



Demo Scripts

The following series of vendor demonstration requirements were meant to provide a comprehensive list of demonstratable items that would allow the vendor to showcase their solution's functionality, configurability, and compatibility. **The requirements are generally ordered by topic, but the vendor may demonstrate, combine, or reorder the demonstration list to adequately cover each topic and allow the vendor the flexibility to cover the topics in a way that is reflective of their solution.** To gain insight into the full functionality of a vendor solution, the presentation order and grouping will be at the sole discretion of the vendor or vendor team.

No payment will be made to the vendor for developing the prototype for the demonstration effort

- **Time for Demonstrations:** Generally, no more than 4 hours but can vary depending on departmental needs. Time to be given for breaks, lunch, etc. All vendors will have the same time limits. Specific dates and times will be sent as a follow-up but will be scheduled after the submissions window closes.
- **Audience:** The same Panel members and associated Subject Mater Experts will attend every demonstration. Prepare for a wide range of potential viewers – from technical, to end-users including the Fire Department Emergency Transportation Services Staff and Supervisors.
- **Flow:** As stated above, the flows below describe what the City would like to see. The Vendor's actual sequence and topics may be covered in a way that the Vendor decides to showcase their products. However, please remember that the Presentation and Demo Scripts are part of the scoring criteria for the City.

"Global" Criteria to be considered across Scenarios

Scenario 1	Data Entry, Field Validations, Output Formats
Actor(s)	Primary: Fire Department Emergency Transportation Service
Context	The scenario demonstrates the processes for various functional areas, how the data is entered, field validations available to assist with data quality, and any intuitive features available.
Critical Functions to be Demonstrated	<ol style="list-style-type: none"> 1. Scenario 1A – End Users Single Submission Workflow: <ol style="list-style-type: none"> a) Demonstrate screen layout, data entry, and submission flow for the End User demonstrating the ease of use for data submission. b) Demonstrate required fields compared to optional fields and describe the impacts to billing. (i.e. – some insurances allow search by SSN, etc.) c) Demonstrate how the service can be accessed up to and including login processes, new user requests, and how the service can be accessed using the minimal number of clicks. 2. Scenario 1B – End User Multiple Submission Workflow:



ATTACHMENT 4 - DEMONSTRATION SCRIPT

CITY OF PHOENIX

	<ul style="list-style-type: none"> a) Demonstrate screen layout, data entry, and submission flow for the End User demonstrating the ease of use for data submission. b) Demonstrate required fields compared to optional fields and describe the impacts to billing. (i.e. – some insurances allow search by SSN, etc.) c) Demonstrate file batch output when doing multiple submissions. This would include a possible “interface/tool” to allow this data to be usable for Emergency Transportation Services workflows. d) Demonstrate how allowed authorized users are to download ANSI X12 270/271 inquiry and response information for all records within processed inquiry batches.
Scenario 2	Eligibility and Claims Submission Check
Actor(s)	Primary: Fire Department Emergency Transportation Services
Context	This scenario shall demonstrate the end user interface functionality as it relates to Eligibility and Claims submission procedures/forms
Critical Functions to be Demonstrated	<ol style="list-style-type: none"> 1. Scenario 2A – Demonstrate the end users Insurance Eligibility Check process for the following insurance payors: <ul style="list-style-type: none"> a) Medicare (Noridian) b) Blue Cross/Blue Shield (BCBS) c) United Healthcare (AHCCS, Commercial and Medicare Advantage) d) Humana e) Cigna f) Aetna g) State of AZ AHCCCS h) Mercy Care i) Allwell/Ambetter j) Tricare/VA 2. Scenario 2B – Demonstrate the end users Insurance Claim Submission process for the following insurance payors: <ul style="list-style-type: none"> a) Medicare (Noridian) b) Blue Cross/Blue Shield (BCBS) c) United Healthcare (AHCCS, Commercial and Medicare Advantage) d) Humana e) Cigna f) Aetna g) State of AZ AHCCCS h) Mercy Care i) Allwell/Ambetter j) Tricare/VA 3. Demonstrate how allowed authorized users are to submit ANSI X12 837 EDI claims files to Medicare, Medicaid and an array of commercial



ATTACHMENT 4 - DEMONSTRATION SCRIPT

CITY OF PHOENIX

	payors. This includes the output of multiple payors into one single 837 batch file.
Scenario 3	Interface Options (API Integrations)
Actor(s)	Primary: Fire Department Technical Services Secondary: Fire Department Emergency Transportation Services
Context	This scenario shall demonstrate any interface tools or utilities available to allow a connection to our Billing software
Critical Functions to be Demonstrated	Scenario 3 – API Configuration Setup <ul style="list-style-type: none"> a) Demonstrate any interface tools/utilities for an open API integration to our billing software (Tritech/Central Square) b) Demonstrate encryption requirements for such interface and any documentation contained regarding policies on encryption of that data c) Demonstrate start to finish process with end users utilizing API features and functionality
Scenario 4	System Administration
Actor(s)	Primary: Fire Department Technical Services Secondary: Fire Department Emergency Transportation Services
Context	The purpose of this scenario is to demonstrate system administrative functionality in providing adequate support and maintenance of this application and any additional modules or features that may be included.
Critical Functions to be Demonstrated	<ol style="list-style-type: none"> 1. New User Setup <ul style="list-style-type: none"> a) Demonstrate a new user setup as well as decommissioning a user on the administrative tool(s) b) Demonstrate the differences between different user profile setups 2. ADFS SSO Capabilities (if applicable) <ul style="list-style-type: none"> a) Demonstrate the system’s ability to integrate with ADFS/LDAP features 3. Password Change Request <ul style="list-style-type: none"> a) Demonstrate a user password request 4. Multi-Factor Authentication (MFA) (if applicable) <ul style="list-style-type: none"> a) Demonstrate the system’s ability to enable MFA technology using an outside means of authentication. 5. Encryption of Data <ul style="list-style-type: none"> a) Demonstrate the encryption features both at-rest and in motion. 6. Error/User Log Storage <ul style="list-style-type: none"> a) Demonstrate how to access user and error logs within the administrative platform