

Proposal to Serve AHCCCS

AI Call Center Integration

Task Order YH26-0031

January 8, 2026



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Part A: A1 Transmittal Letter

Lisa Monreal
Senior Procurement Officer, AHCCCS
150 North 18th Ave.
Phoenix, AZ 85007
Procurement@azahcccs.gov

January 8th, 2026

Reference: Task Order # YH26-0031 AHCCCS AI Call Center Integration, Issued November 10, 2025, with Amendments 1 (10/20), 2 (12/8). Contract Number CTR078093.

Dear Ms. Monreal,

EY is your strategic partner in the Medicaid modernization journey, having collaborated closely with AHCCCS since October 2023 to implement the ServiceNow platform across various business areas. Our deep understanding of your operations, business processes, security standards, and the unique demands of a modern Medicaid program positions us to effectively drive the AI Call Center Integration initiative, aligning seamlessly with your mission and long-term goals.

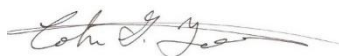
Through our collaboration with your business and technology teams, we have gained valuable insights into the complexities of the member experience, provider interactions and the challenges your agents face navigating multiple systems and tools. This initiative represents AHCCCS's evolution toward a streamlined, AI-driven, customer-centered Medicaid experience. Successful integration of Genesys Cloud CX, ServiceNow CSM, Now Assist, and the broader AHCCCS ecosystem, including PMMIS/MES and the Data Warehouse, is essential. EY is ready to support AHCCCS in achieving this vision.

Our proposed approach leverages extensive experience with ServiceNow, AI, Medicaid, and Genesys, along with in-depth knowledge of AHCCCS processes and governance structures. As a ServiceNow Global Elite Partner and Genesys implementation provider, we have successfully delivered AI-enabled contact center transformations for state agencies and health systems, prioritizing the human experience through smart technology. Our approach ensures that features like Now Assist and Virtual Agent operate safely and effectively, maintaining the human element in decision-making while improving efficiency and resolution times for inquiries central to AHCCCS operations.

Having built core elements of the AHCCCS ServiceNow ecosystem, we are uniquely positioned to accelerate the AI contact center transformation with minimal disruption and maximum reuse of existing investments. We recognize that implementing AI in a Medicaid environment requires responsible guardrails, transparency, and strict adherence to HIPAA and state security standards, ensuring responsible and effective deployment.

We attest to provide the services and deliverables, subject to the terms and conditions set forth within the Task Order and remain committed to supporting AHCCCS in continuing to lead the nation in Medicaid innovation, operational excellence, and whole person care delivery. Colin, our EY State of Arizona Managing Director, will serve as the contact person responsible for the response to this solicitation (Contact information below)

Sincerely,



Colin Tetreault
State of Arizona Managing Director
+1 480 216 9152 | colin.tetreault@ey.com



Daniel Nicolotti
Executive Director
+1405 278 6852 | Daniel.nicolotti@ey.com

Required Elements

5.1 Cover letter with signature of authorized company representative, including contract number and contact information.

EY's cover letter contains all required content and language. Colin Tetreault is an authorized company representative.

5.2. Include with submission, FedRAMP or StateRAMP authorization, HITRUST certification, or Security and Privacy assessment and SSA-E 18 assessment or equivalent if hosted outside of AHCCCS Azure tenancy.

EY's solution submission will affirm that the System components will be hosted within a ServiceNow Government Community Cloud (GCC) FedRAMP-authorized environment, assuming its prior AZRamp authorization for use by AHCCCS and the AHCCCS Azure tenancy.

FedRAMP is a government-wide program that promotes the adoption of secure cloud services across the federal government by providing a standardized approach to security and risk assessment for cloud technologies and federal agencies.

ServiceNow's Government Community Cloud (GCC) offering currently maintains a Federal Risk and Authorization Management Program (FedRAMP) High Baseline Provisional Authority to Operate (P-ATO). This enables ServiceNow to accelerate the adoption of our secure cloud solutions by US federal agencies & providers, and recommend a standardized approach for assessing, monitoring, and authorizing cloud computing products and services under the Federal Information Security Management Act (FISMA). The ServiceNow GCC instance aligns with and maintains a one-to-one relationship to Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Trust Alliance (HITECH). Most importantly, ServiceNow GCC incorporates healthcare-specific security, privacy and confidentiality regulatory requirements from FedRAMP, ISO/IEC 27001 and MARS-E and follows HITRUST certification requirements.

GCC received the initial GCC FedRAMP High Provisional Authority to Operate (P-ATO) in August 2019. GCC also meets Department of Defense (DoD) Impact Level 4 (IL4) and CNSSI 1253F Privacy Overlay High PII + PHI control requirements.

Note that this is a separate environment from the ServiceNow commercial offering.

Please refer to SSAE18 SOC 2 + HITRUST Report in CORE (requested access required) here:
https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0964562

Please refer to ServiceNow on the FedRAMP Marketplace here:

[Government Community Cloud | FedRAMP Marketplace](#)

 Government Community Cloud	PaaS, SaaS	High	 FedRAMP Authorized	154 Authorizations
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Refer to Genesys on the FedRAMP Marketplace here:

[Genesys Cloud CX | FedRAMP Marketplace](#)

 GENESYS	Genesys Cloud CX	SaaS	Moderate	FedRAMP Authorized	9	8
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5.3. Proof of compliance with federal regulations for solutions that will process, store, or transmit data from the Federal Hub.

EY will institute a System Security Plan (SSP), Policy and Procedures that will comply completely with NIST 800-53, and FISMA regulations to process, store, and transmit data from the Federal Hub.

Instead, ServiceNow believes its customers are well served by its application of and adherence to relevant, measurable, and industry recognized information security frameworks. These include ISO 27001, 27017, and 27018, as well as accreditation with regional standards and regulations. Transparent disclosure is an additional element of assurance available to every customers. This includes, but is not limited to, provision of the SOC audit reports and various security certificates.

For a full list of certifications and attestations, please see

<https://www.servicenow.com/company/trust/compliance.html#certifications>

Please refer to SSAE18 SOC 2 + HITRUST Report in CORE (requested access required) here:

https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0964562

5.4. . HIPAA Privacy and Security – specifically CFR title 45 public Welfare, Parts 155.260 and 164 – Security and privacy; Arizona Security standards and policies set by ADOA / ASET; and all applicable ACA requirements and standards, including MARS-E.

AHCCCS requires a security and privacy posture that supports regulated data handling across call center, case management, verification, and workflow automation. The proposed solution applies a multi-layered security model across Genesys Cloud CX, ServiceNow CSM/VA/Now Assist, the AHCCCS Data Warehouse, PMMIS, and associated MES systems. The integrated design aligns with HIPAA, HITECH, CMS expectations, State of Arizona ASET/ADOA security standards, CFS title 45 public welfare, Parts 155.260 and 164, and the ARC-AMPE framework (formerly MARS-E) along with all applicable ACA requirements and standards.

HIPAA, HITECH & Regulated Data Protection

The solution supports protections for PHI/PII across inbound and outbound IVR interactions, conversational inputs, call routing workflows, case creation, and data-sharing exchanges. Encryption is applied using TLS 1.2+ for data in transit and AES-256 for data at rest. Role- and attribute-based access controls help maintain appropriate separation of duties, and integrity safeguards apply to case updates, verification outputs, and routing decisions. Audit trails provide traceability across relevant events.

ARC-AMPE & State Security Alignment

The solution incorporates ARC-AMPE and State of Arizona security requirements, including:

- Identity and access governance
- Data protection and encryption practices
- API and boundary security controls
- Logging, auditability, and evidence readiness
- Documentation needed for certification activities
- Resilience and recovery aligned to AHCCCS operational needs

These safeguards support AHCCCS' security expectations across platforms and data flows.

Protected Integrations & API Safeguards

Integrations supporting eligibility, claims, provider lookup, and survey workflows use secure REST APIs with:

- Authentication and authorization controls
- Encryption for all exchanges
- Schema validation and sanitation
- Structured error-handling and throttling patterns
- Replacement of legacy SFTP processes with real-time data exchanges

This approach helps maintain regulated-data protections across connected systems.

AI/GenAI Safety & Data Handling Boundaries

AI-enabled features operate within platform-native controls that support:

- Masking of sensitive information
- Safety and moderation filtering
- Guardrails for prompt handling
- Reduction of inappropriate or unverifiable outputs
- Logging of AI-related events for review and oversight

These capabilities assist in maintaining data privacy during AI-supported workflows.

Monitoring, Logging & Operational Oversight

Event activity—including verification attempts, routing outcomes, case actions, API calls, and AI-generated insights—is logged with metadata to support operational monitoring and audit needs. Log data contributes to compliance reviews and oversight processes aligned with HIPAA, ARC-AMPE, and State expectations.

Resilience, DR & Continuity

The solution uses cloud-based recovery and continuity capabilities, including defined RTO/RPO expectations, failover pathways, and recovery testing. Platform certifications such as SOC 2 Type II, SSAE-18, ISO 27001/27017/27018, and FedRAMP (for applicable ServiceNow components) provide additional support of secure operational practices.

Assessment & Validation Activities

Security and privacy controls are reviewed through risk assessments, privacy reviews, and platform-supported testing. These activities help AHCCCS validate that appropriate safeguards, monitoring standards, and access restrictions are applied across call center, case management, and integrated workflows.

Required Certification References

For a full list of certifications and attestations, please see
<https://www.servicenow.com/company/trust/compliance.html#certifications>

Please refer to ServiceNow security & HIPAA here:

<https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/other-document/servicenow-hipaa-security-controls.pdf>

Part A: A2 Signed Solicitation Amendments

Amendment 1



TASK ORDER SOLICITATION AMENDMENT #1		
Task Order: YH26-0031 AHCCCS AI Call Center Integration	Solicitation Due Date: December 9, 2025, 3:00 pm Phoenix, AZ Time	Procurement Officer: Lisa Monreal Email: procurement@azahcccs.gov

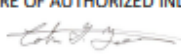
A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

This solicitation amendment is being issued to correct and confirm the conflicting due dates listed in the task order.

Paragraph # or Title	Page #	Amendment
Task Order	1	The Questions due date listed on the front page of the Task Order is hereby corrected to November 21, 2025.
Task Order	1	The Answers Posted due date listed on the front page of the Task Order is hereby deleted.
Attachment 5 Task Order Instructions to Offerors	1	The Questions due date is hereby corrected to November 21, 2025.
Attachment 5 Task Order Instructions to Offerors	1	The Answers Posted due date for this Task Order is hereby deleted.

No other changes are being made at this time.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE SOLICITATION AMENDMENT	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THE DAY, IN PHOENIX, AZ
SIGNATURE OF AUTHORIZED INDIVIDUAL: 	SIGNATURE: SIGNATURE ON FILE
TYPED NAME: Colin Tetreault	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE: EY Managing Director	TITLE: Chief Procurement Officer
DATE: January 7th, 2026	DATE: November 20, 2025

Amendment 2



TASK ORDER SOLICITATION AMENDMENT #2		
Task Order: YH26-0031 AHCCCS AI Call Center Integration	Solicitation Due Date: Thursday, January 8, 2026, 3:00 pm Arizona Time	Procurement Officer: Lisa Monreal Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

Paragraph # or Title	Page #	Amendment
Task Order	1	The Proposal Due Date is revised from December 9, 2025, at 3:00 PM (Arizona Time) to January 8, 2026, at 3:00 PM (Arizona Time).
Attachment 1 AI Call Center Requirements Response Matrix	Global Requirements Tab	Global Requirements 97 (GR97) has been incorporated into the Requirements Response Matrix document.

The attached documents are hereby incorporated into this solicitation amendment.

1. AHCCCS Responses to the Questions and Answer Form; and
2. Revised Attachment 1 of the Requirements Response Matrix.

No other changes are being made at this time.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE SOLICITATION AMENDMENT	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THE DAY, IN PHOENIX, AZ
SIGNATURE OF AUTHORIZED INDIVIDUAL: 	SIGNATURE: SIGNATURE ON FILE
TYPED NAME: Colin Tetreault	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE: EY Managing Director	TITLE: Chief Procurement Officer
DATE: January 7th, 2026	DATE: December 8, 2025

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No table of contents entries found.Information in these materials relating to our approach, methodologies or pricing is confidential and proprietary to Ernst & Young LLP and/or EY and may not be disclosed to third parties without our prior written consent.

Ernst & Young LLP (EY US or the Firm) is submitting this proposal. EY US is part of the global organization of member firms (collectively, EY) of Ernst & Young Global Limited, separate legal entities that perform professional services under the EY name worldwide



Part B: B1 Experience, Expertise and Capacity

5.6.1 Specific experience, expertise and capacity of the firm with this type of initiative

AHCCCS is leading the way in technological innovation, focusing on streamlining healthcare administration and enhancing customer service for Medicaid stakeholders. EY understands AHCCCS' vision to leverage artificial intelligence for enhancing operational efficiency, improving member and provider engagement, and aligning with regulatory compliance. To achieve this vision, EY brings a unique blend of experience implementing advanced AI-powered solutions, ServiceNow delivery, Genesys call center technology, and deep Medicaid sector acumen. EY is one of the only technology partners who has successfully implemented NOWAssist use cases in production- while other vendors may have works in progress or proof of concepts, EY has successfully led over five NOWAssist implementations. This success is backed by the 1,800 professionals in our ServiceNow practice. Our recognition as a Partner of the Year by ServiceNow underscores our team's capabilities, commitment to excellence, and focus to bring technological innovation to our clients.

Furthermore, with over 50 years of experience in the Government and Public Sector, we have successfully supported more than 1,000 public-sector clients, providing a comprehensive suite of services that include strategic advisory, program modernization, and technology enablement. Our proven track record in Medicaid modernization across 22 states, including Arizona, equips us with the insights to navigate the unique challenges AHCCCS may face in its innovation and modernization efforts. We are committed to delivering measurable outcomes that align with AHCCCS's strategic objectives through our experienced and multidisciplinary team.

EY Experience Highlights

- One of the only technology partners with NOWAssist use cases in production
- Multiple ServiceNow and Genesys implementation projects
- A familiar team, ready to bring the same success to Arizona

Proven Experience with AHCCCS Modernization

EY has spent over two years on the ground working side-by-side with AHCCCS' business and technology teams to support your modernization programs. In this time, we have learned and tailored our approach and engagement to be the best partner for AHCCCS. We have learned how to successfully guide business toward innovative, future-ready ways of working. We have built trust, relationships, and comradery across teams that is necessary for fast-paced, complex implementations. We have architected and built the technical foundation needed to continue to accelerate AHCCCS operational efficiency on the ServiceNow platform. We have successfully implemented or are currently leading the development of the following ServiceNow modules and work products with AHCCCS: PASRR, Grievances & Hearings (G&H), ITSM including HEAplus, HRSD, enterprise CSM enablement, as well as data & Integration advisory across PMMIS, DW, and operational systems. This proven dedication, experience, expertise and capacity as a firm, will be the same capability and commitment that we are excited to bring to the AHCCCS Call Center AI project.

Why This Matters - EY has already built the foundation that underpins this project—the ServiceNow platform, core workflows, data models, integrations, and security guardrails—this AI Call Center implementation will extend and continue the successful collaboration we have shared to date. The following summarizes our proposed solution capabilities and the benefits:

EY Solution Capabilities	Key Benefits for AHCCCS
Rapid launch with minimal rework—AI Call Center moves from concept to reality faster	▪ EY already understands AHCCCS data, systems, security, and workflows, reducing design and configuration time. ▪ The same EY team that built AHCCCS's current architecture will lead this effort, minimizing onboarding time, rework, and vendor friction.
Confidence in secure, compliant delivery	▪ Deep expertise in ServiceNow AI (Now Assist) allows for responsible, HIPAA-compliant GenAI design aligned with Medicaid regulations. ▪ Proven understanding of AHCCCS security protocols, HIPAA/MARS-E controls, and compliance reporting accelerates security approvals and certifications. ▪ EY has implemented multiple API integrations with AHCCCS systems, enabling low-risk, rapid expansion to Genesys and the Data Warehouse.

EY Solution Capabilities	Key Benefits for AHCCCS
Smarter automation that solves real problems which results in better experiences for members and providers, and other customers	▪ EY's knowledge of member/provider behavior, call drivers, and operational pain points enables design of IVR, bot flows, and routing that address real- customer needs. ▪ Automation reduces average handling time, improves first-call resolution, and enhances satisfaction across all communication channels (voice, chat, SMS)
No learning curve—solutions tailored to AHCCCS' unique environment from day one	▪ We understand the environment AHCCCS operates in and our prior work allows for seamless integration with existing Genesys and ServiceNow platforms. ▪ Configurations and workflows are designed to fit AHCCCS's operational model, reducing risk and accelerating adoption. ▪ We will leverage strong, existing relationships with AHCCCS leadership, platform owners, business SMEs, operations teams, and security personnel. These relationships and our understanding of your processes and technology stack position us to deliver this AI call center transformation

EY's Work with Similar Projects

EY brings a unique blend of experience implementing advanced AI-powered solutions, ServiceNow delivery including NOWAssist, Genesys call center technology, and deep Medicaid sector acumen. To help demonstrate our experience with this type of project, we have selected a few of our past projects to highlight the coverage and accumulated insight we see as relevant for AHCCCS's path ahead.

Client/Project: Global Consumer Products Company, DEEX (Digital Employee Experience) Phase 1

Experience Highlights: ServiceNow, NOWAssist Implementation

EY partnered with a large global consumer products company to implement ServiceNow's Now Assist AI capabilities, delivering a next-generation digital experience for over 400,000 associates globally. The solution included AI-powered virtual agent "Ask Pep," conversational search, multilingual support in 29 languages, and advanced summarization features across HR and IT domains. EY enabled HR Service Delivery and IT Service Management enhancements such as case and incident summarization, chat and email reply recommendations, automated resolution notes, and knowledge article generation. To ensure organizational readiness, EY conducted a data readiness assessment, established a dedicated ServiceNow AI Pod, reoriented platform teams with AI solution design and prompt engineering skills, and collaborated with the client's Enterprise AI Council to embed KPIs for continuous improvement and ROI measurement. This engagement demonstrates EY's ability to deploy scalable AI solutions that enhance employee experience, streamline workflows, and deliver measurable operational efficiencies.

Client/Project: Consumer Products Client, NowAssist Implementation

Experience Highlights: ServiceNow, NowAssist Implementation

EY drove modernization for a large consumer products client to resolve the challenge of fragmented IT, HR, and Finance portals. EY designed and implemented a unified, AI-powered Service Portal that provided a single destination for the entire employee journey, eliminating silos and improving accessibility. The solution featured a multilingual conversational chatbot integrated with ServiceNow, SharePoint, Microsoft Support, and MS Teams, enabling self-triage and seamless live agent handoff. EY introduced Now Assist for Virtual Agent, AI agents for ticket categorization, proactive monitoring, and workflow automation, while enhancing knowledge and service catalog foundations. Advanced LLM engines delivered more conversational interactions, automated catalog submissions, and expanded integrations with platforms such as Nexthink, Workday, and Aflac for HR and benefits. This transformation achieved a 90% success rate for AI-driven triage, resulting in a 25% reduction in expected ticket volume, while creating a consistent, branded experience across all channels. These measurable outcomes demonstrate our ability to deliver

scalable, secure, and intelligent AI solutions that improve operational efficiency, reduce manual effort, and elevate user satisfaction.

Client/Project: California Department of Health Care Services (DHCS), Short-Doyle Medi-Cal (SDMC) and Post Adjudicated Claims & Encounters System (PACES)

Experience Highlights: Medicaid Operations, AI Implementation

EY supported the California Department of Health Care Services (DHCS) to embed AI-driven capabilities across two critical systems—the Short-Doyle Medi-Cal (SDMC) and Post Adjudicated Claims & Encounters System (PACES)—to improve accuracy, compliance, and operational efficiency in Medicaid claim and encounter processing. For SDMC, EY implemented intelligent validation engines to enforce Medi-Cal and HIPAA 5010 standards, automated data transformation using AI and NLP for structured and unstructured data, advanced analytics to prioritize high-risk claims, and fraud detection to identify anomalies such as duplicate submissions or excessive billing. For PACES, EY deployed AI-powered data validation and anomaly detection, automated mapping of adjudicated claims from X12 and NCPDP formats, NLP for interpreting unstructured notes, and predictive quality scoring to anticipate submission errors and reduce rework. These solutions streamlined compliance checks, improved first-pass adjudication rates, reduced backlog, and enhanced overall data integrity and throughput. This engagement demonstrates EY’s ability to deliver scalable, secure AI solutions that modernize Medicaid operations and drive measurable performance improvements.

Client/Project: Harris County (Texas), Countywide 311 Portal

Experience highlights: ServiceNow, Genesys Cloud IVR

Servos partnered with Harris County, Texas—home to nearly 5 million residents (the 3rd largest county in the U.S.)—to modernize its citizen engagement and service delivery through a fully integrated, omni-channel platform. Starting with a single “Contact Us” form, the solution now supports hundreds of services across departments, creating a scalable and responsive digital experience. The initiative included deployment of a Genesys Cloud IVR integrated with a countywide services portal, enabling citizens to track requests, report status, and access self-service tools directly from their profiles. This transformation delivered greater visibility and accountability, streamlined request transfers across departments to reduce call transfers and resolution times, and improved tracking of call journeys. Additionally, this effort also digitized paper-based processes, including elections management, by implementing a responsive, omni-channel platform with Virtual Agent capabilities, increasing accessibility and efficiency for all residents.

Client/Project: Major Pharmaceutical Company, Now Assist for IT and SecOps

Experience highlights: ServiceNow, NowAssist Implementation

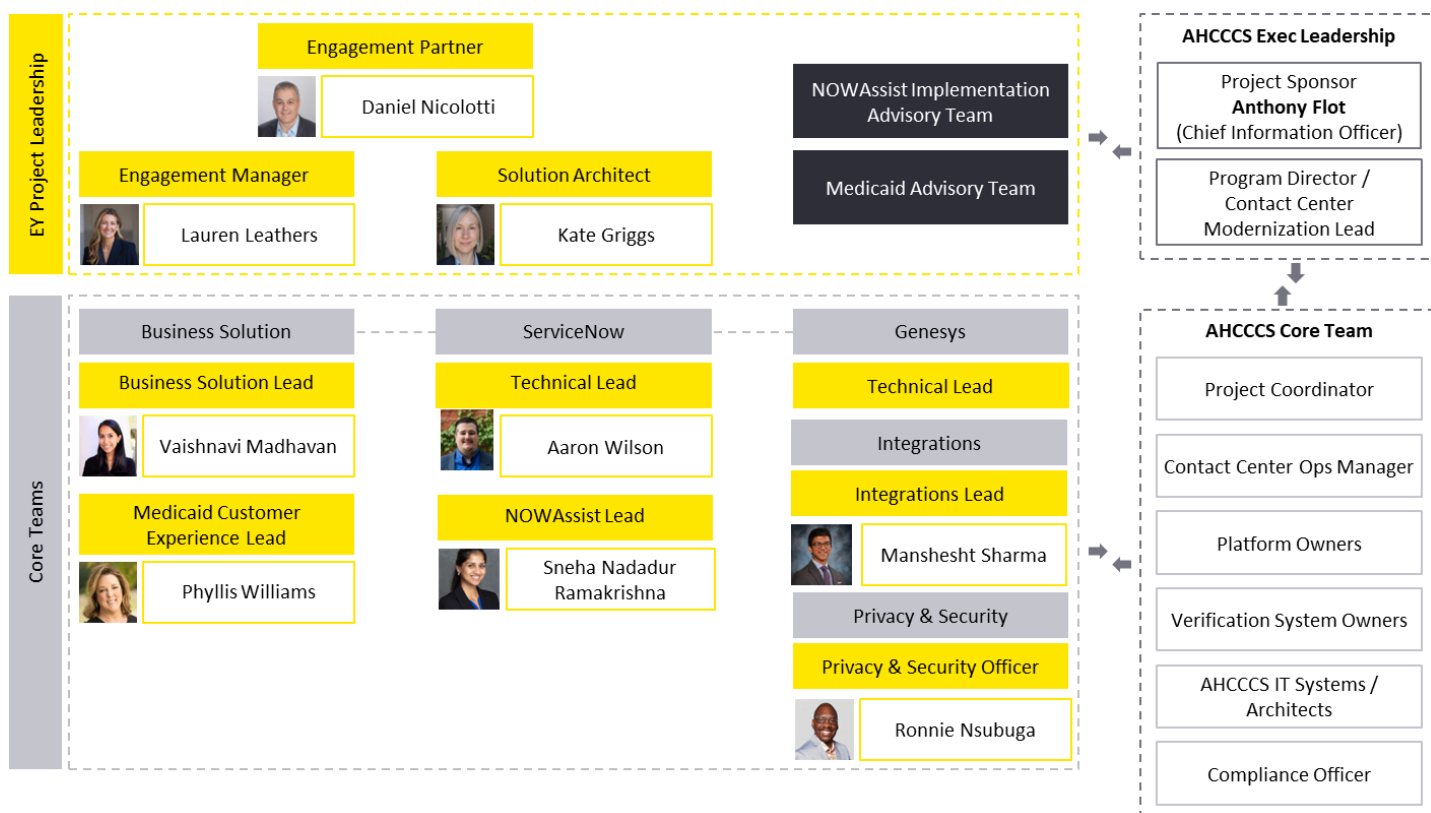
EY partnered with a major multi-national pharmaceutical company to activate AI search functionality within ServiceNow, leveraging the Knowledge Base in the LCM Module to deliver context-aware responses. The solution utilized a large language model (LLM) to identify relevant articles, enrich user queries with insights, and provide concise, accurate answers. In addition, EY implemented Generative AI capabilities across CSM Pro, ServiceNow NowAssist, and NowAssist Skills, enabling advanced conversational search, intelligent assistance, and dynamic skill-based responses. These enhancements streamlined case resolution, improved knowledge retrieval, and elevated the overall user experience. EY’s approach ensured scalability and compliance while embedding AI-driven workflows that optimize service delivery and operational efficiency.

5.6.2 List of names and classification of personnel expected to perform specific activities, including use of subcontractors

The EY difference is our people and the relationships we build with our clients. Building on our experience and success at AHCCCS as well as our experience deploying effective team structures for large-scale AI based solutions, we have compiled a multi-disciplinary team that provides the right mix of resources to effectively design and deliver the AHCCCS Call Center Solution.

EY has partnered with Servos to complement our experience and bring AHCCCS unparalleled expertise in ServiceNow AI and Genesys implementations. Servos has been driving digital transformation with ServiceNow since 2019 as an Elite Partner, specializing in solutions for state and local government. They create user-friendly, human-centered solutions that enhance citizen satisfaction and support agencies, this partnership enhances our ability to deliver exceptional customer experiences by adding additional ServiceNow AI expertise and experience. Servos will provide additional Genesys integration and ServiceNow Solution support and staff for implementation and ongoing application support.

The diagram below illustrates our project organizational structure with the names and classifications of core personnel expected to lead project delivery. This team has been tailored to bring all the following: on the ground experience successfully navigating and delivering for AHCCCS, hands-on-experience implementing ServiceNow AI, and a breadth of Genesys implementation and integration experience.



The following are a brief overview of each core delivery role and the key activities they will lead.

Name and Classification	Key Activities to Be Performed
Daniel Nicolotti Engagement Partner	▪ Build and maintain strong client relationships and provide regular updates to stakeholders ▪ Lead project delivery to ensure timely completion and quality compliance ▪ Manage and mentor the engagement team ▪ Identify and mitigate engagement risks effectively
Lauren Leathers Engagement Manager	▪ Define program goals, objectives, and scope ▪ Track progress and performance metrics ▪ Build and maintain relationships with stakeholders, providing regular updates and reports ▪ Allocate resources effectively across projects and oversee program budgets for financial performance ▪ Identify and mitigate program risks proactively
Kate Griggs Solution Architect	▪ Lead the end-to-end design and architecture of the AI Call Center Solution including identifying and mitigating architectural risks and issues. ▪ Collaborate with business and technical stakeholders to understand needs/outcomes ▪ Lead the ServiceNow and Genesys technical teams in implementation of core features ▪ Evaluate and recommend design solutions and best practices for scalability and maintainability ▪ Ensure alignment and integration across systems and processes
Vaishnavi Madhavan Business Solution Lead	▪ Lead the design of the solution and govern platform configuration standards, data model integrity, and adherence to ServiceNow best practices (e.g., low-code/no-code first) ▪ Work with clients and stakeholders to gather and translate requirements into user stories ▪ Review and validate the solution to ensure it meets requirements ▪ Liaison between the AHCCCS business teams and EY technical teams ▪ Identify and address potential risks in the solution or delivery
Phyllis Williams Medicaid Customer Experience Lead	▪ Be the voice of the users and collaborate with stakeholders to elicit and document functional requirements ▪ Provide knowledge and insights on Medicaid eligibility policies, regulations, and programs ▪ Analyze and prioritize requirements to ensure alignment with business goals and are clear, complete, and testable ▪ Facilitate communication between stakeholders and the development team ▪ Create and maintain comprehensive requirements documentation
Aaron Wilson ServiceNow Technical Lead	▪ Lead technical architecture and design for the ServiceNow solution ▪ Provide technical leadership through code reviews, standards enforcement, and guidance on integrations and scripting ▪ Translate requirements into scalable configurations, as-needed custom development, workflows, and AI-enabled automation across modules ▪ Ensure solution quality, support releases and post-deployment optimization
Genesys Technical Lead	▪ Lead architecture and design for the Genesys technology ▪ Provide technical leadership through code reviews, standards enforcement, and guidance on integrations and scripting ▪ Translate requirements into scalable configurations, as-needed custom development, workflows, and AI-enabled automation across modules ▪ Ensure solution quality, support releases and post-deployment optimization
Sneha Nadadur Ramakrishna NOWAssist Lead	▪ Lead the design, implementation, and governance of ServiceNow NOWAssist (GenAI). ▪ Define and govern AI use cases, standards, and best practices, ensuring alignment with organizational AI strategy, data privacy, security, and compliance requirements ▪ Collaborate with stakeholders to embed NOWAssist into existing ServiceNow workflows and knowledge assets ▪ Oversee configuration, testing, deployment, and continuous optimization of Now Assist features

Name and Classification	Key Activities to Be Performed
Manshesht Sharma Integrations Lead	- Lead the design and delivery of ServiceNow integrations with enterprise systems using REST/SOAP APIs, MID Server, and IntegrationHub - Define integration architecture, standards, and data flow patterns, ensuring scalability, security, and reliability - Oversee development, testing, and deployment of integrations, providing technical guidance and issue resolution - Ensure integrations align with business requirements, performance expectations, and compliance standards
Ronnie Nsubuga Privacy and Security Officer	- Create privacy and security policies for AI call center operations, covering HIPAA, HITECH, state Medicaid rules, data privacy, and consent - Monitor technical safeguards for PHI and PII across Genesys and ServiceNow platforms, including encryption, access controls, and secure APIs - Conduct risk assessments and produce compliance documentation including System Security Plans, POA&Ms, and audit evidence for federal and state oversight

5.6.3. Experience and expertise of the proposed staff with this type of initiative

We are committed to providing Arizona with talented, multidisciplinary resources and the continuity of team members throughout delivery and transitioning into operations. We have composed this team with three clear principles in mind:

- **Engage the same key staff from previous ServiceNow implementations.** Our team has worked together and delivered successfully in the past. This will be a familiar team, ready to bring the same success to Arizona.
- **Bring a team who has implemented NOWAssist and have Call Center industry knowledge gained through engagements** with clients on similar programs and initiatives. We understand what it takes to implement effective AI and integrate with Genesys.
- **Maintain key staff leads and executive sponsorship throughout the project** to maintain full value of the EY from project start to finish.

The below provides an overview of the relevant experience and expertise our team bring for the AHCCCS AI Call Center Solution.

Proposed Staff	Experience with this Type of Project
Daniel Nicolotti Engagement Partner 	Experience Highlights: Medicaid, MES Modernization, ServiceNow, AI Implementation, 24+ years of experience as a Managing Director implementing complex projects across State, Federal and Commercial clients. Currently supporting State agencies with MES modernizations and ServiceNow implementations. Broad background across technology and business, supporting and implementing solutions ranging from cloud transformations and migration, robotic process automation, and overall business transformation. A leader in the EY HHS practice, responsible for solutions and engagement delivery. Engagement Partner overseeing the AHCCCS ServiceNow Implementation.
Lauren Leathers Engagement Manager 	Experience Highlights: Medicaid, ServiceNow 16+ years of experience in Government and Public Sector, specializing in Health and Human Services transformation. Proven track record in developing business and strategic plans; managing IT solution implementations including custom developments, Commercial-Off-The-Shelf (COTS), and low-code no-code platforms; leading executive visioning sessions; and driving business process design and organizational assessments for transformational and digital change. Currently serving as Engagement Manager for EY's ServiceNow work with AHCCCS, bringing hands-on expertise in delivering solutions and navigating complex stakeholder environments. Passionate about coordinating large-scale initiatives, fostering

Proposed Staff	Experience with this Type of Project
	stakeholder relationships, and aligning business and IT to maximize value and adoption.
Kate Griggs Solution Architect 	Experience Highlights: Medicaid, ServiceNow, AI Implementation 15+ years of experience driving transformations across healthcare, life sciences, and financial services. Specializes in BPM low-code platforms (Pega, ServiceNow, Salesforce, Microsoft), excels in business process architecture, solution planning, and agile-driven execution of complex solutions in a global cross-functional teaming environment. Has led cross-functional teams through end-to-end project lifecycles, from strategy, roadmap development, and requirements gathering to solution design, implementation, and change management. Collaborates with executive, business, and technical stakeholders. Aligns technology solutions with business strategy and desired outcomes, ensuring measurable impact and operational efficiency.
Vaishnavi Madhavan Business Solution Lead 	Experience Highlights: Medicaid, ServiceNow, UX/UI and Customer Portal Design 5+ years of experience specializing in customer service modernization on low-code platforms. Focus areas include customer portal and knowledge-management design, applying human-centered UX/UI practices to elevate customer experience, reduce friction, and improve accessibility. Aligns technology solutions with business objectives to deliver measurable outcomes such as reduced cycle times, higher satisfaction, and operational efficiency. Technical breadth spans ServiceNow App Engine/CSM, Power Platform Dynamics 365, and Salesforce, complemented by programming and modern web technologies. Certified SAFe 6 Product Owner/Product Manager. Currently is a lead business process designer on the AHCCCS ServiceNow Implementation.
Phyllis Williams Medicaid Customer Experience Lead 	Experience Highlights: Medicaid, ServiceNow 37+ years of experience shaping Medicaid policy, program development, procurement, and operations management. Former Deputy Administrator for the Mississippi Medicaid Program with deep expertise in Medicaid operational strategy and stakeholder engagement. Skilled in leading process redesign initiatives, implementing ServiceNow solutions, and driving modernization efforts to improve efficiency and compliance. Currently serving as Lead Business Process Designer for the AHCCCS ServiceNow Implementation, delivering innovative workflows and strategic guidance to optimize Medicaid program operations.
Aaron Wilson ServiceNow Technical Lead 	Experience Highlights: ServiceNow, Call Center Integration 8+ years of experience with ServiceNow platform, specializing in Customer Service Management (CSM). Holds multiple certifications, including Certified System Administrator, Certified Application Developer, Suite Certification – CSM Pro, and ITIL v3. Expertise includes ServiceNow Platform, Service Portal, IT Service Management, ArcGIS integration, and inbound and outbound integration. Proven success delivering complex, integrated solutions through custom applications and portals for state and county agencies.
Sneha Nadadur Ramakrishna NOWAssist Lead	Experience Highlights: ServiceNow, NOWAssist 10+ years of experience with ServiceNow and Generative AI solutions, specializing in AI-powered capabilities within the ServiceNow platform. Holds expertise in NOWAssist, conversational search, intelligent assistance, and dynamic skill-based workflows. Proven success in designing and implementing scalable AI solutions that enhance user experience, streamline service delivery, and improve operational efficiency. Experience includes

Proposed Staff	Experience with this Type of Project
	integrating large language models for contextual knowledge retrieval, deploying AI-driven virtual agents, and embedding automation into enterprise workflows.
Manshesht Sharma Integrations Lead 	Experience Highlights: ServiceNow 4+ years of experience designing and building full-scale integration solutions for clients to address complex business challenges. Expertise includes assisting a leading facilities management organization in the creation of a Contract Lifecycle Management (CLM) portal using ServiceNow and serving as Scrum Master to lead two complete service lines for a global consumer goods company, integrating multiple workstreams onto a centralized ServiceNow platform. Delivered a comprehensive ServiceNow training curriculum for Admin trainees and supported development teams in creating integrations for purchase orders, invoices, account onboarding, and contract lifecycle management transformation. Will serve in a full-time capacity, overseeing all aspects of integration leadership as Integrations Lead for this project.
Ronnie Nsubuga Privacy and Security Officer 	Experience Highlights: Medicaid, Call Center 17+ years of experience driving secure, technology-enabled transformation for Medicaid and CMS programs across multiple states. Holds a Master's in Cybersecurity from MIT. Expertise spans security architecture, privacy governance, and modernization of healthcare ecosystems through AI-driven analytics, automation, and platform integration. Skilled in embedding security into ServiceNow workflows, call-center platforms, eligibility and claims systems, and API-based environments. Proven success leading multi-vendor modernization initiatives and implementing intelligent, compliant solutions aligned with HIPAA, HITECH, FedRAMP, and ARC-AMPE. Experienced in delivering risk assessments, security plans, and compliance documentation for state and federal oversight while leveraging AI and automation to enhance efficiency and resilience.

5.6.4 A description of experience, expertise and capacity of the proposed staff

Abbreviated resumes are included below to further highlight the experience, expertise and capacity of each proposed staff

Daniel Nicolotti, Engagement Partner

Demonstrates more than 24 years of experience leading complex projects for State, Federal, and Commercial clients in a Managing Director capacity. Has supported agencies with large-scale modernizations and ServiceNow implementations, providing strategic oversight and delivery leadership. Brings a broad background in technology and business, implementing solutions across SaaS platforms, ERPs, cloud transformations, migrations, robotic process automation, and enterprise-wide business transformation. Recognized for driving successful outcomes and engagement delivery within multidisciplinary teams and high-stakes environments. Known for the ability to guide solution strategy and manage large-scale initiatives from concept through execution.

Lauren Leathers, Engagement Manager

Brings a proven track record in government program and project management, specializing in public sector transformation and operational strategy. Has led enterprise portfolio management and multi-agency initiatives, delivering complex projects and fostering innovation across diverse teams. Offers expertise in executive governance, stakeholder engagement, and process optimization, supporting successful adoption of new technologies and workflows. Well-versed in requirements analysis, solution design, implementation, and operational readiness, with advanced certifications in project management, change management, and agile methodologies. Will serve in a full-time capacity, overseeing program delivery and strategic planning for large-scale initiatives.

Kate Griggs, Solution Architect

Offers over 15 years of experience driving business and technology transformation across healthcare, life sciences, and financial services. Specializes in business process architecture and solution planning, with advanced expertise in BPM low-code platforms such as ServiceNow, Pega, Salesforce, and Microsoft. Has guided cross-functional teams through all phases of project delivery, from strategy and roadmap development to implementation and change management, ensuring technology solutions align with business objectives. Skilled in stakeholder management, agile methodologies, and process improvement, consistently delivering measurable impact and operational efficiency. Recognized for mentoring teams, developing best practices, and contributing to industry thought leadership through frameworks, publications, and speaking engagements

Vaishnavi Madhavan, Business Solution Lead

Brings several years of experience as a Senior Consultant in technology consulting, supporting a range of transformation projects across public sector and commercial environments. Skilled in project management, change management, systems testing, and training support, with a strong background in business requirements gathering and technical implementation. Has contributed to the development and deployment of solutions using platforms such as Dynamics, Workday, Oracle Fusion, and Salesforce, ensuring seamless transitions and effective adoption for end users. Experienced in preparing deliverables, managing project documentation, and supporting PMO activities, with proficiency in programming languages and web technologies. Recognized for the ability to synthesize stakeholder feedback, drive process improvements, and support successful project outcomes in complex environments.

Phyllis Williams, Medicaid Customer Experience Lead

Offers over 37 years of experience shaping Medicaid policy, program development, procurement, and operations management. Has served in senior leadership roles, including Deputy Administrator for a state Medicaid program, with deep expertise in operational strategy and stakeholder engagement. Skilled in leading process redesign initiatives, implementing ServiceNow solutions, and driving modernization efforts to improve efficiency and compliance. Experienced in developing contract monitoring tools, conducting needs assessments, and delivering strategic guidance for integrated healthcare solutions. Currently serves as Lead Business Process Designer for a major ServiceNow implementation, delivering innovative workflows and optimizing Medicaid program operations.

Aaron Wilson, ServiceNow Technical Lead

Extensive experience in ServiceNow platform development and support with a focus on public sector projects. Led initiatives for state and county agencies involving portal development, custom applications, and integrations with external systems such as ArcGIS for address verification and geospatial data. Delivered solutions for law enforcement case management, statewide permit purchasing, and large-scale 311 service portals, as well as self-service applications like the Made in Montana program. Brings four years of platform support and three years of pre-sales experience with strong expertise in CSM, PSDS, FSM, and complex integration projects that improve user experience and operational efficiency. Will serve in a full-time capacity, overseeing all aspects of technical leadership as ServiceNow Technical Lead.

Sneha Nadadur Ramakrishna, NOWAssist Lead

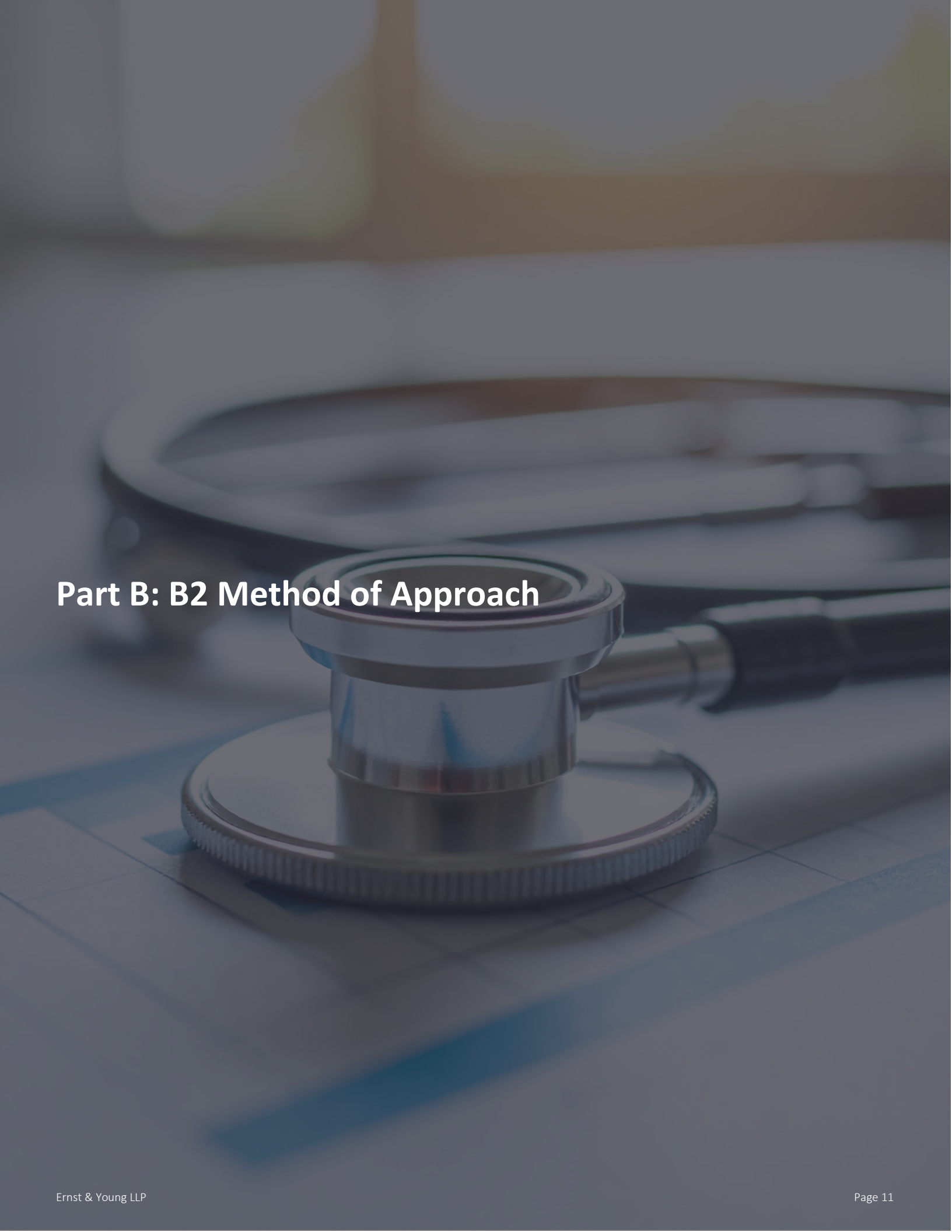
Over 10 years of experience in digital technology consulting with a strong focus on enterprise IT transformation and HR and payroll modernization. Extensive background serving clients across consumer products, technology, and life sciences sectors. Expertise includes ServiceNow platform implementation, NOWAssist AI capabilities, and digital workflow optimization. Proven success delivering large-scale IT transformation programs, HR service delivery enhancements, and manufacturing process improvements. Skilled in organization design and planning, with a track record of enabling operational efficiency and driving measurable business outcomes for global enterprises.

Manshesht Sharma, Integrations Lead

Delivering expertise in digital and emerging technologies, specializing in designing and implementing enterprise solutions that drive process optimization and digital transformation. Core strengths include solution architecture, project leadership, and training development, with proven ability to manage cross-functional teams and deliver scalable platforms for global clients. Extensive experience in integrating complex systems and aligning technology strategies with business objectives.

Ronnie Nsubuga, Privacy and Security Officer

Offers over fourteen years of experience in information assurance and information technology, with a strong focus on CMS environments and all phases of information security. Experienced in risk management frameworks, FISMA and FedRAMP assessments, security controls reviews, technical evaluations, and the development and execution of security test plans and procedures. Skilled in writing security policies and procedures, creating business continuity and disaster recovery plans, and managing POA&M activities from initiation through remediation. Has served in multiple leadership and specialist roles, including Chief Information Security Officer, assessor, and ISSO, with expertise in system categorization, control selection, and continuous monitoring. Well-versed in general controls and compliance standards such as SOX, NIST, COBIT, and ISO, and proficient in the use of GRC tools to support governance, risk, and compliance initiatives.

A stethoscope is positioned on a medical chart that features a grid pattern. The background is a soft-focus image of a clinical setting, with a blurred stethoscope and medical equipment visible. The overall tone is professional and clinical.

Part B: B2 Method of Approach

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

EY will employ an agile methodology to provide an informed and thoughtful approach that assesses current processes and technology against future operational and program goals, enabling Go-Live by the end of 2026. We begin with a rigorous assessment of the current landscape to identify risks and designing and executing mitigation strategies early and continuously, containing risk and enabling a smooth, successful migration.

Workstream: Project Management Office (PMO)

Our Project Management approach for Health and Human Services projects has been tested, tuned and proven in over 40 States. Our project management approach is focused on three key areas:

Keeping the project on schedule: we are cognizant of the demand on AHCCCS leadership and the time needed to keep decisions moving and stakeholders engaged. Our PMO will work closely with you to maintain the project's schedule for the December 2026 Go-Live.

Keeping the project on quality: solution quality starts with requirements, and our PMO will tightly manage the project across phases and teams to enable quality requirements that drive quality testing, and ultimately a quality live solution.

Keeping the project in compliance with requirements: in lock step with continuous quality management, our PMO will maintain a tight focus on delivering an eligibility solution that meets the full requirements of the project.

To these three ends, the PMO will closely oversee the following processes:

Requirements validation: Our PMO will oversee the work of our Functional teams across Joint Application Design sessions, complemented by Joint Application Review sessions, to validate current requirements, identify new requirements, and identify and resolve any requirements gaps.

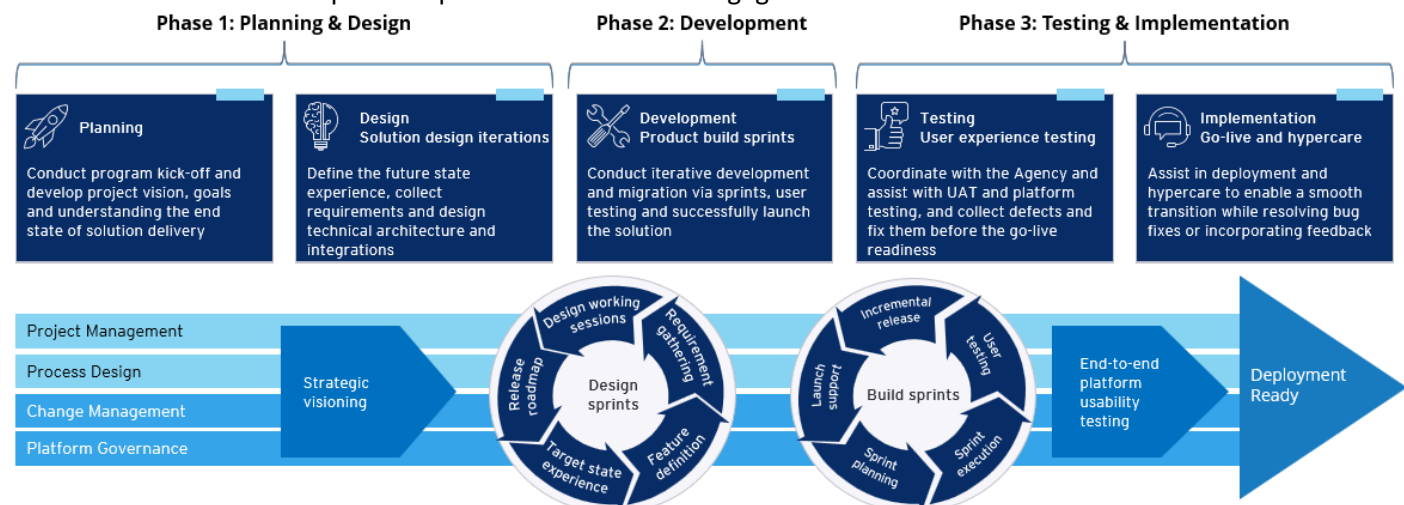
Traceability of all requirements and test cases: Using JIRA, all workflow, functional, RTM and data and integration requirements will be synthesized into one linked, comprehensive, cohesive and baselined system requirement set. Further, full baselined system requirements will be linked explicitly to Test, User Acceptance and Operational Readiness Test cases, with traceability enforced to verify that all requirements are tested across the three test cycles.

Iterative development and configuration that supports continuous verification that requirements and specifications are being met.

Project governance that closely and consistently manages requirements changes and resolution of test defects, with visibility across impacts to all linked requirements and related test cases.

Communications processes within our Project Management Plan to actively confirm requirements compliance with the entire project team, both EY and AHCCCS.

We deliver in consecutive sprints to promote stakeholder engagement and continuous feedback.



Our delivery lifecycle uses a hybrid-agile methodology focused on continuous improvement and adaptability. While we conduct structured, waterfall-style requirements during Planning & Design, we run concurrent agile activities—proofs of

concept and wireframes—to align stakeholders from the outset. As shown below, our approach advances through Planning & Design, Development, and Testing & Implementation/Go-Live. Each iteration builds on prior work, incorporates real-time feedback, and adjusts based on user input to provide quality, speed, and stakeholder confidence.

Phase 1: Planning & Design

The ability to bridge the gap between business design and technology solution design is critical to the success of a high performing system. The distinct differences between these two domains are often overlooked when supporting states on large technology projects. **Why this matters** - Our approach incorporates a rapid fine-tuning of business requirements and design into technology solution requirements and design, to support the AHCCCS' streamlined operations and better meet the evolving needs of families, call center personnel, and other internal and external stakeholders. This approach is a critical component of requirements design and is baked into our core solution requirements and DDI approach.

HIGHLIGHTS

Our solution design occurs at the intersection of customer needs and technology possibilities. Across our work, we have found that this approach provides the greatest opportunity for success.

Phase 2: Development

Each iteration uses an integrated, collaborative approach with the AHCCCS' business and IT to deliver across the core disciplines: build, data migration, testing, and training. Our technical and functional teams work as one, with resources embedded in in Joint Application Review (JAR) and Joint Application Design (JAD) sessions to capture requirements and desired outcomes firsthand to align designs with platform capabilities. Tech leads gather interface and reporting needs early and weave them into functional workflows. The result is an integrated team with a consistent understanding of State processes and requirements, deeper system familiarity, stronger decision-making during analysis workshops, and faster incremental delivery of value-based functionality. Quality control and feedback are embedded throughout development. Each sprint concludes with demos/showback and mini-UAT to validate functionality with AHCCCS stakeholders, providing transparency, early course-correction, and continuous alignment. **Why This Matters** - As proven on the current ServiceNow project, this cadence delivers quick wins, fosters adoption, surfaces defects and gaps well before formal UAT, and reduces the likelihood of change orders.

Development Accelerators

During the Development phase we install a baseline instance of our ServiceNow platform over the first 3 months, which enables the team to begin configuring the platform in consecutive 3-week sprints. These development sprints follow the sequence of the JADs and develop the full user stories into demonstratable showbacks that are reviewed in a live environment with business stakeholders at the end of each sprint. Following completion of the sprints, the business is given the opportunity to do a mini-UAT on the functionality over a week-long period and feedback is incorporated into the requirements backlog and prioritized with the stakeholders. **Why This Matters** - early feedback from demos is important but giving business stakeholders the opportunity to use the functionality and see where it breaks to allow for better adoption and decreased defects at the end of the project.

Phase 3: Testing and Implementation

Throughout the testing phase, we implement a disciplined approach to defect management, resolving all issues before Go-Live. As we move through testing, we make the needed adjustments to the Go-Live plan to keep it fully comprehensive and address all needs of the system and AHCCCS. We use a predefined checklist of Readiness Criteria to provide an objective evaluation of operational readiness and confirm our preparedness for production, including Go/No-Go criteria for system functionality, reports, and security features. We also conduct dry runs of the cutover, including data migration and system testing.

Testing Management

Testing is often managed in isolation, which can result in inconsistent execution, increased costs, and limited resources. To address these challenges, our Test Approach emphasizes collaboration with key stakeholders to establish a scalable and adaptable testing methodology. AHCCCS testers are engaged early and throughout the design and development process. **Why This Matters** - Our process validates business, technical, data, and configuration requirements throughout the development lifecycle, integrating development, security, and operations teams for rapid issue identification and

remediation without disrupting ongoing operations. Quality is central to our methodology, which we use in the UAT environment to identify design gaps and that the solutions meet business requirements and facilitate early user training and knowledge transfer. Our proven methodology supports component testing, system integration testing, UAT, and nonfunctional testing such as disaster recovery, security, and performance. Using an agile test-early-and-often strategy, we enable frequent inspection points to promote transparency and ongoing alignment with AHCCCS needs.

Testing Methodology

As shown to the right, our testing occurs in four phases – Planning, Execution, Reporting, Acceptance – with activities that provide strong data governance, efficient execution, and clear ownership across IT and business.

Test Planning

Testing is structured to align with each phase of the program lifecycle, providing comprehensive coverage and quality assurance at every stage. This approach facilitates early detection of issues, reducing risks and providing a high-quality final product. The testing process requires complete and thorough inputs that include requirements, data flows, and current state diagrams. Detailed planning of all environments (System Test, Conversion Test, UAT, Operational Readiness Testing, data, test cases, resources and other solution components) are essential and are captured within the Test Plan. The test plan includes an execution schedule built on a strategy that includes:

- **Unit Testing** on each workstream and configuration item after development/configuration is complete.
- Early **Functional Tests** as soon as the non-production tenant becomes available on select unit-tested business functions.
- **System Integration Testing (SIT)** as planned in the Configuration Management Plan.
- **User Acceptance Testing (UAT)** executed in the staging or non-production tenant for business users to test.
- **Operational Readiness Testing (ORT)** to validate that the system is ready to go to production and is prepared for Go-Live.

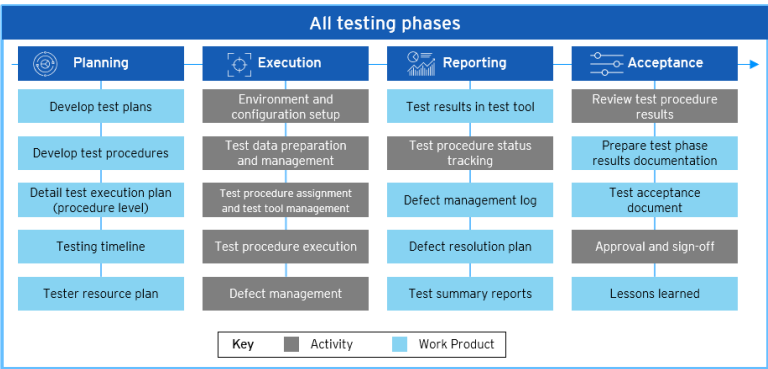
Requirements Traceability Matrix (RTM). The RTM is the primary tool we use when tracing testing requirements back to business requirements. The RTM serves as a comprehensive inventory, allowing us to rationalize, score, and prioritize all business requirements systematically. We leverage JIRA and ServiceNow dashboards to automate linkage between requirements, development tasks, and test results.

Test Execution

Test execution begins alongside the end of each development iteration and spans more than basic functional/system testing. We cover Unit, System, Integration, and Operational Readiness (including UAT and Performance) tests. Testing is iterative, with release and regression cycles confirming ongoing development and verifying fixes. Completion is confirmed only when performance requirements are met under full operational conditions, enabling value-driven functionality through early and continuous testing.

Test Reporting

Following the completion of ORT, we prepare a detailed ORT Results and Readiness Assessment report that documents the outcome of ORT execution, summarize test case results, detail any known defects or deviations, and assess overall readiness of the system, AHCCCS, and our team as the implementation partner to move forward with deployment and provide M&O support.



Cadence and scope	Testing runs in three-week cycles. During each build iteration, teams conduct unit and QA testing at the component level. Every third iteration introduces a System Integration Testing (SIT) phase to validate complex workflows and dependencies across modules / external systems - surfacing integration issues early while maintaining consistent development progress.
Governance and Reporting	Before execution, entry criteria are reviewed in a go/no-go meeting. Daily standups align the testing team, outline the plan, and remove blockers. The Test Lead monitors progress and outcomes throughout the day. Unexpected results trigger defect meetings to identify causes, assign owners, and document workarounds for long-standing issues. Daily summary reports are distributed; plans adjust as needed. Weekly, results and supporting evidence are compiled for approver review. The cycle continues until all tests of a given type are complete. A closure report then summarizes scope, pass rates, open defects, and exit criteria; once all criteria are satisfied, approval for closure is sought.
User Acceptance Testing (UAT)	UAT verifies that the system meets end-user needs and works correctly in real-world scenarios. Our business-led design configures workflows early, with experienced professionals supporting UAT by developing scenarios that mirror operations and validating service delivery through mini-UATs and full UAT across DDI. The testing team embeds compliance and security objectives in scripts, simulates production conditions end-to-end, and uses staged nonproduction data—including simulated partner interfaces where test environments are unavailable. UAT cases and scripts are co-developed with requirements and design, sequenced to agile sprints, and detailed in resource, data, and environment plans. Test leaders and functional representatives hold workshops to define integrated, post-go-live scenarios; a UAT Readiness Checklist is completed before execution. Defects are logged with full detail, triaged collaboratively, remediated, & closed after retest with root-cause review.
Operational Readiness Testing (ORT)	After the successful completion of UAT, we begin ORT for the specific Release population, which is critical to answering the question, "are we ready to go live?" The objective of this testing process is to evaluate the system's responsiveness at the maximum possible workload, to verify that the data conversion and migration has been successful, that connectivity with other systems are confirmed, and that navigation is working as expected. Why This Matters - We validate that the new system is ready to go to production and is prepared for Go-Live; and also that state workers, partners and constituents are informed, trained, and prepared to engage with the new system.

Test Acceptance

The final phase of testing is acceptance, where all test results are shared with key stakeholders for review and approval. We recommend a two-pronged approach to obtaining approvals. First, individual tests should be shared with test approvers on a weekly basis. This allows for detailed review of the test evidence and gives approvers the opportunity to share feedback. If any re-tests or additional work are required, this method provides more time to complete this work, as execution for this scope is ongoing.

Phase 4: Go-Live

Our Go-Live methodology applies a structured framework that emphasizes thorough planning, rigorous assessments, and sustained stakeholder engagement—aimed at exceeding the AHCCCS' expectations. The approach begins with an initial assessment to evaluate current systems and processes and identify readiness gaps, continues with active stakeholder engagement to maintain alignment and address concerns, and includes a **Go-Live Readiness Assessment** aligned to the Go/No-Go Decision Checklist to confirm system functionality and operational readiness. We then execute a phased implementation that deploys full functionality across three releases, followed by post-Go-Live support delivered through a command center that provides ongoing assistance and rapid issue resolution for each release.

We roll out the solution guided by the **Go-Live Plan** and supported by the Go-Live Report. The Go-Live plan details 1) Tasks and processes for initializing the system, conducting the production release, and executing post-release activities, 2) Clear delineation of responsibilities between team and AHCCCS staff, along with task durations and schedule, 3) Implementation coordination of team and AHCCCS staff to oversee preparation and execution, 4) Criteria for assessing readiness of the system for the initial release and subsequent rollouts.

Workstream: OCM and Training

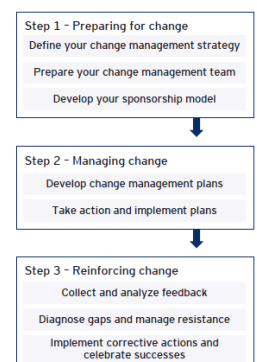
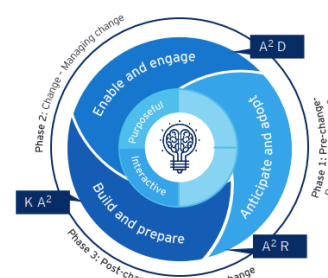
In our experience, OCM approaches that focus only on technology changes see limited improvements in adoption, service delivery or organizational capacity.

While the technology change for AHCCCS is important, it is even more important to spend time on the change that your staff and clients will experience — the people

change and business process optimization that means the most to the people in your agency and the people you serve. Our OCM methodology is designed to facilitate smooth transitions and enable successful adoption of new systems and processes and aligns seamlessly with the Prosci ADKAR® model.

We develop, maintain and execute our OCM approach across the life of the project, through statewide implementation. In accordance with the five pillars of the ADKAR model EY will perform a variety of activities to cultivate informed, integrated, and long-lasting stakeholder buy-in to the following objectives: In accordance with the five pillars of the ADKAR model EY performs a variety of activities to cultivate informed, integrated, and long-lasting stakeholder buy-in to the following objectives:

Awareness of the need for change	A ¹
Desire to support the change	D
Knowledge of how to change	K
Ability of demonstrate skills and behaviors	A ²
Reinforcement to make the change stick	R



- To build awareness (or A1) of the need for this change, we complete leadership alignment activities and a stakeholder analysis to understand each stakeholders' awareness levels and share insights with them in a personalized and communicative manner.
- To create the desire (or D) to support the transformation, as well as the knowledge (or K) of how to actively participate in this transformation, we provide a communications plan that has strategic and consistent information about the benefits of the change, as well as key features of the change through the project.
- To enable the ability (or A2) for stakeholders to demonstrate skills and behaviors related to the change, we engage leadership to support the change absorption of the rest of the AHCCCS' staff.

- Lastly, EY promotes reinforcement (or R) of the transformation through its engagement with and education of AHCCCS leaders, working so that promotion and absorption of this change will persist in a way that has been engrained in Agency staff behaviors.

Train-the-Trainer Approach

Our training strategy leverages a sustainable train-the-trainer model to empower trainers with knowledge, resources, and ongoing support to drive adoption and behavioral change. Trainers receive comprehensive toolkits that include hands-on developer-led training, presentation materials, and reference resources, along with structured follow-up sessions to address challenges and share best practices. Continuous feedback loops and evaluation mechanisms provide program improvement and accountability; ongoing coaching reinforces desired behaviors. This approach supports AHCCCS by building a stronger, more adaptable workforce and tracking measurable outcomes such as trainer readiness scores and engagement indicators. Further, we foster a culture of collaboration by celebrating trainers and end users who champion adoption, sharing their stories during town halls and newsletters to highlight effort, impact, and connection.

Acceleration Tools

Our solution for AHCCCS will be deployed using well-tested EY tools that enable earlier delivery timelines and frees up EY drafting time to focus on value added activities and focus on AHCCCS strategic priorities. These tools include:

AI4Delivery

AI4Delivery (AI4D) is EY's proprietary AI tool that we bring to each engagement to enhance efficiency, improve decision making, increase accuracy and reduce cost across the SDLC lifecycle of the project. AI4D is built in ServiceNow using AIStudio, NowAssist and Agile Development 2.0 module. This solution can be deployed on your client instance, if approved. The output of this tool is AI agents assisting with story generation & refinement, sprint management, code development, test case (manual, ATF & SIT/UAT) creation & training & deployment activities.

EYes Tool

Leading practices and code review are essential processes in any development cycle, and code quality can be impacted when manual code review is utilized. EYes ('EY evaluate script' tool), is a proprietary automation tool we bring to each engagement to examine the software update sets and identify the code that either violated leading practices or should be considered 'custom'. EYes is built in ServiceNow using the out-of-the-box applications and is a scoped application so we can easily migrate the application from one instance to another. The output of this tool will inform the design- and operational-authorities on potential management, upgrade and migration concerns, enabling decisioning around the solution's construction.

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

To meet AHCCCS's requirements, we recommend a phased approach with discrete actions and outcomes occurring during each phase.

Requirements & Process Design

This phase establishes the technical, functional, and AI/GenAI foundation for the entire AHCCCS contact center modernization program. It validates that every RTM requirement (CC01–CC123), security requirement, and global requirement is fully decomposed, validated, mapped to design artifacts, and made testable. It produces the unified blueprint covering Genesys Cloud, ServiceNow, IVR modernization, DW API replacement, AI behavior, workflows, and compliance. Activities include:

1. **Workshops:** Conduct workshops with AHCCCS stakeholders to establish baseline CC01–CC123 RTM and security requirements.
2. **Analysis:** Analyze existing call flows, IVR scripts, and data flows to define the baseline process landscape.
3. **Solution Architecture:** Develop a unified Solution Architecture Blueprint for Genesys Cloud, ServiceNow, IVR, Azure, Data Warehouse, and APIs.
4. **Integration Contracts:** Define integration/API contracts for Genesys, ServiceNow, IVR, DW, and PMMIS, replacing SFTP exchanges with secure REST APIs.
5. **Data Model:** Design a consolidated data model for call, case, survey, and campaign data, ensuring alignment with reporting and AI features.
6. **Workflow Mapping:** Map workflow requirements to process models and system components.
7. **Documentation:** Document security, privacy, IAM, and compliance requirements for integrations and AI features.
8. **Requirements Definition:** Define functional and nonfunctional requirements for NLP, NLU, and agent assist features.
9. **Transition Plan:** Draft a transition plan for legacy integrations with fallback procedures.
10. **Requirements Traceability:** Produce a Requirements Traceability Matrix linking each requirement to its design.

Expected Outcomes

1. Baseline of all CC01–CC123, global requirements, and security requirements with full traceability.
2. Approved architecture and integration blueprint spanning Genesys, ServiceNow, IVR, DW, PMMIS, and external systems.
3. Full API and data model definition supporting real-time integrations and removal of SFTP.
4. Complete documentation of workflows, automation logic, AI/GenAI behavior, and routing rules.
5. Compliance-ready design aligned to HIPAA, MARS-E, ARC-AMPE, and AI safety.
6. A signed-off design package enabling predictable downstream development.

Deliverables

1. Business Requirements Document (BRD)
2. Functional & Technical Requirements Specifications (FRS/TRS)
3. Solution Architecture Blueprint (SAD)
4. End-to-End Process Flow Documentation
5. API Specifications & Integration Contracts
6. Data Model & Entity Definitions
7. AI/GenAI Requirements & Context Model Definition
8. Security & Compliance Requirements Mapping
9. Legacy Deprecation & Transition Plan (SFTP → API)
10. Requirements Traceability Matrix (RTM)
11. WS1 Design Sign-off Package.

Genesys Build (IVR & Routing)

This phase recommends each required Genesys Cloud CX component—including IVR flows, Natural Language Understanding (NLU), bot automation, routing logic, callback orchestration, outbound campaign automation, and real-time event publishing. It makes sure Genesys Cloud exchanges verification outputs, claim and provider lookup intents, call attributes, survey data, wrap-up codes, routing decisions, transcripts, and conversational metadata with ServiceNow, the Data Warehouse, PMMIS, and every other AHCCCS systems using secure APIs. Legacy SFTP or file-based dialer/survey processes are replaced with modern REST APIs, validating full compliance, reliability, and auditability.

Expected Outcomes

1. Fully functional, cloud-based IVR and NLU flows that automate eligibility verification, claim status lookup, provider search, coverage inquiries, and other Medicaid functions.
2. Real-time, API-driven integration between Genesys Cloud, ServiceNow, the Data Warehouse, and PMMIS with complete removal of legacy SFTP processes.
3. Accurate routing and escalation behaviors for fraud, harm, grievances, and verification failures, with complete context displayed in ServiceNow workspaces.
4. Consistent data exchange of wrap-up codes, survey values, verification results, transcripts, and dialer outcomes across reporting systems and case workflows.
5. Significantly improved member and provider experience through NLU accuracy, shorter time-to-agent, intelligent IVR, and smooth bot-to-agent transitions.
6. A fully documented, RTM-aligned Genesys Cloud foundation ready for SIT, UAT, CMS security review, and go-live.

Deliverables

1. Genesys IVR Flow Configuration Package
2. Bot/NLU Intent & Dialogue Design Document
3. Routing Configuration Workbook (skills, queues, affinity, escalation)
4. Genesys → ServiceNow API Specification & Event Schema
5. Genesys → DW API Specification (SFTP replacement)
6. Outbound Campaign API Integration Guide
7. Call/Survey/Disposition Data Mapping Document
8. Screen-Pop & Context-Passing Configuration
9. Security Configuration Documentation (TTS/ASR logging, PII/PHI handling, profanity detection)
10. Genesys Integration Design Specification (IDS)
11. RTM linkage for all Genesys-related requirements
12. WS2 Build Sign-Off Package

Telecommunications Infrastructure Configuration Activities

1. **Architecture & Design:** Create blueprints and interaction flows for the telecommunications infrastructure to integrate with CCaaS.
2. **Program & Implementation Roadmap:** Develop a roadmap with milestones for design, testing, and deployment to ensure smooth migration and scalability.
3. **Infrastructure Development & Integration:** Assess current capabilities, configure telephony systems, and integrate securely with CRM.

4. **Deployment & Support:** Plan system rollout, configure routing and monitoring tools, and establish ongoing support for performance optimization.
5. **Security & Compliance:** Implement encryption, access controls, and compliance checks to meet security standards and regulatory requirements.
6. **Governance & Documentation:** Maintain documentation of processes, validations, and configurations for transparency and traceability.
7. **IVR Flows:** Build and configure IVR flows for eligibility verification, claim status, provider lookup, and benefit coverage, integrating with real-time APIs.
8. **Genesys Cloud Bot/NLU:** Recommend intents for eligibility, claims, and FAQs, enabling entity extraction and fallback routing for low-confidence intent detection.
9. **Routing Logic:** Configure escalation for failed eligibility, fraud triggers, and repeated bot failures to skilled agents, passing full IVR context to ServiceNow.
10. **Multi-Factor Routing Architecture:** Build routing rules (skill-based, queue-based, etc.) including special queues for Spanish and TTY/Accessibility compliance.
11. **Agent Assist Capabilities:** Enable CTI screen-pop, context-passing, and AI-driven prompts using metadata fields.
12. **Data Transfers:** Replace SFTP-based transfers with secure REST APIs, including encryption and OAuth2 credentialing.
13. **API Integrations:** Develop integrations for real-time call events, IVR verification results, and survey data.
14. **Outbound Campaigns:** Configure API-based creation and monitoring of outbound campaigns, updating codes.
15. **Callback Flows:** Recommend callback flows with queue position preservation and fallback logic.
16. **Real-Time Event Publishing:** Build publishing for call recordings and transcripts while maintaining PII/PHI compliance.
17. **Emergency Broadcast IVR:** Configure IVR flows for emergencies, including priority routing and dynamic messages.
18. **Profanity Detection:** Implement detection in interactions with thresholds and supervisor alerts.
19. **Testing:** Test all inbound/outbound call scenarios end-to-end.
20. **Documentation:** Document routing rules, IVR flows, API mappings, and test cases in the Integration Design Spec.
21. **Genesys Cloud CX Tenant:** Configure the Genesys Cloud CX tenant, including SIP, WebRTC, and unified routing readiness for ServiceNow.

ServiceNow Build (CSM, VA, Integrations)

This phase configures the ServiceNow platform—CSM, Agent Workspace, Virtual Agent, Now Assist AI, Integration Hub, reporting, and compliance controls—to intelligently handle every inbound and outbound interactions originating from Genesys. It establishes the AI foundation (summarization, VA, GenAI Controller, Guardian, AI Search), makes sure every event from Genesys becomes actionable, and enables agents to work in a unified, context-rich environment.

Activities

1. **AI Search & Now Assist:** Enable AI Search across CSM/ITSM/HRSD and custom call-related tables, tuning relevance for telephony, IVR, survey, and campaign data. Configure Now Assist for virtual chat, creating topics for eligibility verification, claim status, and escalation flows, integrating with Genesys APIs. Build self-service flows for members and providers to verify eligibility, check claim status, and escalate issues into CSM with context-rich case creation.
2. **GenAI Summarization:** Enable GenAI summarization for cases and chats, generating resolution and transfer summaries using knowledge base context. Configure triggers for creation, transfer, and closure with Guardian masking for PHI/PII.
3. **GenAI Controller Configuration:** Configure routing, skill mapping, prompt governance, and audit logging using Now Assist Guardian for AI governance.
4. **AI Agents:** Build AI agents in Agent Studio for multi-step flows, enriching call attributes and chaining Genesys + DW API calls.
5. **Integration & Dashboards:** Integrate Genesys data into ServiceNow dashboards for real-time supervisor views on workload and performance.

Expected Outcomes	
1.	A unified ServiceNow agent workspace displaying IVR path, NLU intent, customer identity, verification outcomes, call metadata, and historical interactions instantly at screen-pop.
2.	Fully operational AI Search, Virtual Agent, and Now Assist capabilities that intelligently surface knowledge, automate routine inquiries, and provide real-time recommended actions.
3.	A reliable, bi-directional Genesys ↔ ServiceNow integration foundation with normalized call/survey/verification/campaign data supporting routing, case automation, and analytics.
4.	AI-driven summarization and agent-assist experiences producing consistent, compliant, and context-rich case notes, leading to faster resolutions and reduced agent workload.
5.	Full lifecycle auditability with retention-ready logging for all API calls, Virtual Agent events, GenAI prompt/response activity, and interaction records to meet HIPAA, State, and MARS-E requirements.
Deliverables	
1.	ServiceNow Configuration Workbook (CSM, VA, AI Search, Workspaces)
2.	GenAI Controller & Guardian Governance Configuration
3.	Virtual Agent Topic & Dialogue Design Package
4.	Integration Hub Action & API Flow Design Spec (Genesys APIs)
5.	Case Summarization Templates & Trigger Rules
6.	Reporting & Dashboard Catalog (operational + compliance)
7.	Audit & Logging Implementation Document
8.	Updated Requirements Traceability Matrix (ServiceNow scope)
9.	WS3 Build Sign-Off Package

6. **Interaction Management:** Validate voice and chat records from Genesys for complete agent context.
7. **Audit Logging:** Recommend full audit logging for API and GenAI interactions to meet privacy requirements.
8. **Consent Management:** Capture consent signatures and enforce identity verification rules.
9. **Documentation:** Document all configuration elements and update the RTM for traceability.

API Redesign & External System Integrations

This phase rebuilds the end-to-end integration fabric across Genesys, ServiceNow, IVR, Azure services, PMMIS, Data Warehouse, eligibility systems, and every downstream data consumers. The focus is removing legacy file-based and SFTP processes, replacing them with secure APIs, and establishing a unified event-driven architecture that supports real-time verification, campaign management, survey retrieval, case creation, and analytics. Each integration pattern (REST/SOAP, JSON/XML, callbacks, events) are redesigned to meet AHCCCS security, MARS-E, and scalability requirements.

Activities

1. **API Redesign:** Redesign the Eligibility Verification, Provider Lookup, and Claim Status Retrieval APIs, defining request/response schemas and integrating with PMMIS or AHCCCS sources, replacing legacy processes with secure REST APIs.
2. **Mapping Outputs:** Map eligibility verification outputs to ServiceNow and Genesys routing attributes.
3. **API Contract Library:** Define and publish a new API contract library for upstream and downstream systems, detailing payload schemas, validation rules, and error handling.
4. **Azure API Management:** Build Azure API Management gateways to expose standardized endpoints for campaigns and verification flows, applying OAuth2 and rate limiting.
5. **ServiceNow Integration:** Configure ServiceNow Integration Hub actions for multi-step flows like call verification and case creation.
6. **Event Listeners:** Recommend API event listeners for Genesys Cloud notifications, passing transformed payloads to ServiceNow and DW in real time.
7. **Data Mapping Rules:** Establish standardized data mapping rules for caller ID, member ID, and survey metadata.
8. **Data Warehouse Integration:** Integrate with the Data Warehouse to send call events and verification history, replacing outdated ETL logic.
9. **Testing:** Conduct end-to-end integration testing for all flows.
10. **Documentation:** Update integration documentation and tie each to the RTM.

Expected Outcomes

1. All SFTP and manual file-based processes supporting the call center (eligibility, claims, provider, surveys, campaigns) are fully retired and replaced with secure APIs that operate in real time.
2. Genesys, ServiceNow, IVR, PMMIS, and the Data Warehouse exchange standardized, validated, and fully mapped payloads using a consistent canonical data model.
3. API authentication, encryption, and RBAC controls comply with HIPAA, MARS-E 2.2, ARC-AMPE, State security standards, and AHCCCS security policies.
4. A robust, monitored integration backbone underpins routing, verification, campaign operations, and reporting, reducing failures and simplifying future enhancements.
5. Upstream and downstream systems receive high-quality, normalized, audit-ready data that supports accurate reporting, analytics, and compliance reviews.

Deliverables

1. API Redesign Blueprint (all integrations, schemas, authentication, error handling)
2. Updated System Architecture Diagram (API, events, queues, data flows)
3. Azure APIM Configuration Package & Security Policies
4. ServiceNow Integration Hub Action Catalog & API Specifications
5. Data Mapping and Transformation Specification (Genesys → SN → DW → PMMIS)
6. End-to-End Integration Test Plans & Test Evidence
7. Integration Compliance Documentation (HIPAA, MARS-E, ARC-AMPE)
8. Updated RTM with Integration Linkages
9. WS4 Build & Integration Sign-Off Package

Security, Privacy & Compliance

This phase addresses security, privacy, regulatory alignment, and data protections across the integrated Genesys–ServiceNow–Azure ecosystem. Controls applied across IVR, AI/GenAI features, case creation, routing outcomes, and verification workflows support regulated-data handling consistent with HIPAA, HITECH, State of Arizona enterprise security policies, and the ARC-AMPE framework. The workstream covers encryption, API protection, RBAC, audit controls, privacy safeguards, AI safety boundaries, and validation activities supporting secure data flows, case management, and continuity requirements.

Expected Outcomes

1. Security, privacy, HIPAA, ARC-AMPE, and Arizona enterprise security expectations are met across the architecture.
2. API, data flow, and integration patterns follow encryption, access control, and validation safeguards.
3. Sensitive data is protected across case records, transcripts, routing outcomes, verification metadata, and AI-supported interactions.
4. AI-driven features apply platform-native safety filters, masking, and moderation boundaries to support appropriate handling of regulated data.
5. Security assessments, privacy reviews, and platform-supported testing validate applied controls.

- Documentation supports alignment with audit, certification, and operational oversight needs.

Deliverables

- Security Architecture & Data Protection Plan
- HIPAA/ARC-AMPE Compliance Mapping
- Encryption & RBAC Configuration Documentation
- API Security Review & Validation Checklist
- AI Safety & Guardian Policy Validation Report
- Audit Logging & Monitoring Framework
- Security Assessment & Privacy Review Results
- Privacy Impact Assessment (PIA)
- Continuity & Recovery Evidence Documentation
- Final Security & Compliance Summary Package

Activities

- Perform security validation on redesigned APIs (Genesys → ServiceNow, ServiceNow → DW/PMMIS), applying TLS 1.2+, OAuth2/mTLS, token controls, encryption-at-rest, and RBAC across connected systems.
- Configure and validate ServiceNow security controls including ACLs, encryption, row-level protections, audit logging, attachment security, and privacy-boundary configurations within Now Assist Guardian.
- Validate Genesys security settings including identity verification, sensitive-attribute detection, escalation alerts, and transcript-handling safeguards.
- Conduct privacy testing to validate PHI, PII, and behavioral metadata protections across logs, transcripts, training data, analytics, and downstream flows.
- Validate cross-system access controls (ServiceNow RBAC, Azure AD, Genesys roles, DW/PMMIS access patterns) applying least-privilege and identity-governance practices.
- Review AI/GenAI safety features including summarization, response moderation, VA topics, and Now Assist/Guardian boundaries for sensitive-content handling.
- Validate platform-supported controls for prompt filtering, content moderation, masking, safety triggers, and logging across conversational and AI-supported workflows.
- Conduct end-to-end audit logging validation for critical events (API calls, case actions, routing decisions, verification outcomes, conversational metadata, and agent transitions) aligning logs with audit-readiness expectations.
- Review continuity and recovery practices (SOC 2 Type II, SSAE-18, ISO 27001 evidence) and validate recovery patterns aligned to AHCCCS operational standards.
- Support security-related components of privacy and penetration-test activities; review findings and remediation.
- Develop security documentation including HIPAA, HITECH, ARC-AMPE mapping, security diagrams, data-flow documentation, and audit controls.
- Prepare the final Workstream 5 Security, Privacy & Compliance package supporting certification and oversight.

Operational Readiness & Program Management

This phase prepares the entire ecosystem (Genesys, ServiceNow, IVR, APIs, Data Warehouse, GenAI, and every operational team) for Day-1 operations. It transitions the program from build to run by establishing support processes, defining ownership, training staff, validating monitoring dashboards, confirming readiness, and validating that each AI/GenAI feature is operationally governed, safe, and supportable.

Activities

- Runbooks Development:** Create and publish runbooks for API monitoring, IVR workflows, outbound campaigns, identity verification, incident response, AI governance, and model rollback procedures.
- Monitoring & Alerting:** Configure monitoring for integrations (Genesys → ServiceNow, ServiceNow → DW/PMMIS) with dashboards for API latency, failure rates, and GenAI performance.
- SLAs & Protocols:** Establish operational SLAs and error-handling protocols for integration points, with clear RACI assignments.
- Training:** Train support staff and vendors on workflows, AI-assisted summarization, dashboard usage, and API troubleshooting.
- Communications Planning:** Plan communications for providers and members regarding IVR updates and AI capabilities.
- Cutover Planning:** Conduct rehearsals and validate runbooks, ensuring fallback procedures are documented.

Expected Outcomes

- All support teams can operate, monitor, and troubleshoot the new Genesys-ServiceNow-IVR ecosystem from Day-1 without external dependency.
- Runbooks, SOPs, monitoring dashboards, and escalation paths are fully aligned, tested, and approved by business, IT, and compliance.
- All operational staff are trained on new capabilities, including GenAI features and their governance boundaries.
- Stakeholders receive accurate, approved communications ahead of IVR, VA, and campaign changes.
- Cutover is executed smoothly with validated fallback paths and readiness confirmation across all teams.
- The system enters hypercare with clear ownership, defined metrics, and a stable operational footing.

Deliverables

- Operational Runbooks & SOP Library
- Monitoring & Alerting Dashboard Package (API, IVR, VA, GenAI, DW)
- Training Materials & Attendance Records
- Cutover Plan & Fallback Procedures
- Go-Live Readiness Review (GLRR) Package
- Hypercare Plan (staffing, SLAs, issue handling, reporting)
- Communications & Change Management Materials
- Operational Readiness Report (mapped to RTM)
- Post-Go-Live Accountability Matrix (RACI)

7. **Go-Live Readiness Review:** Facilitate a GLRR with stakeholders, recording risks and securing sign-off.
8. **Observability Validation:** Ensure audit trails and logs align with compliance expectations.
9. **Capacity Planning:** Coordinate readiness checkpoints for load testing and expected call volumes.
10. **Documentation:** Document operational readiness evidence and align it in the RTM for traceability.

Maintenance & Operations (4-Year Sustainment)

This workstream helps AHCCCS receive a stable, optimized, compliant, and continually improving AI-enabled call center ecosystem across Genesys, ServiceNow, IVR, Data Warehouse, and every integrated systems for the full 4-year contract period. It covers platform sustainment, incident/problem/change management, proactive monitoring, AI performance tuning, release management, enhancements, compliance reporting, capacity planning, knowledge updates, and continuous optimization of the end-to-end telephony and case-management experience. This phase makes sure that the system evolves alongside AHCCCS policy changes, operational needs, and AI governance requirements.

Activities

1. **Platform Administration:** Provide ongoing administration for Genesys Cloud, ServiceNow (CSM/VA/AI Search/Now Assist), IVR, and Integration Hub, ensuring uptime, patching, configuration updates, and SLA compliance.
2. **Support:** Deliver Level 2 and Level 3 support for incidents, API errors, routing failures, case creation issues, and Virtual Agent errors.
3. **Integration Maintenance:** Enhance integrations across Genesys, ServiceNow, Azure APIM, and DW/PMMIS/Provider systems, including redesigned APIs replacing legacy SFTP exchanges.
4. **Campaign Operations:** Support campaign operations—contact list management, monitoring, retries, reporting validation, and verification workflows.
5. **IVR Optimization:** Review and optimize IVR workflows, in compliance with ADA/TTY/711 and updating prompts as needed.
6. **GenAI Management:** Oversee GenAI lifecycle management, tuning outputs, refining intents, and monitoring prompt logs.
7. **Release Management:** Manage release cycles across ServiceNow, Genesys Cloud, Azure services, and DW interfaces, ensuring minimal downtime.
8. **Performance Monitoring:** Recommend performance monitoring for call flows, queues, case SLAs, and system latency.
9. **Capacity Planning:** Execute capacity planning based on enrollment cycles and peak periods to maintain reliability.
10. **Compliance:** Ensure compliance with HIPAA, MARS-E, Arizona security standards, and audit logging.
11. **Workflow Updates:** Continuously update workflows to meet CC01–CC123 requirements.
12. **Dashboard Maintenance:** Maintain dashboards for Genesys and ServiceNow, ensuring metrics align with AHCCCS needs.
13. **Training:** Provide periodic training refreshes for staff on routing logic and AI behavior changes.
14. **Archival Management:** Maintain archival, retention, and audit log lifecycles for State and Federal audits.

Expected Outcomes

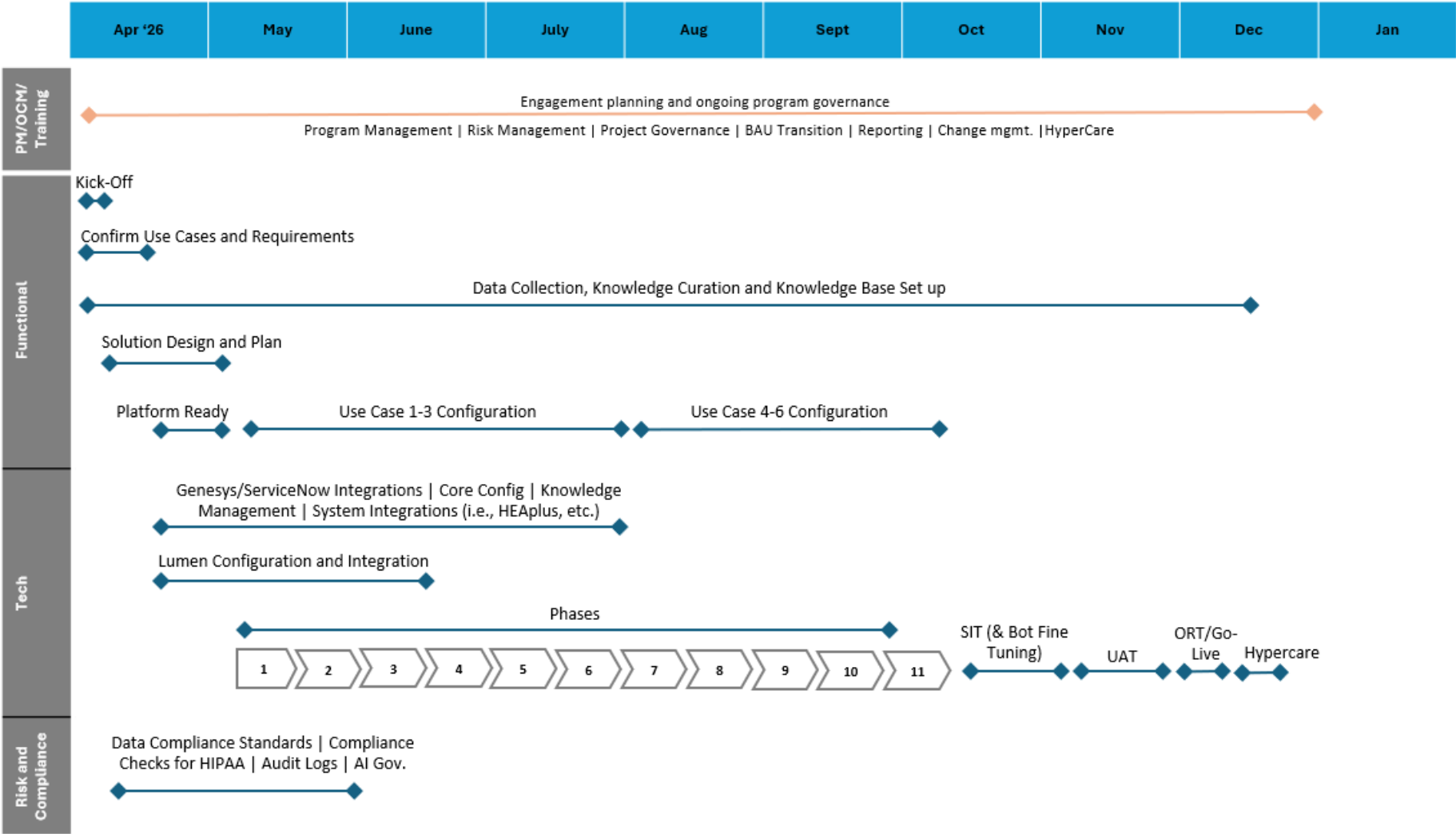
1. A fully stable, compliant AI-enabled call center ecosystem sustained end-to-end for all four years.
2. Consistent uptime and performance alignment across Genesys, ServiceNow, IVR, APIs, and DW pipelines.
3. AI/GenAI capabilities remain safe, reliable, accurate, and continuously tuned under proper governance.
4. Reporting and analytics remain accurate, timely, and aligned with evolving AHCCCS operational needs.
5. Ongoing improvements to AHT, routing accuracy, agent efficiency, CSAT, containment, and SLA performance.
6. Predictable and well-governed operations with minimal disruptions, strong compliance, and high operational maturity.

Deliverables

1. 4-Year M&O Plan & Staffing Model
2. Monthly Operations Report (SLAs, KPIs, Volumes, AI Metrics)
3. Quarterly Optimization Review & Recommendation Package
4. Change Management Logs & Approved Change Records
5. Incident/Problem/Root Cause Analysis Reports
6. GenAI Safety & Tuning Logs (Guardian, Summaries, VA)
7. Annual IVR Review Package (scripts, changes, ADA/TTY updates)
8. Annual Compliance Package (HIPAA, MARS-E/ARC-AMPE, SSAE, Security Audit Evidence)
9. Campaign Management Runbooks & Error Handling Guides
10. Updated Knowledge Articles, FAQs, and AI Search Profiles
11. Ongoing DW/API Integration Maintenance Documents
12. Training Refresh Decks & Agent/Supervisor Enablement Materials
13. Performance Dashboards (annual, quarterly, monthly)
14. Audit Log & Retention Compliance Documentation

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

Our proposed timeline to meet the requirements of the procurement is outlined in the graphic below and aligned to our methodologies described in the prior two sections:

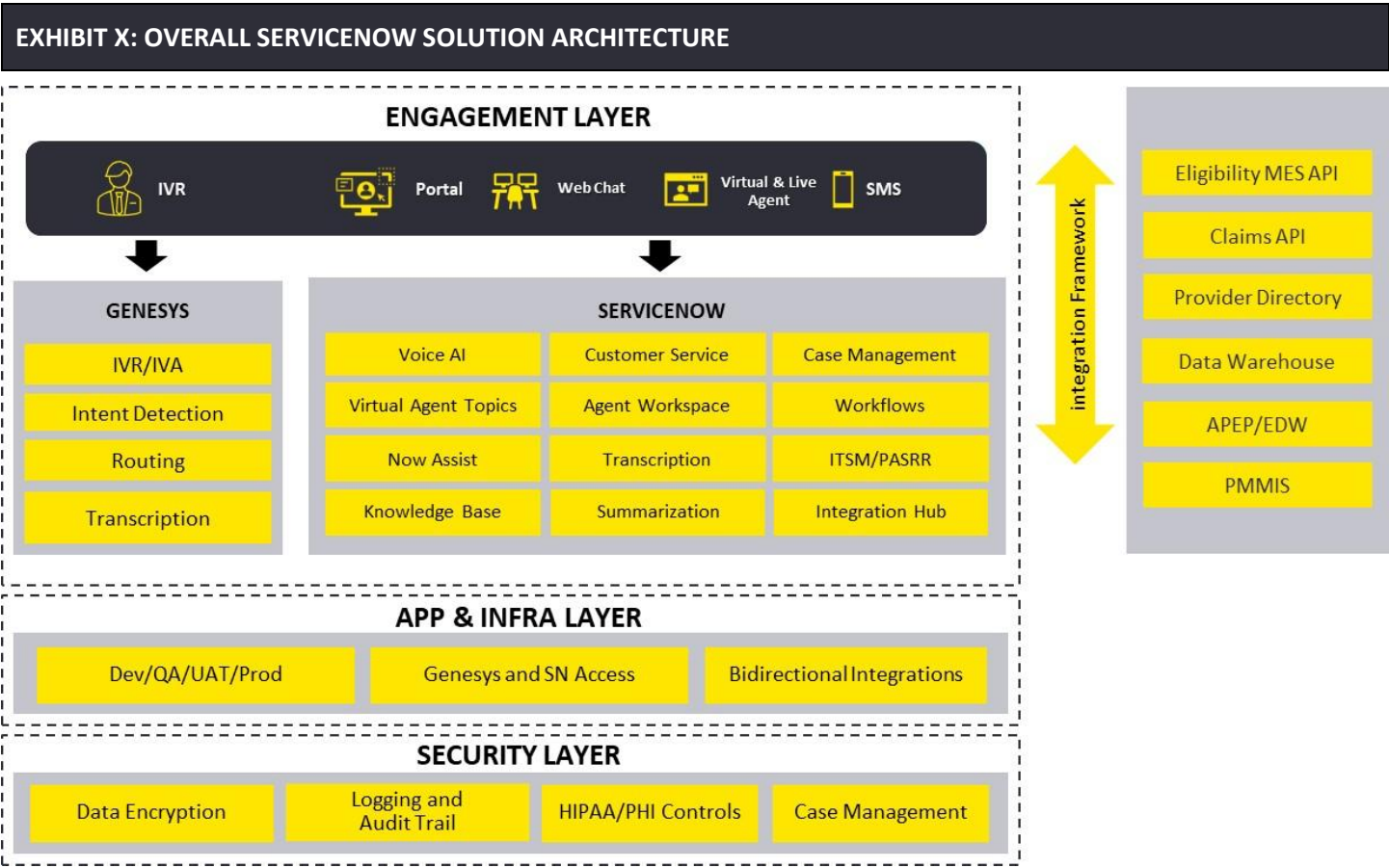


The background image is a photograph of a grand, classical-style building, likely a government or institutional structure. It features a prominent pediment with a winged figure (Victory or Liberty) and a large bell in the foreground. The building has multiple columns and arched windows. The text "Part B: B3 Solution Overview" is overlaid on the image.

Part B: B3 Solution Overview

5.8. Solution Overview

Our proposed solution leverages AHCCCS’s strategic investment in ServiceNow and NOWAssist, positioning ServiceNow as the central AI platform for all customer service channels, with Genesys serving as the voice router. This approach maximizes existing licenses, future-proofs the agency’s technology stack, and ensures seamless, compliant, and scalable operations.



Solution Architecture & Design

The unified architecture follows a hub-and-spoke model where Genesys Cloud CX handles omni-channel telephony and IVR, while ServiceNow acts as the customer engagement system of record. Every interaction, verification, survey, routing context, and transcript flow through secure REST APIs into ServiceNow and the Data Warehouse. The Integration Layer replaces legacy SFTP transfer with modernized APIs, meeting global requirements for real-time orchestration, data consistency, and security. Configuration is delivered through platform-native tools (Genesys Architect, ServiceNow Flow Designer, Agent Workspace configuration, Virtual Agent Designer, Agent Studio for AI orchestration). This architecture satisfies expectations for modular design (CC52), version control (CC53), upgradability, cloud operations, scalability, and extensibility.

Omnichannel Support: The solution supports voice, chat, and SMS channels, ensuring seamless member and provider interactions. Genesys intakes calls and routes them to ServiceNow, where the Voice AI Agent initiates engagement, handles authentication, and manages case creation and resolution, while other interactions engage directly with ServiceNow.

AI Bot Layer: Genesys routes initial interactions to the ServiceNow Voice AI agent, which uses Natural Language Understanding (NLU) to recognize intent (e.g., eligibility, claim status, provider lookup). The bot accesses ServiceNow’s knowledge base for FAQs, policy information, and self-service guidance.

Workflow & Automation

Routine Inquiry Automation: The solution automates eligibility verification, claim status updates, provider lookup, and escalation procedures. Routine inquiries are resolved by the AI agent, reducing live agent workload and improving response times.

Case Management: For complex issues, the bot creates or updates ServiceNow tickets, mapping relevant member data and ensuring end-to-end visibility and auditability.

Escalation: Unresolved requests or member-initiated escalations are routed to skilled live agents, with full transcript and case context provided for continuity. ServiceNow Now Assist can also suggest next steps and link live agents to relevant knowledge articles.

High Availability & Scalability

Cloud Architecture: The solution is hosted in a high-availability cloud environment, supporting horizontal and vertical scalability to accommodate growth and maintain service levels.

Disaster Recovery: Disaster Recovery and Continuity of Operations plans meet NIST and CMS standards, ensuring operational continuity and rapid recovery from disruptions.

Data Privacy & Compliance

HIPAA & Regulatory Compliance: The architecture ensures HIPAA compliance, audit trails, and data privacy through secure integrations and role-based access. Only the minimum necessary PII is collected, and transcripts/recordings are stored per AHCCCS retention policies.

Consent Management: Configurable consent management offers opt-in/opt-out participation in AI chats, calls, and recordings, in alignment with state and federal policies.

AI Governance: While not explicitly required by AHCCCS, we will apply light-touch AI governance to ensure responsible use and continuous improvement and recommend that AHCCCS consider this as a future enhancement.

Security & Auditability

AHCCCS requires a security and privacy posture that supports regulated data handling across call center, case management, verification, and AI-enabled workflows. The proposed solution applies a layered protection model across Genesys Cloud CX, ServiceNow CSM/VA/Now Assist, the AHCCCS Data Warehouse, PMMIS, and related MES systems. This model aligns to HIPAA, HITECH, State of Arizona ASET policies, and the ARC-AMPE framework and provides AHCCCS with a consistent, scalable foundation for security and privacy across the integrated solution.

Multi-Factor Authentication (MFA): Integrated with AHCCCS enterprise solutions for secure access.

Data Protection & Access Controls: Voice, IVR, routing, case creation, and verification-related interactions are protected through encryption in transit (TLS 1.2+) and encryption at rest (AES-256). Role- and attribute-based access controls help maintain appropriate separation of duties across every connected system.

Integration & API Security: Eligibility, claims, provider lookup, and survey workflows are supported through secure REST integrations using authentication, encryption, schema validation, and structured error-handling patterns. Legacy SFTP transfers are replaced with API-based communication aligned to ARC-AMPE technical safeguards.

AI/GenAI Safety & Data Handling: AI-enabled features leverage platform capabilities such as Now Assist Guardian and Genesys content-safety controls to support masking of sensitive information and apply moderation and safety filters for conversational inputs and outputs.

Monitoring & Logging: Key events—including verification attempts, routing outcomes, case updates, API calls, and AI-generated insights—are logged with metadata to support audit readiness and operational visibility. All data changes, accesses, and escalations are logged and available for review, supporting compliance and transparency.

Change & Release Management

Change Management: Active engagement with AHCCCS to identify and implement changes that streamline operations. All upgrades and modifications follow State-approved schedules and processes.

Version Control: Integrated with the State's content management solution, ensuring all changes are tracked and auditable.

SLA Requirements

- Response and resolution time obligations
- System uptime
- Monitoring and reporting
- Escalations
- Performance tracking
- Vendor response timelines

EY satisfies SLA requirements through:

- ServiceNow dashboards surfacing real-time SLA timers, breach warnings, aging, and escalations
- Genesys real-time performance dashboards exposing queue depth, handle time, routing efficiency, containment, and callback performance
- Automated notifications to supervisors for SLA threats
- Built-in monitoring for API availability, integration failures, and routing errors

Data Management & Reporting

Flexible Data Model: Supports management of citizen profiles, agency staff information, and continuous improvement initiatives.

Reporting & Analytics: Real-time dashboards and analytics are available in both Genesys and ServiceNow, supporting performance monitoring, trend analysis, and compliance reporting.

Training & Support

Comprehensive Training: Ongoing training for AHCCCS staff, including Train-the-Trainer sessions, promotes effective adoption and utilization of new systems.

Technical Support: 24/7 hypercare support is provided during and after implementation, with robust processes for defect resolution and incident management.

EXHIBIT X: GLOBAL REQUIREMENT SUMMARY

AHCCCS Global Requirement Matrix Category	EY Response
Change and Release Management	EY will follow AHCCCS's established change procedures, maintain documentation, and support CAB reviews for all solution changes. We will help enable teams for seamless deployment and rapidly deliver business value, and we will manage changes according to the priorities and quality standards of AHCCCS.
Contract Management	EY will implement state-approved communication and notification procedures, facilitate regular meetings and status reporting, and manage contract scope changes with formal approvals. We will engage independent annual security assessments and respond promptly to legal and data requests, adhering to federal and state evaluation standards throughout the contract lifecycle.

AHCCCS Global Requirement Matrix Category	EY Response
	We will oversee secure access management and subcontractor compliance, deliver audit results and corrective action plans, and consistently support all corrective actions.
Document Management	AHCCCS documentation will be stored in an approved document management system for indexing and retrieval and with monitored user and system activity. We will manage version control for all changes according to AHCCCS's content management system. Every change will be reported and approved by the State, and version control records will be available for review or audit.
Infrastructure Management	EY will hold responsibility for providing and maintaining network connectivity, system access, and supporting tools; maintain vendor support for software, hardware, and infrastructure; and follow an AHCCCS-approved upgrade schedule. We will optimize system performance to meet uptime and response time SLAs, provide annual or event-driven infrastructure optimization reports, and document and track application-specific response times and storage trends. We will also collaborate with AHCCCS on capacity and performance monitoring as part of the Performance Management Plan and promptly notify and execute software and infrastructure upgrades or replacements while managing our own costs for software, hardware, and infrastructure maintenance.
Maintenance and Operations	EY will provide a 4-year platform and application support at a fixed price, including routine maintenance, system updates, data corrections, and rapid fault resolution. Our approach provides end-to-end oversight of all environments, continuous technical support, and strict adherence to performance metrics and SLAs. We will coordinate maintenance windows, document incidents and audits, maintain defect resolution processes, and deliver a System Maintenance Support Plan, all while collaborating with stakeholders and source system contractors to resolve issues and minimize disruption.
Performance Management	EY will collaborate with AHCCCS to develop KPIs and SLAs and review them monthly or as requested by AHCCCS.
Project Management	EY's experience-led team focuses on an iterative agile approach that balances the initial alignment and visioning, content development and coordinated deployment within ServiceNow. We will leverage our project management methodology and tools, bringing structure, discipline, knowledge sharing, and risk management through program management, governance/operating model, and change control. We will maintain the RTM throughout the contract and have delivered herein a high level implementation plan.
Quality Assurance	EY's multi-stage, multi-party testing strategy and quality scanning tools will enforce adherence to leading practices and confirm quality assurance for all configurable deliverables. EY has a multi-review process across multiple personnel in the project hierarchy to maintain quality of delivery for non-functional deliverables. Where necessary, we will develop and deliver on Corrective Action Plans.
Quality Management	We will deliver a comprehensive Quality Management Plan (QMP) that governs project, system, and operational quality throughout the contract lifecycle. We will implement performance improvements that meet or exceed industry standards, lead required quality assurance activities and meetings, and dedicate staff to ongoing monitoring and improvement. We will proactively identify and address quality issues, monitoring all contractual responsibilities and performance benchmarks.

AHCCCS Global Requirement Matrix Category	EY Response
Reporting	ServiceNow provides a user-viewable audit log, enabling transparency and traceability for all activities. We will also implement continuous monitoring and make timely, ad-hoc adjustments to staffing, equipment, and infrastructure to address unexpected needs. Additionally, we will conduct regular data quality assessments and deliver analytics to support informed decision-making and compliance.
Staffing	EY has provided resumes for proposed Key Personnel. We will maintain an approved organizational chart, conduct required background checks, and complete mandated trainings. Our staff schedules will align with Mountain Standard Time. We will promptly replace Key or Lead Personnel as requested. Throughout the contract, we will retain qualified and experienced staff, ensuring replacements meet specified standards and no Key Staff member occupies more than one role at a time.
System Monitoring and Performance	Our solution is designed for high availability, scalability, and redundancy, with disaster recovery and operational continuity aligned to NIST standards. Our approach supports modern internet browsers, adheres to maintenance and release schedules, and includes thorough testing for backward compatibility. We will provide a comprehensive performance dashboard with drilldown metrics, KPI tracking, and corrective action reporting, driving service levels and compliance needs to be consistently met and transparently communicated.
Testing Management	EY's testing strategy and plan considers multiple use cases and scenarios across different personas, aligning to business requirements, data integrity requirements, and technical considerations. We will actively participate in testing, promptly provide data and analysis, and make necessary solution changes to achieve SLA targets. We will develop a comprehensive Test Management Plan covering all testing types, ensure test environments contain required data, and provide AHCCCS QA and Training teams with access to validate changes before production release. This approach supports thorough testing, compliance, and continuous improvement throughout the project lifecycle.
Transition	EY confirms that the support teams are ready to take on the new responsibilities of supporting the implemented solution, through various transition techniques of shadowing, providing knowledge transfer sessions and giving the support team opportunities to take on support incidents and enhancements while we're still on the ground, during the Hypercare period. EY will present a transition plan as a work product and will verify that the AHCCCS tech-support team is set-up and brought up to speed for the day-to-day support. EY will provide thorough training and support for infrastructure responsibilities as requested and transition licensing to AHCCCS when needed. Our approach manages cloud service accounts, complete system inventories, access control policies, Infrastructure as Code scripts, and all security and compliance monitoring tools and data. As part of transition, we will deliver historical audit logs, backups, configuration items, and disaster recovery routines, ensuring a seamless and fully documented handover of all operational assets and responsibilities.
User Access and Support	We will provide state employees with secure access to internal resources and data hubs, delivering both compliance and data protection. We will conduct regular problem review meetings to assess status and drive process improvements, following a cadence approved by AHCCCS. Additionally, our solution is designed for scalability and built with modular, reusable components to support evolving needs and efficient ongoing operations. EY will adhere to any

AHCCCS Global Requirement Matrix Category	EY Response
	existing data sharing agreements between AHCCCS and external entities prior to using the State and Federal Hubs.

AI Call Center Functional Requirements

AI Call Center functional requirements include Accessibility, IVR, Bot, Agent Experience, Routing, Omni-Channel, Case Management, Knowledge Management, Reporting, Self-Service, NLP, Rules Engine, and Workforce Optimization.

Requirements & Process Design

We will confirm that all functional requirements are decomposed into traceable process flows, IVR maps, routing schemes, agent journeys, and case life-cycles, creating the linkage between RTM → design → development → testing. Examples delivered:

- IVR verification flows (Provider/Member)
- Bot intent trees
- Case routing logic
- Survey workflows
- Callback designs
- Event taxonomies (wrap-up codes, call reasons, verification flags)

Genesys Build

Our Genesys build design will deliver CC01–CC66, CC98–CC107 (omni-channel, IVR, bots, voice, routing):

- Integration between Genesys Cloud CX tenant and ServiceNow using secure APIs
- Rebuilding IVR flows from provided documents
- Implementing NLU-powered bot flows
- Enabling callback options
- Implementing routing based on skills, profile, language, risk flags
- Publishing call events, metadata, recordings metadata, and transcripts

ServiceNow Build

Our ServiceNow build design will deliver CC03–CC50, CC67–CC97, CC108–CC123:

- Agent workspace with real-time context
- Dynamic prioritization & SLA timers
- Automatic case creation from interactions
- Now Assist AI Search, Summarization, Recommended Actions
- Virtual Agent topics for self-service
- Escalation, SLA management, notifications
- Knowledge auto-suggest and feedback loop
- Real-time dashboards and analytics
- Workforce dashboards for supervisors

API Redesign & External Integrations

Our API redesign and external integrations will satisfy CC33–CC40, CC67, Global Integration, Data, and Platform requirements:

- Replace SFTP with secure REST APIs
- Real-time data exchange with DW, PMMIS, IVR
- New API contracts for verification, surveys, campaigns
- Mapping of every call/campaign/survey attribute
- Azure API gateway security and token-based access

The combined architecture satisfies every functional category by pairing Genesys Cloud CX’s omni-channel and routing capabilities with ServiceNow’s workflow, case, SLA, and AI capabilities. Data moves through a modern, secure API framework aligned with AHCCCS operational, reporting, and compliance needs.

Deliverables

EY will satisfy and contribute the required deliverables through a structured governance model.

- Requirements Traceability Matrix (RTM)
- Solution Architecture (data, system, and integration diagrams)
- Implementation Plan (ImP)
- IVR Design Package, Bot Design Docs, Routing Rules
- API Specifications, Data Mapping, and Interface Management Plan
- System Maintenance Support Plan (SysMSP)
- Business Design/System Design Documents
- Project Management Plan (PMP) and Schedule
- Operations Management Plan
- Resource Management Plan
- Change Management and Modification Pool Plan (ChMP)
- Communications Management Plan (ComMP)
- Performance Management Plan (PerfMP)
- Disaster Recovery and Business Continuity Plans
- Environmental Monitoring Plan
- Test Management Plan & Test Summary Reports
- Training Curriculum & User Training Plan
- Quality, Risk, Release, and Configuration Management Plans
- System Security Privacy Plan (SSPP)
- MARS-E & audit evidence documentation
- Transition to M&O Plan
- Program Integrity Plan

Maintenance and Operations

In service of the multi-year requirements for the solution, EY offers robust platform and application managed services support.

EXHIBIT X ONGOING MAINTENANCE AND OPERATIONS SUPPORT



Platform Support Services

- ▶ Dedicated AHCCCS ServiceNow instances
- ▶ Level 2 and 3 support M-F 8-5 MST
- ▶ 24x7x365 support for critical system operations and incident response
- ▶ Weekend and holiday support for P1 incidents
- ▶ ServiceNow platform upgrade support
- ▶ Coordination with AHCCCS Level 1 IT support for assigned tickets (level 2 assignment)
- ▶ Collaboration with source system contractors to resolve data quality issues
- ▶ Minor and major enhancement support



Level 2 & 3 Support

- ▶ Incident ticket diagnosis, resolution, and documentation
- ▶ User administration and access management
- ▶ Monitoring scheduled jobs, integrations, and performance
- ▶ Defect resolution process with severity-based timelines
- ▶ Root cause analysis and corrective action
- ▶ Plug-in installation, license management, MID server support
- ▶ Deployment of code changes, platform upgrades, and engineering support



Success

- Weekly, monthly, and quarterly governance reviews (tickets, SLAs, risks, releases, financials)
- Regular audits of business and technical processes
- Delivery and updates of System Maintenance Support Plan (SysMSP)

5.9 Completed Requirements Matrix

EY has filled in the last two columns on each tab in the Requirements Matrix as instructed. Our full response to the matrix is provided with our submission in the following separate file.

Filename: AHCCCS Call Center AI Integration Ernst & Young RRM

5.10 Pricing Proposal

(TO 5.10.1). Be advised that all pricing must be inclusive of all costs associated with your solution. No other expenses (i.e. TRAVEL or PER DIEM) will be paid.

EY understands and has complied with this requirement.

(TO 5.10.2). Complete pricing document Solution pricing structure document:

EY has included our completed pricing document as a separate file with our submission.

(TO 5.10.3). Please note that the vendor rate card and/or block of hours are for new development (if needed) only, and SHALL NOT BE USED for required design, implementation, required elements and M&O of the proposed solution.

EY understands and has complied with this requirement.

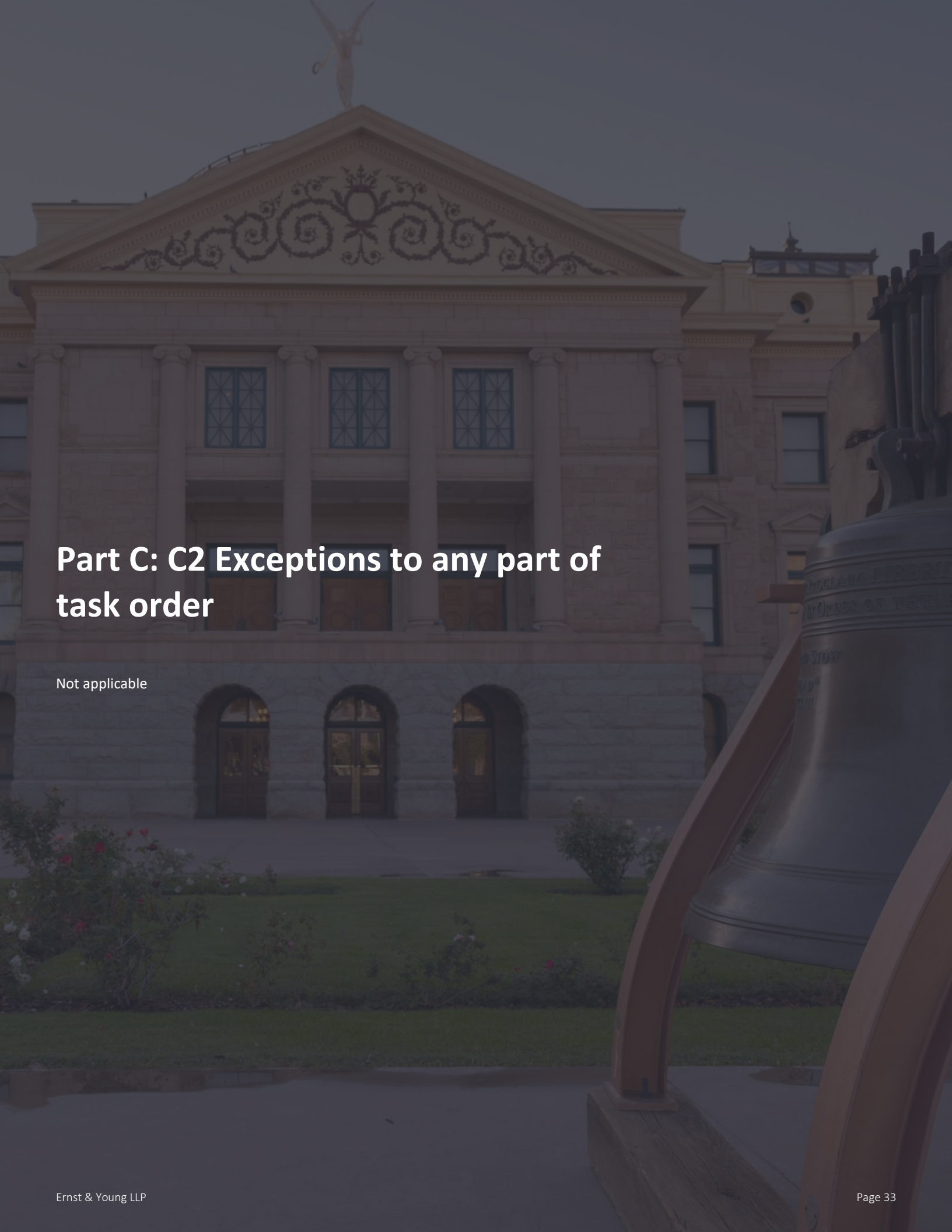
(TO 5.10.4). Please note that the Software and License costs should include licensing costs for each component of the Solution, which will be hosted in the AHCCCS Azure environment. AHCCCS will host the Solution and retain ownership of the licensing for each component.

EY understands and has complied with this requirement.

Filename: YH26-0031 Attachment 2 AI Call Center Integration Pricing Schedule_EY_8 JAN 2026

**Part C: C1 Separate, signed, Legal
Analysis for Confidential /Proprietary
Determination (if any)**

Not applicable.

The background image is a photograph of a grand, classical-style building, likely a government or institutional structure. It features a prominent pediment with a winged figure (an eagle or angel) at the top. The facade is composed of large columns and arched windows. In the foreground, a large, dark bell is visible on the right side, partially obscuring the view of the building. The overall scene is dimly lit, suggesting dusk or dawn.

Part C: C2 Exceptions to any part of task order

Not applicable

Assumptions

- If awarded, EY will work with AHCCCS to finalize a mutually agreeable statement of work
- All required ServiceNow and Genesys licenses are in place, including Genesys Copilot if needed for real-time speech-to-text integration.
- AHCCS has not committed to a certain percentage or number of interactions that will be managed by AI or bots.
- AHCCCS will provide assistance or resources related to external systems that need to be integrated with their own systems. This support may include technical help, access to necessary documentation, or collaboration to ensure that the integration of external systems can be successfully implemented.
- Testing activities must be completed at a specified time, regardless of any unforeseen issues or delays that may arise.
- AHCCCS is responsible for the timely delivery of all necessary source materials, including validated business rules, current call flows, existing policy transcripts, and the authoritative Knowledge Content required for NLU training and workflow design.
- AHCCCS SMEs will approve and finalize all AI bot intents, utterances, fallback logic, and escalation criteria before NLU training and bot deployment commences in the UAT environment.
- AHCCCS will adhere to the agreed-upon project schedule, ensuring that all necessary design decisions, integration approvals, workflow sign-offs, and AI configurations are reviewed and approved within five (5) business days of submission to maintain the DDI timeline.
- AHCCCS will provide designated staff for the Train-the-Trainer activities, ensuring internal capacity for agent and supervisor training across the new platforms.
- AHCCCS assumes responsibility for the management and quality of the data. For effective use of AI technology (i.e. to effectively check or verify information, such as claim status) the relevant data must be readily available and of high quality within the system.
- For the Eligibility Verifications use case EY assumes eligibility screening or determination will continue to be the scope of Eligibility systems
- In the Requirements Responsibility Matrix (RRM) – SLA tab – where the Contractor Response Note is marked “Review” this indicates that the SLA requested has a dependency on a 3rd Party outside the control of the Contractor and therefore requires discussion with AHCCCS to work through the details and how the SLA will apply and be managed by the Contractor.

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