OPSS includes the following business areas:

1. Operations Management Functionality
   - Processing payment requests, determining payable amounts, resolving disputed claims, applying mass adjustments and wide, and responding to inquiries for claim payment status.
   - Also addresses the fiscal agent services required to support those processes, including receipt and entry of claims and attachments received via paper, direct data entry by providers, and electronic transactions compliant with current EDI HIPAA standards.
   - OPSS provides portal to DMAS employees and Contractors with access to needed information and system functionality.

2. Security Framework
   - Ensures that all data is protected against unauthorized access, use, or disclosure.
   - Includes policies and procedures for access control, authentication, authorization, confidentiality, integrity, and availability.

3. Business Continuity (BC) / Disaster Recovery (DR)
   - Ensures business operations can continue in the event of a disaster or planned maintenance.
   - Includes considerations for infrastructure, applications, and data.

4. Business Process Automation and Management
   - Supports automation of business processes through the use of software tools and systems.
   - Includes process design, implementation, and continuous improvement.

5. Financial Management
   - Supports the financial management of the business by providing tools and systems for budgeting, forecasting, and financial analysis.
   - Includes procedures for financial reporting and compliance with regulatory requirements.

6. Relationship Management Matrices
   - Provides a framework for managing relationships with stakeholders, including customers, vendors, and partners.

7. Policy Compliance
   - Ensures adherence to laws, regulations, and ethical standards.
   - Includes procedures for monitoring compliance and responding to regulatory audits.

8. Enterprise-Wide Rules Categories
   - Includes rules for access control, authentication, authorization, confidentiality, integrity, and availability.

9. Additional VITA Hosted Solution Options
   - Provides additional options for hosted solutions, including cloud computing, managed services, and other technologies.

Reference 1: RFP 2016-02 MCSS-OPSS Eval Questions Accenture Response 1-18-2017
Reference 2: AHS - MCSS Ops Rev RFP No. 2016-02 - Scope of Work
OSS includes the following business areas:

1. Operations Management: Supports the ability to capture, manage, and maintain demographic and enrollment information for individuals eligible for DMAS services.
2. Member Eligibility and Enrollment: DMAS maintains a contribution processing center under the Centers for Medicare and Medicaid Services' (CMS) Retailer Program. DMAS processes providers' provider enrollment information, including adding members to the MS database and assigning appropriate benefits information. OSS also processes member changes, including adding, deleting, or modifying members for Group, Individual, or Managed Long-Term Care (MLTC) programs.
3. Member Management: Supports the ability to capture, manage, and maintain demographic and enrollment information for individuals eligible for DMAS services.
4. Master Record: Maintains a master record for each member, including information on enrollment status, benefits, and other relevant details.
5. Financial Management: Supports the ability to capture, manage, and maintain demographic and enrollment information for individuals eligible for DMAS services.
6. Security: Supports the ability to capture, manage, and maintain demographic and enrollment information for individuals eligible for DMAS services.
7. Audit and Logging: Supports the ability to capture, manage, and maintain demographic and enrollment information for individuals eligible for DMAS services.

In the event of a failed node, the primary node fails, and OSS also processes member changes, including adding, deleting, or modifying members for Group, Individual, or Managed Long-Term Care (MLTC) programs.