



## MEMORANDUM

TO: Alaska Division of Behavioral Health Providers  
FROM: State of Alaska Department of Health and Social Services, Division of Behavioral Health  
RE: Medicaid Billing and Clinical Documentation Planning and Procurement Project Application  
Selection Process  
DATE: May 26, 2022

---

The purpose of this memorandum is to describe the process the State of Alaska (State) has engaged in to identify current challenges and future needs related to its behavioral health IT solution—Alaska’s Automated Information Management System (AKAIMS)—to inform procurement and implementation of an IT solution. With the support of an independent third-party health IT consultant, DBH has engaged in the Medicaid Billing and Clinical Documentation Planning and Procurement Project, with the goal of procuring the best-fit behavioral health IT solution that optimizes programs and services for clients across Alaska. DBH currently uses AKAIMS as its primary behavioral health IT and data management system. It is unclear, however, if the IT solution continues to adequately meet the State’s business and technical needs, or if another technology would be a better fit for DBH and its key stakeholders.

To determine the best-fit IT solution, DBH first identified the strengths and challenges in the current environment, as well as opportunities for improvement in a future environment. This was informed by provider and other key stakeholder input via a series of discovery/listening sessions and web surveys, as well as industry best practices, similar projects in other states, and emerging technologies.

In the current project phase, the identified current and desired future IT solution needs will inform DBH’s IT solution requirements and content for a Request for Proposal (RFP) for an IT solution vendor to develop and implement a new IT solution. Both the requirements and the RFP will reflect the existing strengths of DBH’s current environment, and also address reported challenges through new IT solution requirements, which DBH’s key stakeholders will have an opportunity to review and provide input into. By preserving the existing benefits and improving upon the stated concerns of the current system, the future IT solution will better serve the State, its stakeholders, and clients.

DBH will then engage in the solicitation process by developing a vendor evaluation plan, facilitating a question and answer period for vendors, and conducting evaluation meetings based on a scoring methodology that reflects the evaluation criteria most important to DBH and its stakeholders, as defined in the RFP. Ultimately, DBH will award the new contract to the vendor whose response earns the highest score, and the corresponding IT solution will, upon implementation, serve as DBH’s behavioral health IT and data management system.

DBH recognizes and values the essential role providers play in serving clients across Alaska, and your input is critical to the success of this project. As the project progresses, DBH will continue to update providers, and encourages you to share any feedback so that together we can help ensure the project is successful. Please feel free to contact Sarah Steele at [sarah.steele@alaska.gov](mailto:sarah.steele@alaska.gov) with any input regarding the project and she will route the feedback to the appropriate party.