

**RFI Cover Sheet**

**Response to Attachment A**

**CMIPS RFI Questions**

**Electronic Visit Verification**

**California Health and Human Services Agency**

**Offices of Systems Integration**

**RFI # 32236**

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**RFI Executive Summary / Sinq Technologies, LLC. (MBE, SBE)**

Sinq Technologies is a provider, health plan and government programs technology product and services company that enables clients and partners to drive coordinated care quality, control total cost of care, manage compliance and oversight, and improve outcomes in powering the shift from volume to value. Sinq builds and deploys cloud and mobile-first technology to enable, leverage, and monitor home care providers, and at the same time, give clients rich, customizable and agile SaaS tools to support value creation, improve outcomes, and drive down total cost of care.

Sinq does not do any business in California currently. We do have employees in the State and actively market our products to providers and payers in California. Our desire is to expand our reach into the State and support Medicaid programs and the beneficiaries they serve.

While we recognize that this RFI is specific to EVV, our organization feels that such a technology platform could be leveraged to do much more to drive greater value, quality and efficiency. Our recommendation is that the California Health and Human Services Agency consider how it can utilize technology platforms to address these aspects of care delivery while also capturing the benefits of EVV. For example, Sinq's open care management platform facilitates the flow of real-time, transparent, actionable information amongst the entire health care team including Health Plans, Home Health Providers, and Patients. We offer a fully integrated mobile application with offline support and message queuing for when users are back online. With Sinq, HH workers can seamlessly interact with a schedule via App and IVR if required and can move between modalities. Our technology uses GPS, real-time visibility, and proactive operations.

**Sinq weaves intuitive technology across four current use cases:**

- Electronic Visit Verification
- Care Plan / Task Documentation
- Change in Condition Tracking & Reporting
- Care Gap Communication

**Sinq provides services for: (managing over one million members, 10K+users)**

- Health Plans with focus on Medicaid Advantage and Long-Term Care
- Home Health, Home Care, and Private Duty Service Providers

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- Home Based Physicians, State and government agencies
- ACO/Integrated Health Care Systems, Community based agencies
- Blue Cross Blue Shield of New Jersey/ Horizon NJ Health

We look forward to demonstrating how our product and services can be utilized.

### **The Sinq Team**

#### **Sanjoy Musunuri – Chief Executive Officer & Chairman**

Sanjoy serves as Sinq's Chairman and Chief Executive Officer responsible for the strategic vision, growth, and leadership of the organization. Sanjoy has over 25 years in the health care industry serving in various leadership roles for health plans, provider systems, and benefits management companies. This experience has included senior positions at Aetna, WellCare, Humana and naviHealth. Sanjoy earned his MBA and BA from Boston University.

#### **Prashanth Donepudi – Co-Founder & President**

Prashanth (Shan) is an operational transformation visionary with 20 years of strategic consulting and technology-led disruption partnering with Fortune 500 Health and Hi-Tech clients. Shan prioritizes returns behind progressive innovation, and has led the design and delivery of growth practice offerings and shared value programs at clients including Microsoft, HP, and Sanofi. Shan has a joint MBA from Columbia Business School and London Business School.

#### **David Lubert – Chief Strategy Officer**

David provides strategic financial and operational oversight for the organization. During his 17-year career, he has held various senior commercial banking leadership roles at MUFG Union Bank and HSBC, served as assistant treasurer for Alstom North America, and had contributing roles in corporate finance and underwriting for Aetna and Cigna, respectively. In addition, he holds four technology patent allowances. David earned his MBA and BS in Finance from the Pennsylvania State University.

#### **Matt Tipples – Business Development Executive**

Matthew is responsible for operational development for the organization including specific focus on home health business development and provider implementations. He has 6 years of experience in post-acute and managed care organizations

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including operations at Cigna, contract development at Aetna, and provider management at NaviHealth. Matthew earned his Bachelor's Degree in Liberal Arts and Sciences from University of Illinois at Chicago.

**Wayne Steele – Marketing and Account Executive**

Wayne is responsible for marketing, client relations, conference project management, and vendor accounts. With a background in Education and Counseling for over 20 years, Wayne specialized in program and curriculum development, technology, data analysis, and leadership and group dynamics for the betterment of students. Wayne earned his Master's Degree in English Literature at DePaul University in Chicago, and a Master's Degree in School Counseling at Concordia University in River Forest, Illinois.

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**1. Describe how your company delivers this type of electronic verification solution or service in similar Medicare and Medicaid settings, or other similar health care settings for consumer directed personal care and/or home care service delivery. Include a description of the population characteristics of individuals currently served by your system(s) and include the number of members.**

Sinq's EVV solution uses real-time GPS enabled technology with a time and location stamp to report and monitor workforce activity attributes. These attributes include timeliness of the caregiver (schedule variance), hours provided (duration), location of the visit and member attestations of visits. Sinq's mobile application is utilized by the caregiver with IVR as a backup to use if needed at the time of the visit. Additionally, a web portal is available to monitor activity at the office or other desired location. Our EVV serves to drive compliance and oversight through reduction in fraud, waste, abuse, and errors in addition to reducing manual time and processes for each of the health care settings that we serve. The Sinq technology goes beyond EVV. The available modules drive patient care as it enables structured communication between stakeholders to achieve more effective integrated services. Finding and implementing technology that enhances care while improving provider operational efficiency, as well as the day in the life of a caregiver, should underpin any workforce development and population health initiatives. Our goal has always been to improve the lives of the consumers we serve and shape the narrative around population health management

The population Sinq serves ranges from health plans with a focus on Medicaid and Long-Term Care, more specifically Managed Care Organizations, in addition to Home Health, Home Care, Private Duty Nursing Services, Home-Based Physicians, States, Governments, Affordable Care Organizations, and Integrated Healthcare Systems. This diversity allows our solution to benefit members and populations in the Health Plan and Post-Acute Care arena. Our task plan management and care plan documentation allow for members designated with Medicaid Managed Care, Managed Long-Term Services and Supports, Medicare Managed Care, and the Dual Special Needs Population to utilize our technology to better their health quality and outcomes. We are currently serving millions of members through Health Plan and Home Health providers such as Horizon Blue Cross Blue Shield of New Jersey.

**2. Provide a detailed description of the EVV System:**

**a. Functionality of the system including the devices, methods of data collection, technology and infrastructure requirements for both individuals receiving services (Recipients) and service providers (Providers), (e.g., land-line telephones, cell phones, in-home fixed device, tablet, internet, GPS).**

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Sinq's integrated cloud and mobile-first HIPAA secured platform brokers actionable insights within the office and in the field, and allows care providers to deliver transparent, exceptional care without technological restrictions. Sinq's decentralized cloud delivered system is not an on-premise delivery model. The patient in the home-care setting will receive necessary care with a minimum of a landline telephone via Interactive Voice Response (IVR) if a mobile device is unavailable. The home care workers can bring their own mobile-secured device (BYOD) or can be an enterprise issued device provided at the program level or by the home health agency. These can include a smart phone that is Android and iOS compatible, a smart tablet, or an agency-provided device. Sinq's robust web portal is designed to run thousands of customers on a single code base with the highest level of security.

**b. Describe how your EVV solution could meet challenges inherent to California. Include challenges specific to the large volume of Recipients and Providers and how to address the fact that approximately half of IHSS and WPCS Providers are family members and/or live in the household with the Recipient.**

Sinq's platform has no restrictions to scale for the onboarding of any number of providers and doesn't view this as a challenge, rather an opportunity, to provide better care and services to a greater population. Caregivers that are related to or live in the home of a member, must meet the standard qualification requirements for being an aide but the process is no different than the onboarding and training of any home-based provider's aide that is responsible for seeing a member. The caregiver would follow the same processes and use our technology for each of their appointments.

**c. Security features of the system that confirms the identity of both the Providers and Recipients and how that data is kept secure.**

To securely confirm the identity of the field staff, providers, and patients, Sinq employs the highest-level industry security standard for their protection. Users must self-register with the Sinq platform via a single use verification code generated by an administrator. This generated code expires after 10 minutes. After, users are required to use a 2 Factor Authentication code to log into the mobile app. Each user must also create a password. Access to the Provider portal is restricted on whitelisted IP address filtering so only registered IP addresses are permitted to access. Full encryption, static code vulnerability analysis, Jailbreak Detection, SSL Pinning are some of Sinq's top security measures. The individual receiving service is assigned a specific member ID that the home care provider confirms, and lastly, the patient must confirm the services received via signature or biometric means.

**d. Data collection, including information identified in this RFI Section 5 Proposed Environment.**

Sinq's real-time data collection and monitoring results in painless compliance, operational excellence, and optimal scalability. Powerful reporting and monitoring tools eliminate the stress of audits, and by leveraging real-time data with a robust web portal, exceptional care is delivered, while waste is reduced. Sinq's interoperability standards make health data exchange seamless, and robust API end points create an open-data standard where information is not owned by a vendor (it's your data). One-time integration with Sinq's platform allows for easy scalability across multiple health plans, providers, and locations. Moreover, Sinq uses bi-directional data flow to cast a wider net on coordination that can prevent decompensation events. Once the home care worker completes his/her necessary care tasks and verifies services have been completed, that open-partner data is shared with the entire care team, from other home care workers, to home health providers, and to health plans. All parties will analyze that data and use it to continue with the care plan or make necessary amendments to improve care. Information is real time -- no batch files, latency, or siloes will slow down or hinder data exchange. Sinq's open-care platform allows for providers to control their own data with the support of high-level security standards (i.e., jailbreak detection, IP whitelisting, 2 factor authentication, etc.).

In order to ensure privacy and security for members when personal devices are used in the field, Sinq's platform requires the use of a 2 Factor Authentication. To log in to the Sinq App, users must use 2FA that generates a code that is sent to the mobile number provided during the user registration. The user enters his/her user ID, enters a password created upon registration, and lastly, enters the 2 Factor Authentication code. Upon completion of care services, the user securely checks out of the appointment. Sinq does not require, nor recommend, any personal information of the home health worker to be entered into any personal devices while delivering care. Information is secure with Sinq's fully encrypted, static code vulnerability analytics, Jailbreak Detection, and SSL Pinning.

**e. Features that address the requirement that allows Providers to modify or "fix" information (i.e., if they forget to check in/out).**

The regulations surrounding the 21<sup>st</sup> Century Cures Act's EVV mandate does not allow for caregivers and aides to have the ability to modify their timestamp information that is in place to prevent fraud, waste, abuse, and error. Sinq provides override reason codes for the geolocation data that is recorded for each appointment which permits modification / attestation for the incorrect information. This includes items like missing check in/out, incorrect address, temporary location,

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or other issues. This capability can be turned on or off to align with the program specifications as set forth by the California Health & Humana Services Agency.

**f. Features that conform to the concept of being minimally burdensome.**

Sinq has technology that is fully scalable, with the ability to integrate or replace any existing or non-existing EVV and/or EHR system(s). This is not a program burden, rather an opportunity to advance the technology and processes for each provider. Our technology allows the customer to upload a schedule to appear for each user or we can use data from an existing EHR system to load into our product with ease. Sinq allows the customer to have access through a web portal in order to add, edit, or remove any schedules, care plan tasks, and annotations related to an appointment. Additionally, in those instances where mobile technology is a gap, the IVR back-up system provides a path for the caregiver to be compliant with the program requirements.

**g. Features of the system that conform to the Americans with Disabilities Act (ADA) and address needs of special populations of Providers and Recipients, such as developmental disabilities and visual/hearing disabled.**

Sinq works hard to accommodate the needs of special populations, including developmental, visual, and hearing-disabled individuals. Interactive Voice Response (IVR) is an effective tool for the visually impaired, and Sinq's App creates ease for the hearing impaired with its simple care-plan task, services-rendered navigation. Sinq appreciates the independence and autonomy individuals with disabilities desire, and we strive to create a balance with our flexible, easy to use platform. Privacy, respect, and care can be achieved simultaneously with EVV and Sinq's open-care system.

**h. Features of the system that address the needs of special populations that cannot be near electronic devices.**

In addition to the information in **2g**, Sinq's software and infrastructure allows individuals with special disabilities to receive the same care that all clients receive. If a client is unable to be near electronic devices, a restriction notification would be applied to that member and all due diligence would be made to prevent issues. Agency provided assistive technologies can also be employed. Upon completion of services rendered, the care team may be alerted to employ the IVR to validate and confirm those services using a landline phone. If a landline phone is not present, the use of the application should take place outside of the members home before and after an appointment.

**i. Features of the system that address the provision of EVV in rural areas where technology infrastructure may be limited or unavailable.**

Sinq's platform is functional in rural areas where technology infrastructure is limited or non-existent. Our application works offline and does not require an internet connection at the point of care. While Sinq supports a rich and robust, streamlined platform of smart technology, it also takes into consideration mobile parameters by utilizing off-line capabilities. When a user reports to a client/patient within his/her home and finds the residence void of data connectivity, the user is instructed to utilize a telephony-enabled platform, or Integrated Voice Recognition (IVR). The caregiver must record the exact date services are delivered, the exact time the services begin and end, the specific services provided, verify the telephone number of the location of services rendered via caller ID. Users follow prompts to indicate what services were provided at the home. The back-up IVR system documents all visit information (EVV, Care Plan, Change in Condition), except issue discussion documentation. The capabilities are fully functioning when not connected and can be synced at a later time when connectivity is available. This offline attribute is a unique characteristic of our technology.

**j. Additional features the system offers outside of EVV.**

The Sinq platform has many differentiators. Sinq is a flexible platform built ground up to enable wider adoption of technology. Care providers are able to use their own devices (BYOD), native support is harmonized across multiple technical platforms, and our open-data standard enabled by robust API end points allows for organizations to control their own data. Focusing on population health benefits, and not simply on regulation or automation, Sinq seeks to lower costs through better care. Also, Sinq brokers extremely complex interactions by attributing and routing many to many B2B data flows between organizations, i.e., multiple health plans and multiple providers.

Sinq's open-care management platform is a health industry standout. Sinq's integrated EVV solution offers providers the security and audit protection needed to meet mandated requirements or position FWA compliance value to payers. The EVV solution can also support time card and billing processes for home health providers. Sinq also offers automation of Care Plan documentation, reducing the critical hours providers spend processing manual paperwork, reconciling service provision and creating needed notes for provider and/or plan EHR.

Sinq's collaboration platform also makes scheduling easy for home care agencies and workers. Sinq's flexible scheduling allows for providers to manage their caseloads autonomously for accurate, up-to-date appointments. Home health agencies have better control of their care team by providing Sinq with their existing

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systems, leading to more efficient, quality care for the patient. Users of the Sinq App are able to see daily appointments and create new appointments once they are logged into the Sinq system.

Sinq's EVV Module and capability process allows care providers to navigate care seamlessly from scheduling to billing. Schedules are loaded into the Sinq App, the visit check in and check out are time and location stamped and verified, reconciliation is conducted, and verified hours are billed to payer and feed into a payroll system. Moreover, everything is real time, efficient, and collaborative so the entire care team can provide excellent care for the patients.

One of Sinq's core tenets is Transparency. Sinq's platform aims to inform each member of the extended care team to contribute and understand the real-time profile and needs of the individual – what they need to know about the individual, and when they need to know it. Home health providers have a keen, watchful eye about care, and Sinq unlocks value through a wider web of collaboration. Transparency is at the center of Sinq's capabilities, while at the same time, being compliant by design. Open partner data exchange with Health Plans, Home Health Providers, and State Payers drive better care. The brokered data routing of issues, collaboration, and outcomes result in quality care at value-based leverage. Sinq extends the entire team umbrella with its rich issue management and collaboration, seamless access to data, real-time actionable insights with real-time mitigation and decompensation alerts.

**k. Service level metrics including system availability and system capacity.**

Sinq's technology is fully scalable with system availability and capability. Sinq works with cloud and platform technology such as Aptible, Amazon Web Services, React, Twilio, Heroku, GitHub, Laravel, and others that make this support possible. Sinq allows unlimited access to the application and portal, while monitoring continuously to provide our support. Our response time is always less than 24 hours for inquiries. The scope, quality, and responsibilities of services and expectations are included in our standardized service contract to ensure both parties are providing what is required.

**l. Contingency plans for system outages or unavailability.**

In cases where the Sinq App is inoperable due to system error, the first level of support is the home care organization's administrator. The administrator will be able to assist in troubleshooting and identify any technical issues that may need to be escalated to either central support or to Sinq's support team. Sinq also has a support drop box ([support@careSinq.com](mailto:support@careSinq.com)) for general comments, feedback, and technical concerns. In the event a personal care assistant is unable to provide EVV,

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the backup system for validation shall be Visit Verification using the member's telephone or any other method that may be agreed upon among parties in a legally binding contract.

**m. Flexibility of the system to implement changes and how quickly changes can be made. Describe how the system has built in flexibility such as the ability to meet business needs or make changes through simple configuration set up and/or configuration changes.**

Our product is completely customizable to meet the unique needs of each of the customers and populations we serve. Some examples of our alteration ability include configuration of the application and web portal, language and/or special need capabilities, and other deviations. Our native support is harmonized across multiple technical platforms, and our open-data standard enabled by robust API end points allows for organizations to control their own data and B2B flow.

**n. Types of analytics and reporting provided.**

Sinq's technological capabilities offers a multitude of reports and analytics. By implementing EVV and home care technology platforms and software for home health and home care, preventative measures will be in place to create positive change. The following exists as four pillars of Sinq's technologies:

1. **Change in Condition** – This module allows a client, whether that is a health system, health plan, health home, or other partner to ask a set of predefined and customizable questions of the caregiver when in the home. These questions are designed to monitor and report any changes in condition of the consumer. This information flows back upstream to members of the care teams so they can react before a decompensation event occurs such as an unnecessary hospitalization or emergency room visit. Questions can be environmental, medical, or psycho-social in nature and Sinq facilitates the transfer of that information along the continuum.
2. **Care Gap** – This module enables the caregiver to receive information on gaps in care the consumer may have in an effort to influence behavior to close them. This can include alerting the caregivers of missing preventative care milestones, like getting the flu vaccine, or care alerts such as following up with their PCP after an admission.
3. **Care Plan** – This module ensures that the consumer receives the right services at the right frequency in accordance with their plan of care. The system allows the caregiver to document the services provided in that interaction and that is reconciled against what is expected per the care plan. Automation around this domain not only reduces administrative

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burden by replacing paper and audit time, but also drives compliance and better care delivery.

**4. Electronic Visit Verification** – This module uses GPS enabled technology with a time and location stamp to better monitor workforce activity. It can report and monitor attributes like timeliness of the caregiver, hours provided, and member attestations of visits. EVV serves to drive oversight and enhance the consumer experience. Finding and implementing technology that enhances care while improving provider operational efficiency as well as the day in the life of a caregiver should underpin any workforce development and population health initiatives. Doing so will improve the lives of the consumers we serve and shape the narrative around population health management.

Sinq Technologies conducted a pilot study with a large payer and large home health provider. The results of the pilot support the need for better technology and real-time access to information. Time and location stamps of every member visit resulted in a reduction of total hours per member per visit by more than 11%. As demonstrated in Sinq’s pilot, 24% of patients resulted in a CiC alert to plan, 99% of care gaps incentivized (HEDIS, STARS) by the health plan were closed by the provider within three months, and 50% of care gaps were closed by the provider within one month. Sinq’s innovative technology, as well EVV in general, is an investment in the future of health care for the state of California. Sinq’s integrated EVV solution is compliant by design. Time card and billing processes that contribute to a large percentage of waste are streamlined across Sinq’s platform to prevent further fraudulent costs. Appointments, care plans, real-time alerts, access to data, paperless reports, the monitoring of health plan care managers and home health/home care workers all lead to transparency and reductions in FWA, as well as saving millions of future tax payer dollars.

**o. Typical account set up time and check in/out time for Providers and Recipients.**

Our account set up time is less than 1 month of training and implementation, typically only requiring a day spent with each office and group of caregivers. The check in/out for each appointment is instant, requiring no additional time spent for caregivers or members to ensure services are not affected.

**3. Describe if/how the system groups or categorizes tasks to simplify system operation, tracking, Provider and Recipient use, etc.**

Sinq works with each customer to receive and exchange member information, time stamp and location coordinates, a list of all potential care plan tasks, pre-defined

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change in condition questions and answers, authorizations, gaps in care, issues, and annotations to simplify system operations and tracking.

**4. Describe the system's capability to interface with other systems, for eligibility, timekeeping, payroll or data collection purposes.**

Our technology can integrate with any new or existing EVV, payroll, billing, or scheduling system; and even replace it. We have the ability to integrate with claims processing systems to provide visit data as well. Sinq has worked to be compliant with the most robust and comprehensive health plan security to continuously stay one step ahead of compliance. Our solution overlays organizational security across our open data platform and can integrate data at any level, offering the flexibility of clearinghouse contracts in addition to our standard agreements. Sinq delivers the best of available cloud technology, driving capabilities, and performance with security always at the center to ensure the integration process is straightforward and accelerated for all parties involved.

**5. Describe your experience with implementing EVV systems including high-level timelines for implementation and training for all user populations. Describe implementation challenges and lessons-learned. Describe how to overcome implementation challenges. Distinguish implementation(s) for government entities versus private entities. If implemented for state entities, please identify which states and provide contact information.**

Sinq has an efficient implementation and onboarding manual and process. Sinq works collaboratively with selected contracted providers to attest the provision, collection, and distribution of home care delivery information between payors and providers which includes the onboarding process, consolidation of data/reporting, development of the platform, and reporting capabilities. Sinq provides training and support to both field and office staff for each customer. Provider implementations are typically completed within a month of launching each account. Sinq works directly with the State, MCO's, Home-Based Providers, and Individual Care Providers without requiring any additional onboarding, training, or system processing for their members. We customize and build a specific timeline with individual tasks and training schedules to meet the needs of the state.

**6. Describe how to overcome implementation challenges inherent to California such as the change management for a large and vulnerable population. Describe mitigation strategies that could be used to address challenges.**

Implementation challenges regarding EVV and vulnerable populations can be minimized if proper steps are taken by an organization or community effort.

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Technology is an important tool to reach and care for vulnerable individuals, and health risk assessments (HRAs) can be administered, identified, and addressed by care teams in care locations. When applied to a home health setting, advanced technology and current software platforms will enable health plans and providers to collect and analyze data of clients so the entire care team can develop care plans that meet each individual's needs. Sinq has a unique software platform due to our ability to customize care plans based on HRAs. Each client will receive care based on his/her specific condition. Moreover, with Sinq's open-care management model, data can be assessed to make necessary changes or improvements to better serve the individual within the home. Vulnerable populations are more susceptible to hospital readmissions, decompensation, and unnecessary care. With a successful EVV system, home health care coordination will focus on seamless access to shared data in real-time. The entire care team can be a part of an individual's care plan with real-time actionable insights. Care gaps and changes in condition crucial to vulnerable-population care, can also be monitored in real-time and adapted to one's care plan, or real-time profile. Sinq helps care teams create specialized services for vulnerable clients to improve outcomes, eliminate waste, lower costs, and provide quality care. Changes to a system like Medicaid and Medicare will always be met with hesitation, however, the long-term goals will be realized with more efficient, effective technology.

While change does create challenges, mitigating those risks can be worthwhile. Long-term goals, actions, and implementation of an action plan parallel the process of providing quality health care within the home. Sinq's business model and open-care platform ideology are based on long-term goals that address the future of health care. Our long-term goals are to empower providers, payers, and patients with quality care at manageable costs. We are able to assess current health care trends and illustrate how our services can save money for all parties involved. Based on those goals, Sinq has taken action and created a software platform that is preventative in nature. Sinq's EVV module, issue management platform, recurring task manager, and customizable questions equip us to face challenges and change. Real-time mitigation, decompensation alerts, care gap management, change in care monitoring, annotations, survey questions, and care plan transparency reduce future hospitalizations of patients, prevent FWA, and lower costs. Our action plan is to be proactive, address challenges, provide excellent service for customers, ensure excellent care for all populations, and remain transparent in all areas of care.

**7. Discuss strategies you have employed to garner customer satisfaction and include any satisfaction survey data, if available.**

Customer satisfaction has always been the core of our vision at Sinq. Our product was developed around the ability to assure our members are receiving the highest quality of care and overall member experience. Sinq eliminates the issues members

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have faced in the past through proactive care, quality of care monitoring, approved accountability, and transparent services. Our technology uses home health aides to track each members' need for specific types of care, appointments, and care plan tasks by giving each care provider the tools and support desirable to excel in the delivery of services provided. Our capabilities extend to annotations, notifications, and assessment through our issue management platform that brings the entire care team together to focus on each member's specific needs.

**8. Describe the response to your EVV from a wide range of Recipients and Providers with a wide range of disabilities including blind and deaf and/or low literacy levels.**

Sinq has developed technology around aiding the visually and hearing impaired. IVR can be utilized for visually impaired patients and providers, and the Sinq app is a user-friendly application. Our product uses a customizable platform with the goal of serving a growing, dynamic population. Sinq is working towards adding more features to our platform that will improve user experience between care team members and patients.

**9. Discuss ongoing maintenance of EVV systems.**

Maintaining Sinq's EVV system, in addition to the other features within the platform, is a crucial process to guarantee customer satisfaction, successful workflow, and effective and efficient product services. Sinq monitors its platform daily, specifically its EVV system, so our customers can provide quality care for clients, payers can control costs, and providers can run successful agencies. Sinq conducts security tests, manages customer service issues, troubleshoots system issues, makes necessary system upgrades, and adapts to changing technology. (See 2n #4 for EVV specifics).

**10. Describe if/how the EVV solution can leverage the current IHSS Portal with the ETS feature and the pros and cons of doing so.**

Sinq's EVV solution has many benefits, especially when Payers are increasingly looking at FWA within the home health and home care provider space. Sinq's platform has the ability to meet the requirements and needs of payers who value oversight and compliance on behalf of their providers. California's In-Home Supportive Services (IHSS) with the Electronic Timesheet System (ETS) feature can benefit through leveraging Sinq's app to include a geo-stamp/time stamp that can be used to support time card, hours, and payroll management while also demonstrating compliance. Time card and billing processes that contribute to a large percentage of waste are streamlined across Sinq's platform to prevent further fraudulent costs. Home health provider and care provider hours are reconciled to

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ensure compliance with payer authorization and/or member plan of care. Verified, audit-ready hours are fed into a payroll system and bills are generated. Scheduling, care plans, real-time alerts, access to data, paperless reports, the monitoring of health plan care managers and home health/home care all lead to transparency and reductions in FWA, as well as saving millions of future tax-payer dollars. Streamlining an established EVV system with California's new and successful ETS module will improve in-home services for 2019 and total home health care services for 2023. While transitions prove difficult between computer systems and existing platforms due to on-boarding costs and out of pocket costs, Sinq's interoperability, operational excellence, and optimal scalability provide better control, accuracy of input, and efficiencies.

**11. Describe how an EVV solution can be effectively implemented for both the Individual Provider and Agency Provider employment models.**

Sinq provides multiple services geared towards the diverse needs of each plan/payer, provider, and member. Our current contracts include working with a health plan to manage their provider network in addition to their own care manager population.

**12. Describe your business model (e.g., Software as a Service, Commercial Off-the-Shelf, Modified Off-the-Shelf, custom built, transactional).**

Sinq's functions as a Software as a Service (SaaS) platform that is embedded into customer business processes. Our customizable services are designed to meet evolving customer needs. We use open APIs and Web services to facilitate integration, but pay for one-off integration work. Lastly, Sinq is monetizable through different models inclusive of user license, per use click, PMPM and implementation fees.

**13. Describe the costs and fee structure of EVV solution(s) for customers with requirements comparable to the IHSS, WPCS, and other HCBS Waiver programs. Differentiate between Individual Provider and Agency Provider employment models. Identify both one-time and on-going costs. Describe how the cost model would scale up to accommodate the large number of IHSS and WPCS Providers.**

Sinq offers ongoing platform access, support, and services in addition to our technology with flexible, fully-scalable pricing models to meet each customers' diverse needs. Our pricing options include implementation, licensure, and volume based tiered transactional fees. We also offer different models for payers such as fees at risk, gainshare, shared savings, and shared risk savings. Our technology can

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be purchased or licensed. There are no underlying or hidden fees associated with the following examples.

**Fee Structure at Payer Level:** Configuration and Implementation: \$200,000 is paid one time in full by Payer to develop and support the platform prior to deployment. Licensure Fee Structure: Invoices are raised at the conclusion of each calendar month with a Net 30 pay period. The below exhibit outlines the stratified enterprise license pricing for unlimited annual transactional volume and access to the Sinq platform.

# of Members	Sinq Licensure Fees (per month)
Up to 30,000 Members	\$8 pmpm
30,000 to 60,000 Members	\$6 pmpm
60,001+ Members	\$4 pmpm

**Fee Schedule at Agency Level:** Each Agency will be onboarded individually. Any member that is seen using the Sinq application or IVR and is affiliated with the Agency is a “Agency Member”. Pricing tiers described in the below exhibit are applicable to each Agency and the tiers are dependent on the number of caregivers (users) that will be utilizing the Sinq application.

# of Users	Sinq Licensure Fees (per month)
Up to 400 Licensed Users	\$12 Per User License per Month
401-1000 Users	\$10 Per License per Month
1001+ Users	\$8 Per License per Month

**Fee Schedule at Individual User Level:** Each Individual Provider will be issued access rights to the Sinq application. They will be charged a license fee per month.

Individual Provider	Sinq Licensure Fees (per month)
Per IP	\$15 Per User License per Month

**14. Describe how the EVV solution for personal care service that must be implemented in 2019 could be expanded to accommodate the 21st Century Cures Act home health care service EVV requirement by January 1, 2023.**

Sinq works to provide knowledge and guidance around the requirements of the 21<sup>st</sup> Century Cures Act in addition to providing the EVV services that meet those requirements. Our goal is for the health plan and home-based provider industry to have insight and stay ahead of the curve when it comes to education and implementation of an EVV solution that meets all of the compliance measures before the mandate takes place for both PCA and home health care services. Sinq has the ability to implement and expand our services and technology in coincide with the

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Cures Act, assuring each of our customers has the tools, support, and understanding they need in order to provide the highest level of quality and compliance their members deserve.

**15. Describe the different means of communication (e.g., notifications) the system is capable of producing such as letters, e-mail, text, and phone in multiple language formats for visually and hearing disabled including large font, braille, and audio text.**

Sinq's means of communicating important information and data is evolving. Important alerts, routing of data, access to data, collaboration, and complete, quality care functional for the visually or hearing impaired. IVR can be utilized for visually impaired patients and providers, and the Sinq app is a user-friendly application. Sinq's innovative user interface allows all workers to perform their services effectively. Sinq's customizable platform takes many factors into consideration, including serving a growing, dynamic population. With that in mind, we are working towards adding more features to our platform that will improve user experience between care team members and patients.

**16. Describe how your system is kept current and how it keeps up with technology changes.**

Sinq Technologies software and business models continue to evolve as the technology landscape advances and the clients expect improved user experience. Sinq has defined an IT strategy that has resulted in business growth and technological sustainability. First, Sinq works daily with customers to ensure customer satisfaction and ease of experience. After on-boarding providers, training home care workers and agencies, and verifying interoperability and data management, Sinq works to create effective and efficient relationships. Sinq constantly monitors consumer demands and expectations, and troubleshoots with success and growth. We alleviate the burdensome work the customers do not have time for by streamlining up-to-date platforms, and being proactive to avoid inefficiencies. Our platform's scalability allows room for adopting newer technologies without slowing down operations, and updates ensure that all systems are functional. Lastly, Sinq Technologies has the highest level of security that is monitored daily. Health care data is extremely confidential, and Sinq has undergone extensive assessments to protect information.

*On behalf of Sinq Technologies, thank you for your time and consideration. We look forward to hearing your response and are willing to provide any additional information you require. If a demo is possible, please feel free to reach out.*