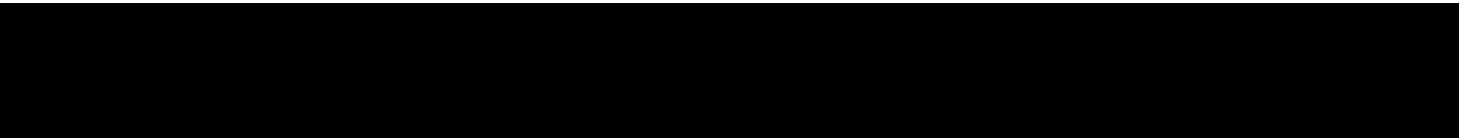


Figure 6. From vision to value: delivering an AI call center transformation using a field-tested delivery framework.

You've seen the unfortunate outcomes when risks are realized resulting from not having a well-defined schedule: extended implementation timelines, operational disruptions, and compliance failures. A subpar schedule, and a vendor lacking proper experience, can result in increased solution complexity and cost, gaps in eligibility processing, and non-compliance with federal requirements.



B2.4 Assumptions

The Offeror must identify any assumptions used when developing their proposals as it relates to scope, costs, schedule, resources, etc. If the Offeror's assumption takes exception to any part of the solicitation (including but not limited to requirements, scope of work or terms and conditions), these shall be explained as well in the Offeror's exceptions to terms submission.

Figure lists the assumptions we used to develop our proposals as they relate to scope, costs, schedule, and resources.

Figure 7. Our assumptions to support a successful delivery of your AI Call Center Integration.

