ServBeyond Solutions

About ServBeyond

ServBeyond Solutions (ServBeyond), founded in 2010, is an SBA-certified 8(a) Small Disadvantaged Business (SDB) with a distinguished record of public sector performance. We provide innovative solutions, using the latest technology platforms across all digital touchpoints, including web, mobile and social media. Our continuous growth over the last decade has resulted in a solid infrastructure supported by a seasoned team of Health IT professionals. ServBeyond is an established and recognized Healthcare Innovation Partner.

An Accomplished Healthcare IT Contractor

ServBeyond's relevant Healthcare past performance for the Centers for Medicare & Medicaid Services (CMS) and State of Maryland include the following contracts:

- CCIIO User Support and System Development for Exchange Collaboration Tools (USSDECT) (JV partner to Novus Technology Partners)
- CCIIO General Program Support Services (GPSS) (JV partner to Novus Technology Partners)
- OEDA Enterprise Privacy Policy Engine (EPPE) (subcontract to Scope Infotech)
- OIT Enterprise SharePoint Support (ESS) (JV partner to Novus Technology Partners)
- FMSG HIGLAS Independent Verification & Validation (IV&V) (subcontract to FEI Systems)

- CCSQ Health Care Quality Information Systems (HCQIS) (subcontract to Ventech Solutions)
- CCSQ Service Center (JV partner to Novus Technology Partners)
- Maryland Health Services Cost Review Commission (HSCRC) Multi-Payer Claims Analytical Tool (MCAT) (subcontract to The Hilltop Institute)
- Maryland Department of Health (MDH) Long Term Services and Support (LTSS) (subcontract to FEI Systems)

SERVICES

➤ **Digital Services**

➤ **Contact Center & Service Desk Operations**

➤ **Data Management & Analytics**

➤ **Low Code/No Code Application Development**

Contract Vehicles

8(a) Sole Source Award	One Acquisition Solution for Integrated Services (OASIS+)	GSA MAS Contract #47QTCA23D0017 *(SINS: 54151S, 54151HEAL, 518210C, 561422)*	GSA STARS III Contract #47QTCB22D0546

CCSQ Service Center *(JV partner to Novus Technology Partners)*

CMS QualityNet exists to help improve the quality of health care for Medicare beneficiaries by providing for the safe, efficient exchange of information regarding their care. The CCSQ Service Center provides help desk services for all programs and enterprise system services (ESS) operating under QualityNet. The CCSQ Service Center also provides support for internal CMS users, employees, and contractors via a dedicated team operating under QualityNet Services and Operations Support (SOS).

Our team integrates NICE CXOne with the ServiceNow platform to provide additional channels beyond phone calls to create an omnichannel experience with Self Service, Chat, and SMS text capabilities. The team proactively performs research of trends, new methods, and techniques used to ensure high value, high quality customer-centric solutions.

OIT Enterprise SharePoint Support Contract *(JV partner to Novus Technology Partners)*

SharePoint is the standard enterprise collaboration tool and information repository for CMS. ServBeyond team members support CMS' objective to use the SharePoint platform to operate as a seamless organization through the adoption of best practices that maximize Agency-wide effectiveness and promote efficiencies.

The ServBeyond team provides design, development, enterprise administration and management of Microsoft SharePoint/Project Server and its features to all CMS components to meet their business needs. The additional services we provide include help desk support, governance, and operations and maintenance (O&M) of all development projects.

CCIIO User Support and System Development for Exchange Collaboration Tools (USSDECT) *(JV partner to Novus Technology Partners)*

ServBeyond provided business analysis, software development, automated testing, and implementation services for the USSDECT Program for the CMS Center for Consumer Information and Insurance Oversight (CCIIO). Our team participated in projects to improve internal and external collaboration, social networking, and information sharing, by providing security controls and workflow automation for CMS partners and stakeholders.

The Drupal-based CMS zONE (Opportunity to Network and Engage) website serves CMS partners and stakeholders across the organization with communities supporting Medicaid, Medicare, new IT initiatives, new policy directives, and continues to scale to offer more functionality and service offerings.

Maryland Health Services Cost Review Commission (HSCRC) Multi Payer Claims Analytical Tool (MCAT) Development and Implementation *(subcontract to The Hilltop Institute)*

The ServBeyond team provided project management, design, development, and implementation services for MCAT to automate the aggregation, visualization, and report generation of Medicare Fee-for-Services (FFS) claims data to perform Total Cost of Care (TCOC) analyses.

Under the revised TCOC model, the HSCRC moved towards a system in which hospitals and other providers are responsible for a beneficiary's total cost of care. As part of this new model, the State monitors an expanded set of measures and focuses on new and additional analyses to shed light on how to contain TCOC.

Corporate Highlights

10+ Years Supporting Healthcare Innovation	7 Contracts across 5 CMS Centers & Offices	Extensive Agile & Cloud Experience	Responsive, Dependable Partner	8a Certified Business

Certifications/ Appraisals	CMMIDEV/3 CMMISVC/3 ISO 9001:2015	ISO/IEC 20000-1:2018 ISO/IEC 27001:2013	**DUNS:** 117613787 **UEI:** LY9DQ99L8817	**Cage Code:** 8NE33