



together toward tomorrow

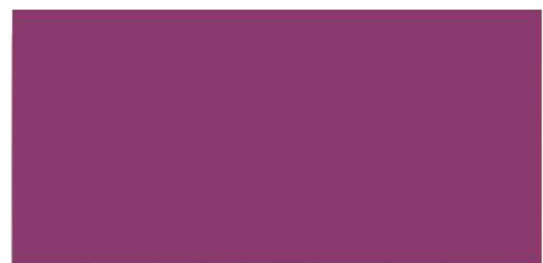
B3 Solution Overview

State of Arizona

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

Task Order YH26-0031

January 08, 2026



B3.1 Solution Overview [5.8]

Describing your technical approach to fulfilling the requirements outlined in the Global Requirements (Requirements Matrix).

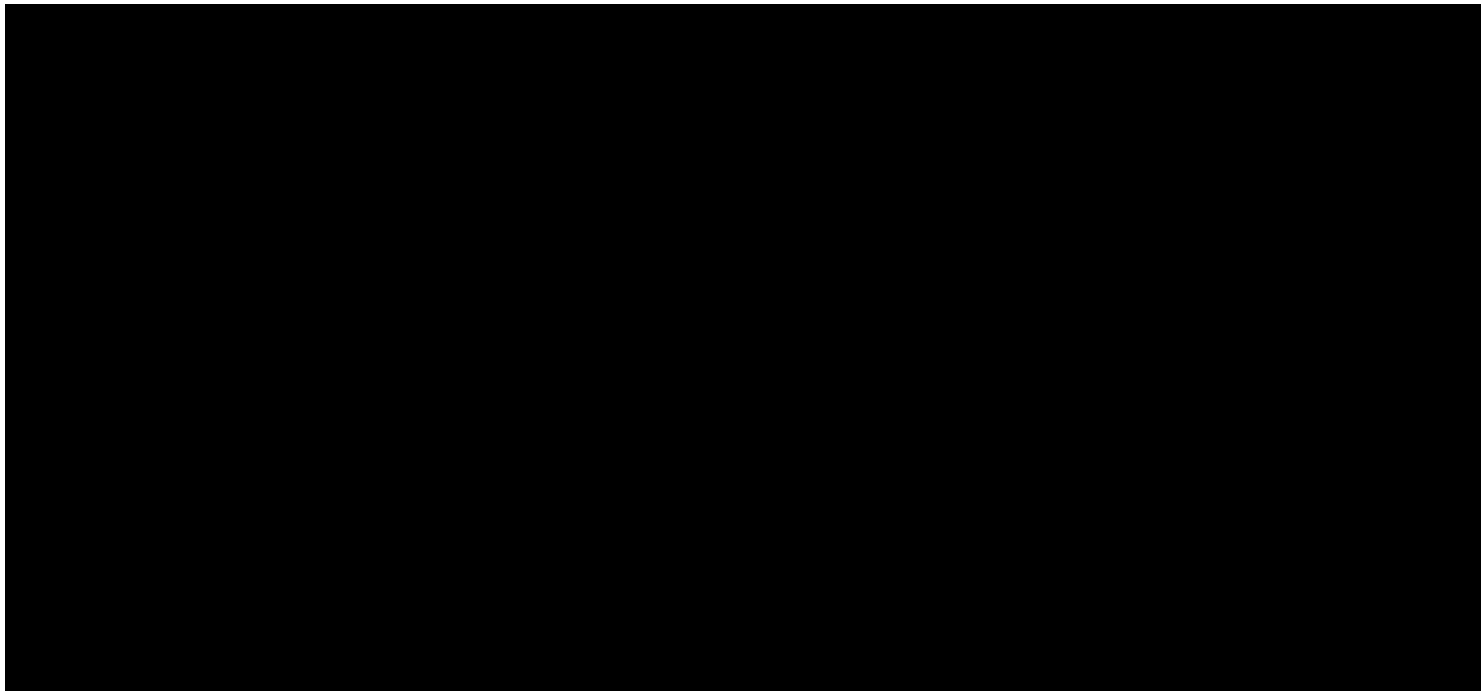
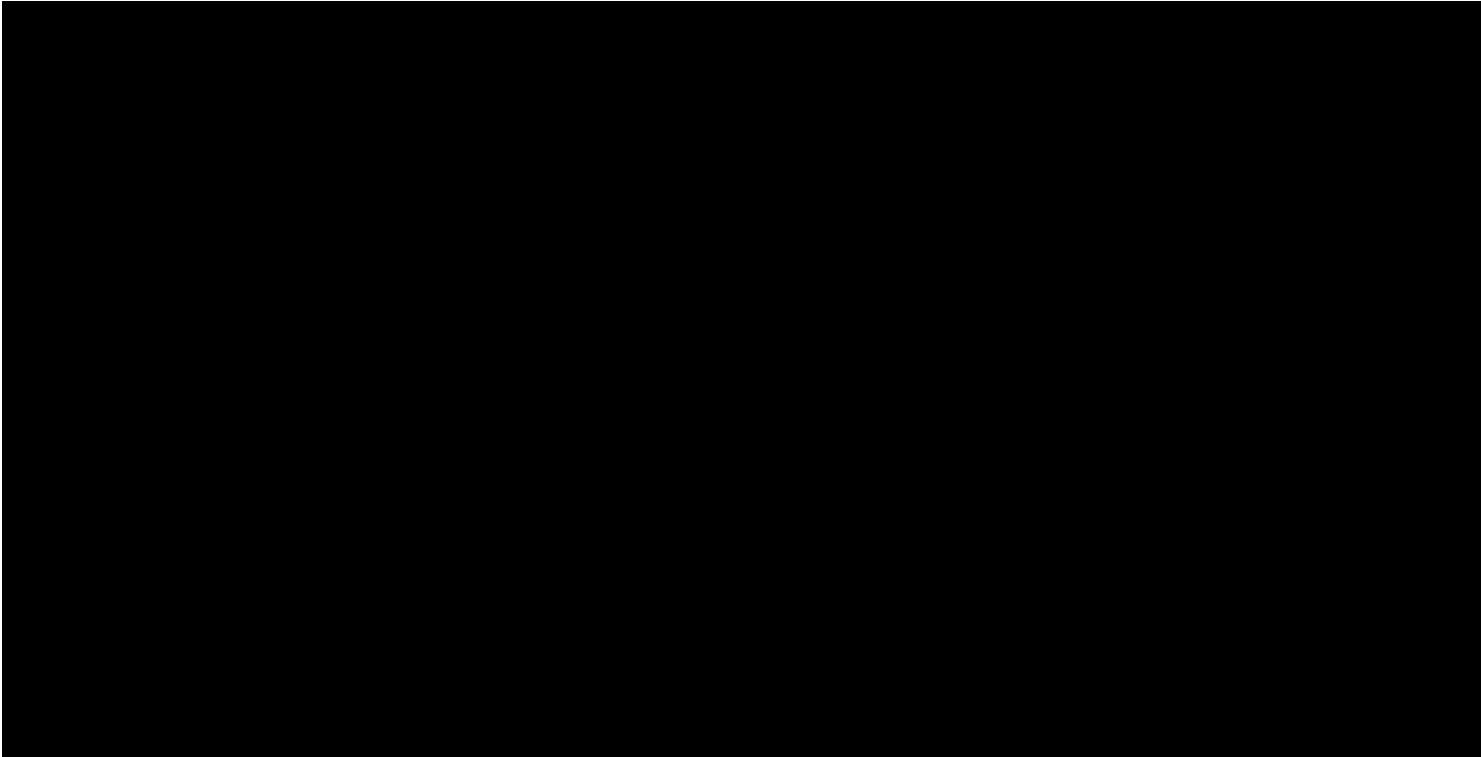
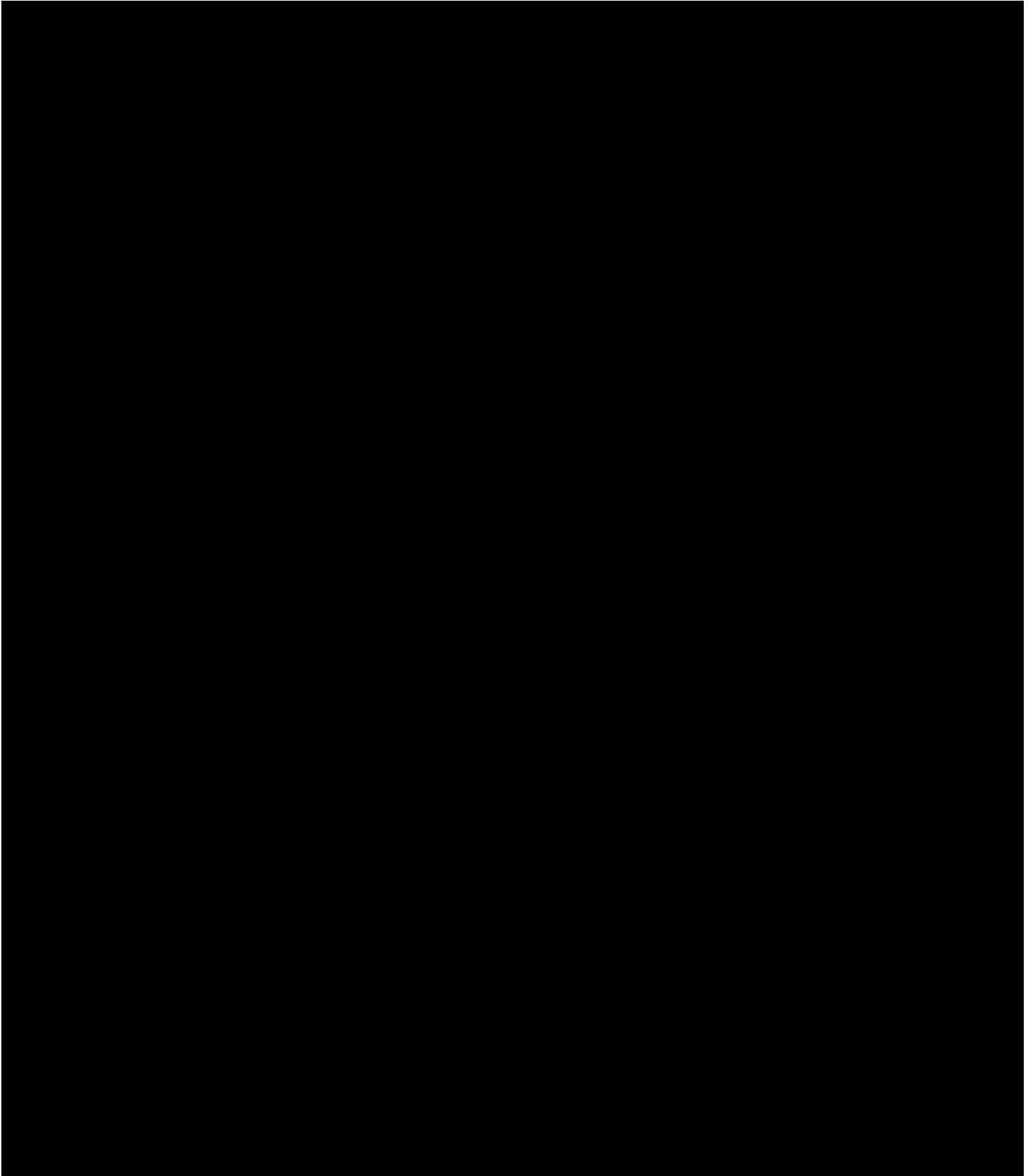
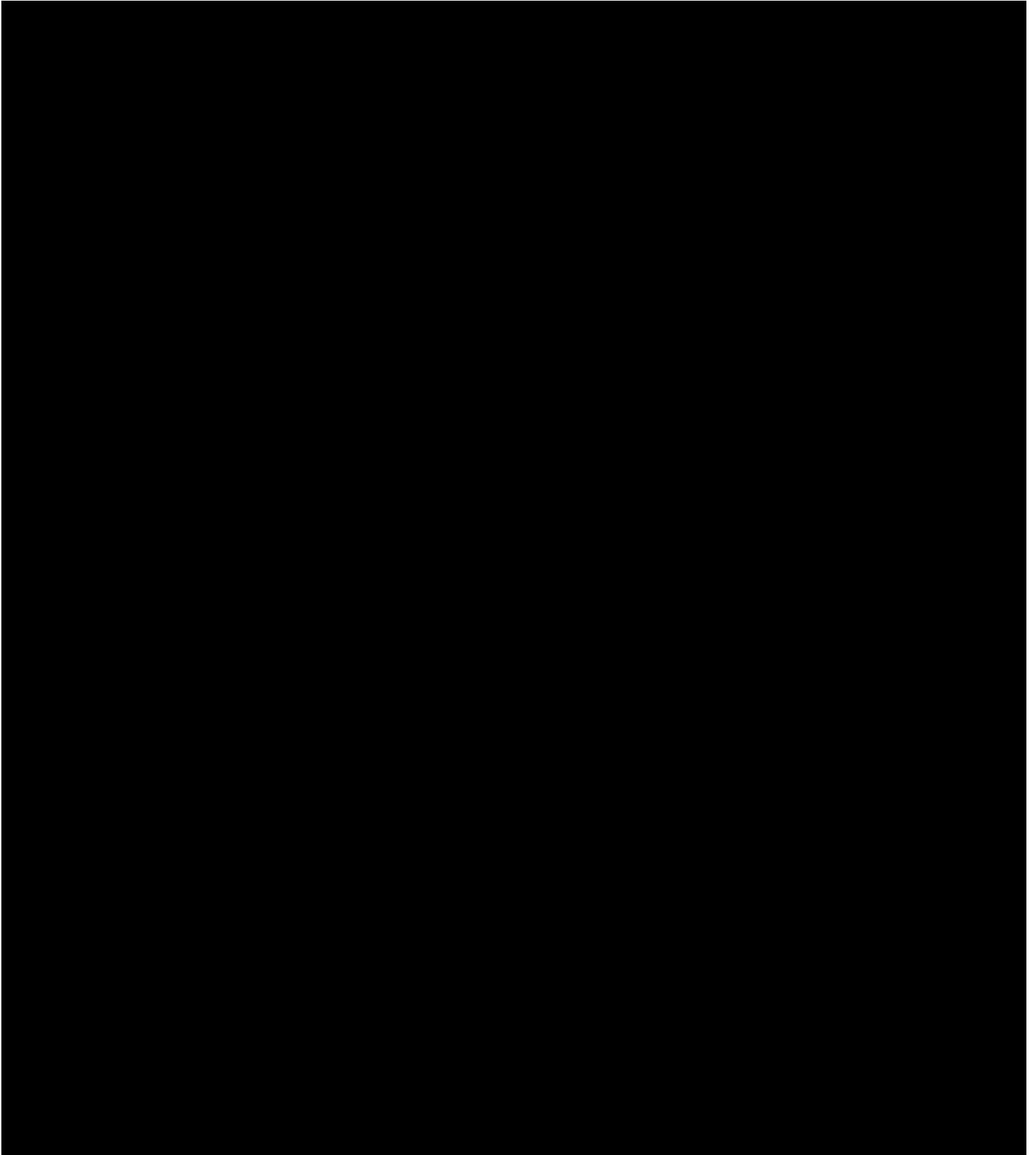
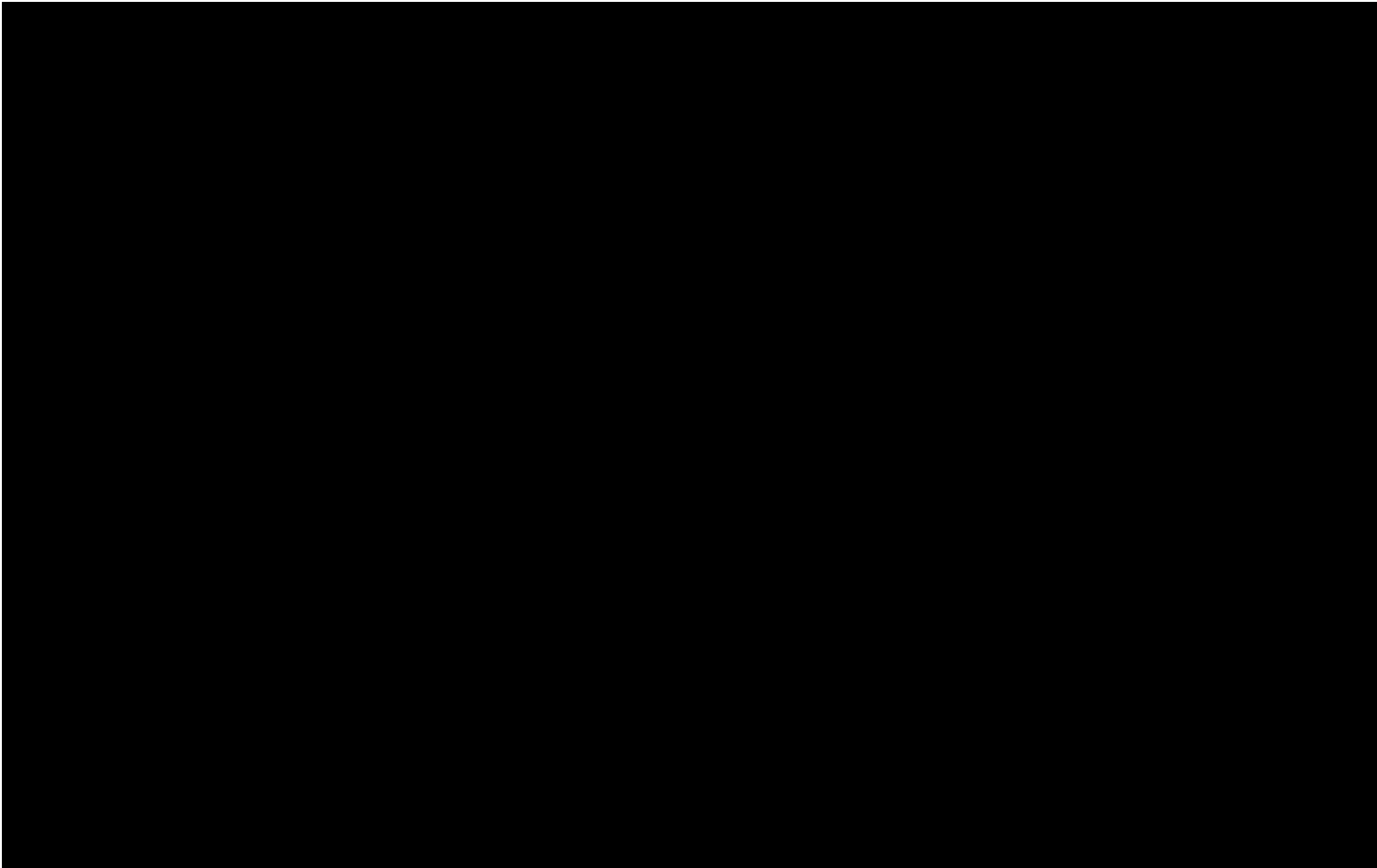


Table 1. We will address the global requirement categories in each project function described in this Solution Overview section.

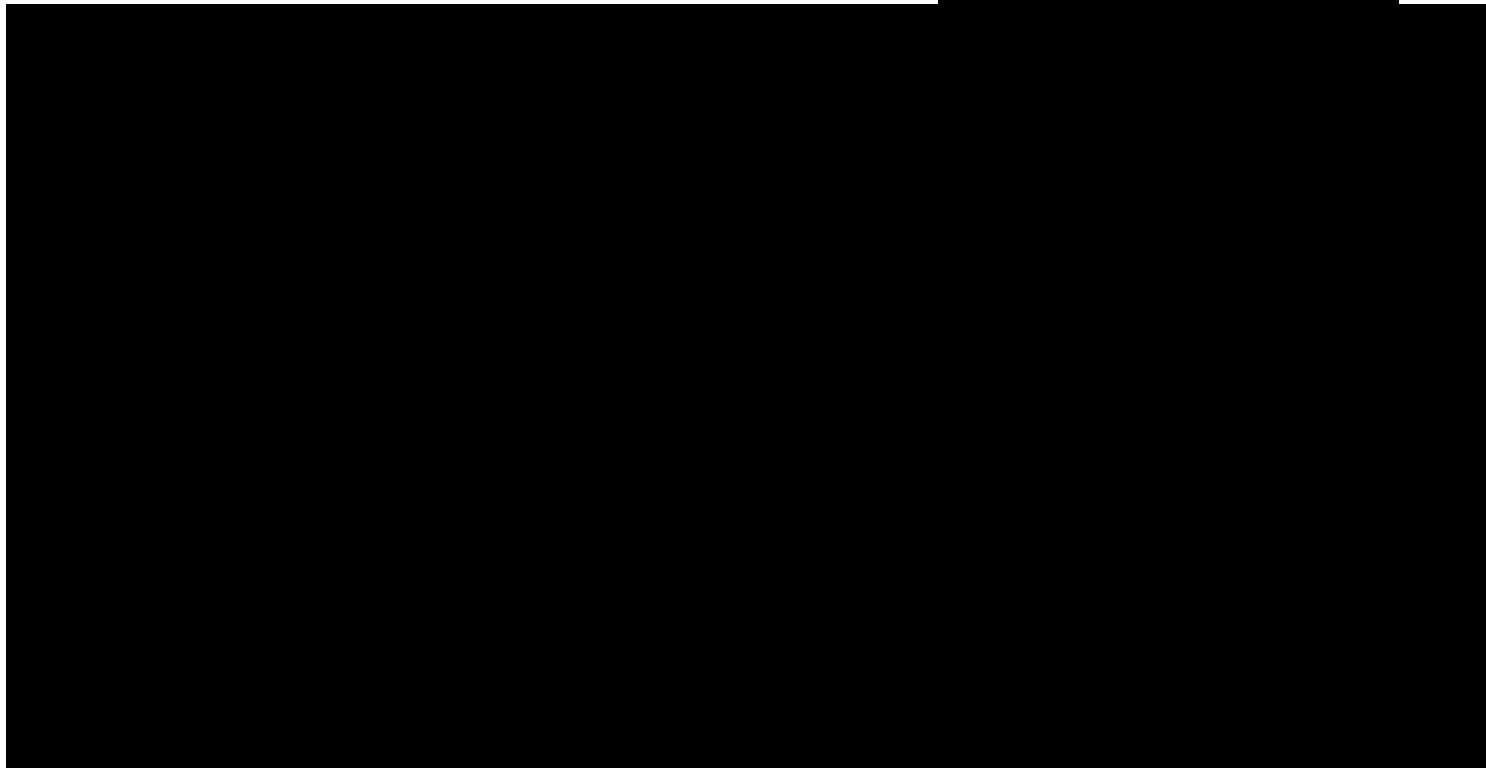
Cloud architecture







Maintenance & Operations (Services and approach): AHCCCS will retain ownership and final authority over knowledge base content, including policy interpretation and customer-facing guidance.



Project management

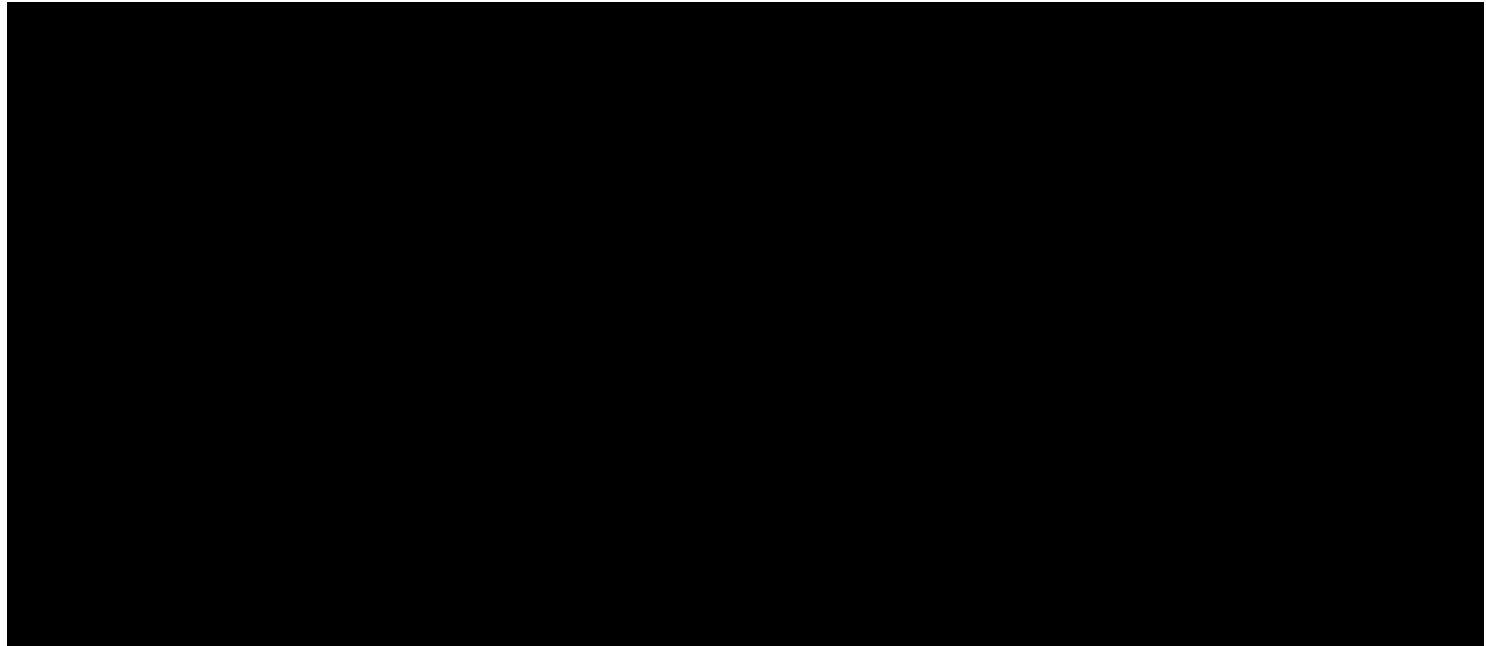
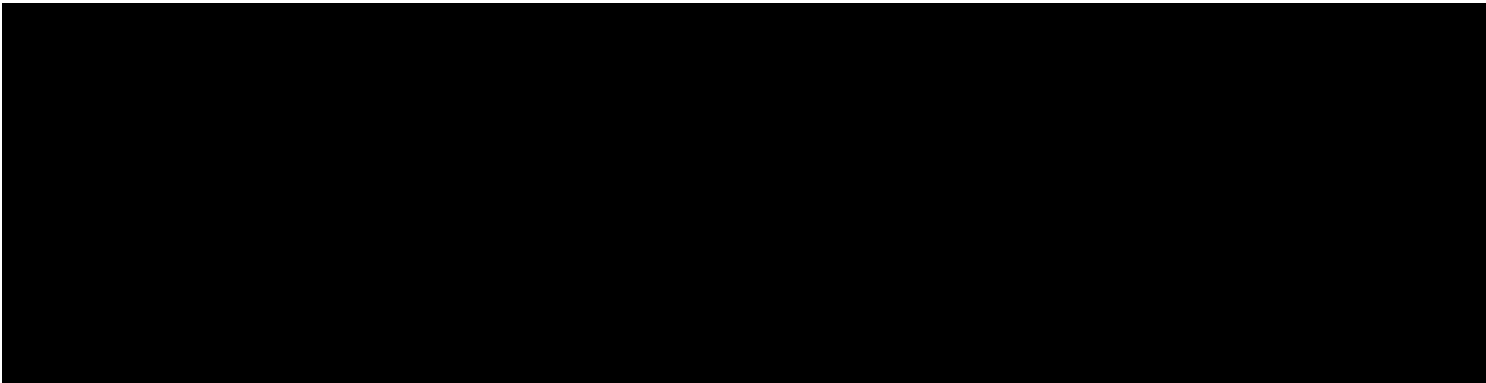
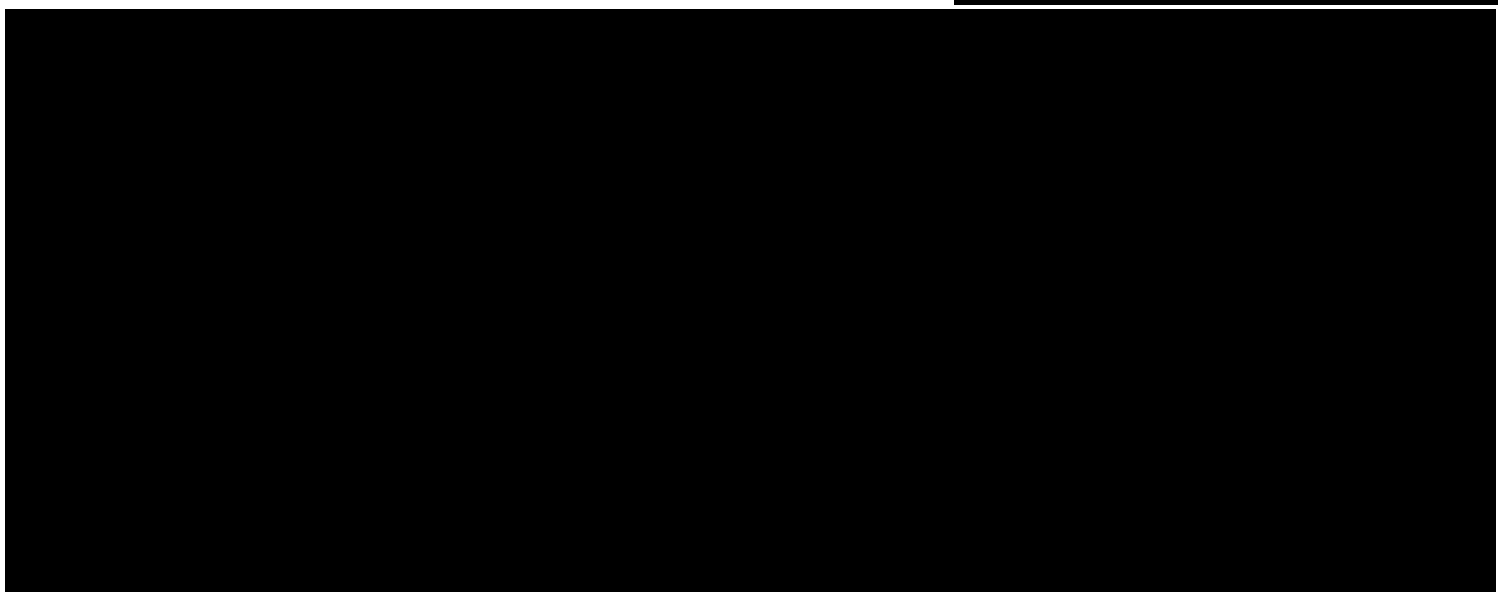
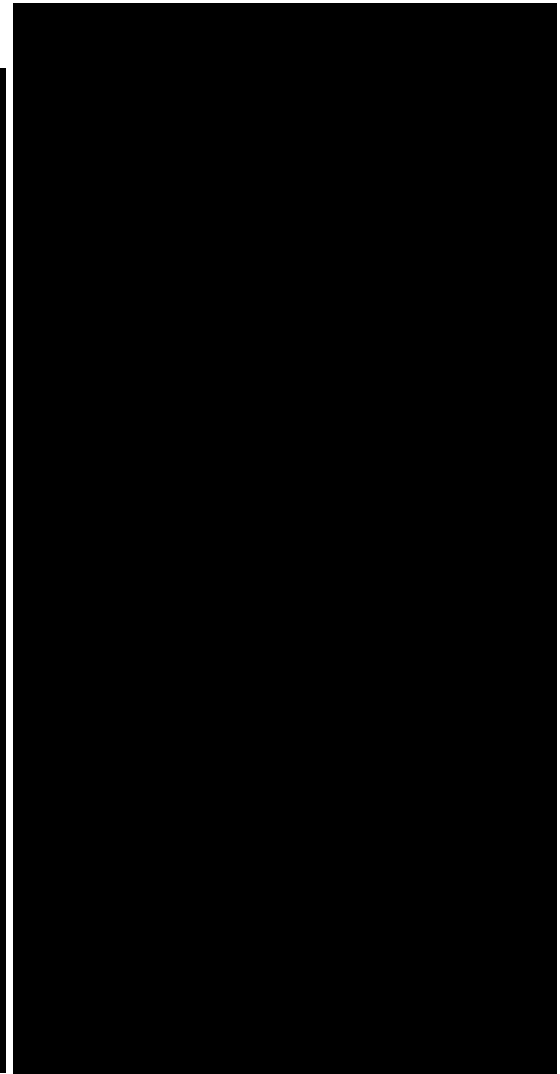
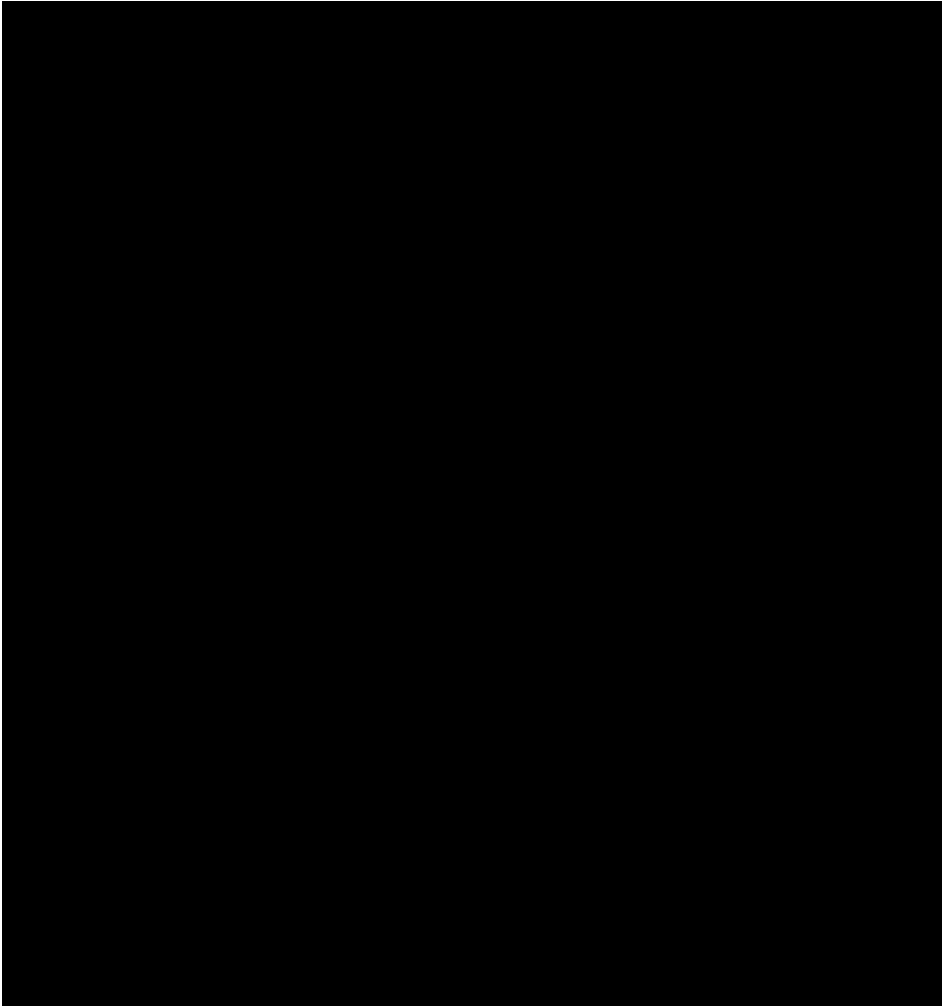


Figure . Adhering to PMBOK standards, established controls provide AHCCCS with clear insights into program health.



Testing management

Managing multiple in-flight initiatives simultaneously is no easy task. [REDACTED]



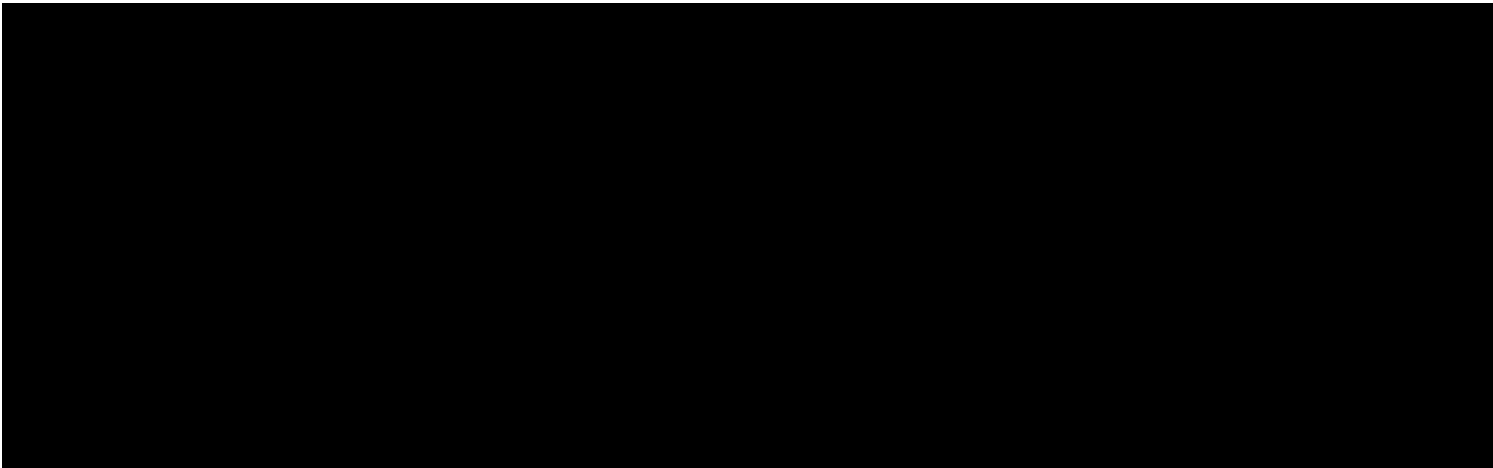
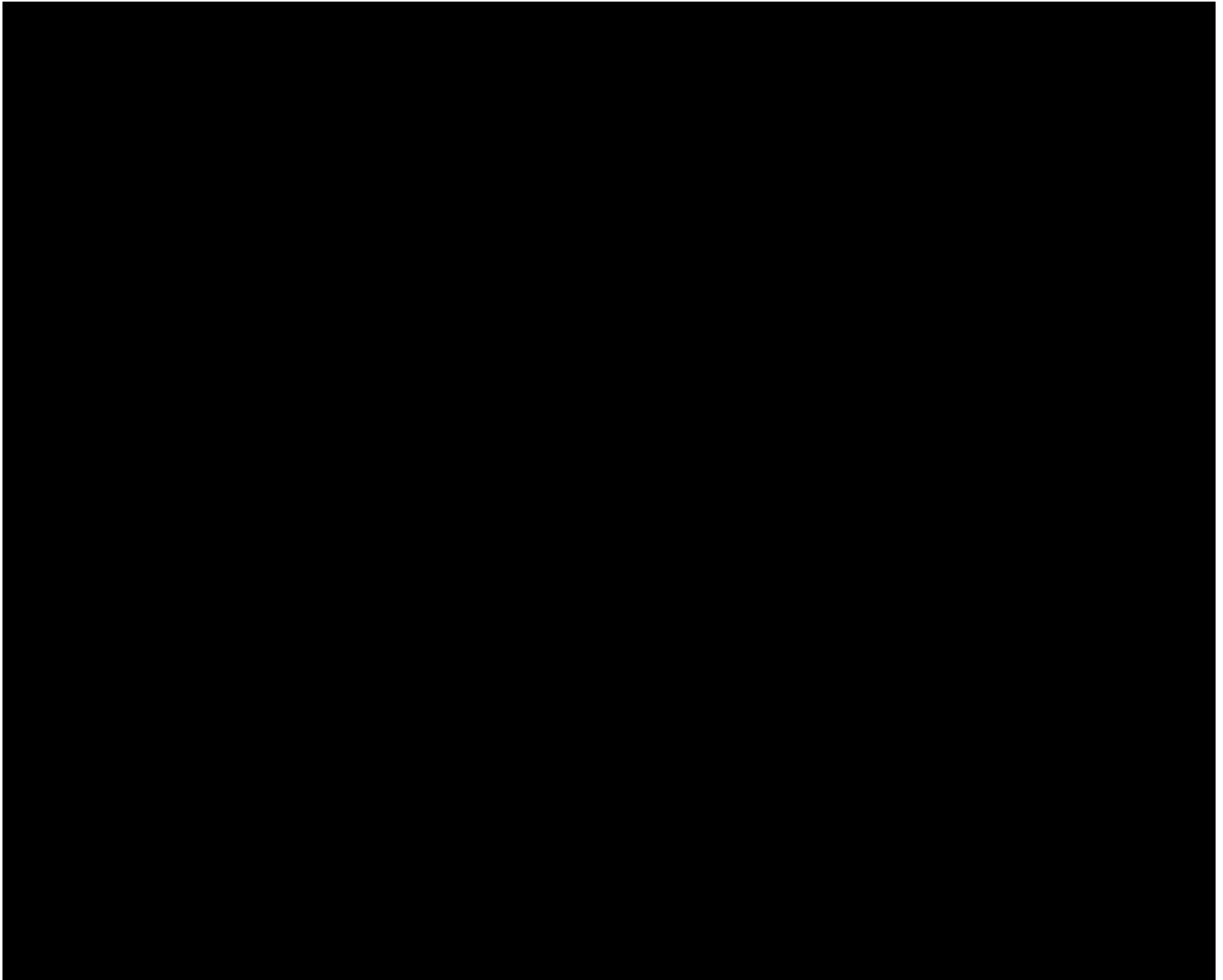
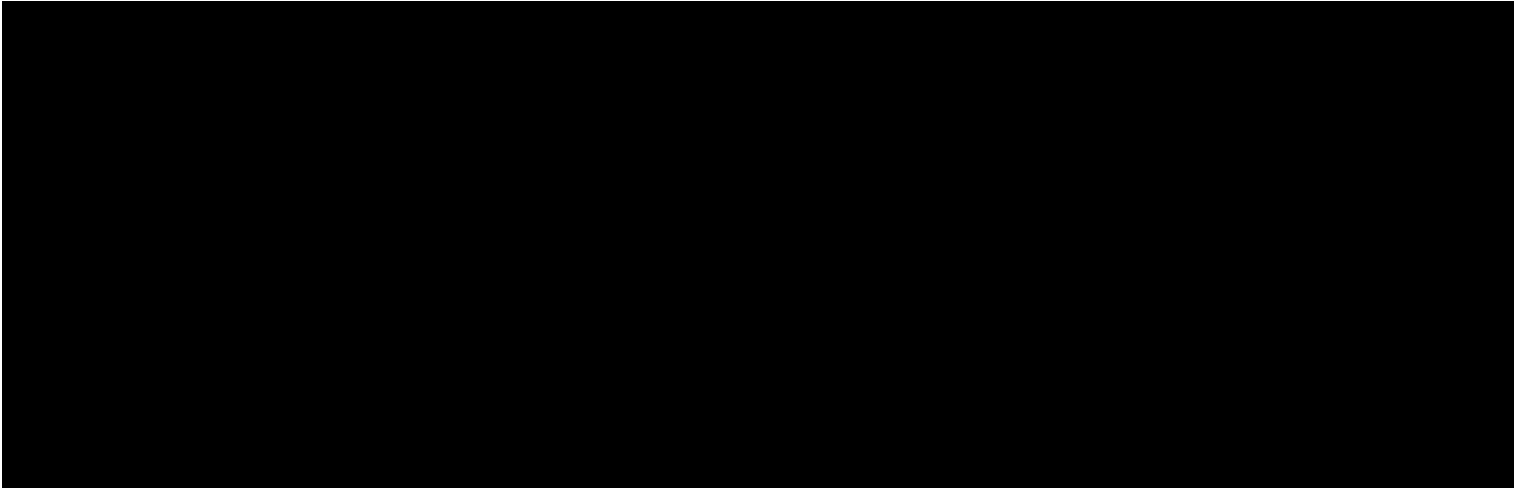


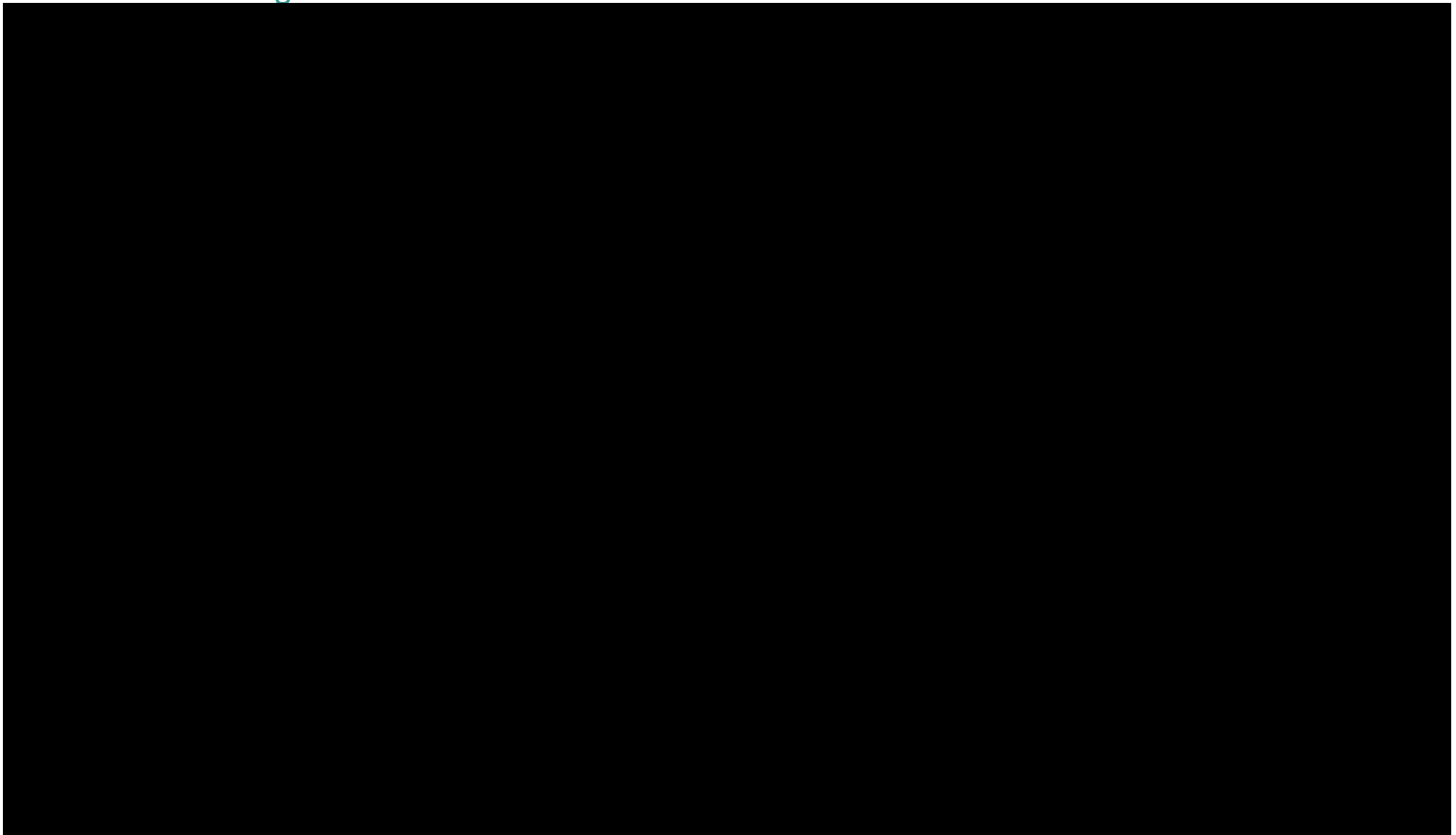
Table 2. Comprehensive testing provides critical validation to support a stable production launch.

Training





Performance management



Security and compliance

