EXHIBIT 1

CASE MANAGEMENT SYSTEM

Category	Feature	Response
Licensing	This response should list the basis for license fees.	
Licensing	YHI will have the right during the Term to use the Case Management System for its business purposes including having stakeholders use the Case Management System. Output of the Case Management System is the confidential information of YHI. Output using templates or other proprietary information of Respondent may be used by YHI and its stakeholders in perpetuity without restriction.	
Documentation	Describe the documentation and templates to be provided for use in connection with the Case Management System.	
Reports	List standard and optional reports available through the Case Management System (can be attached).	
Features	The Case Management System will be accessible by then current and at least 2 prior releases of Google Chrome, Internet Explorer, Apple Mac OS and Mozilla Firefox.	
Features	No update or upgrade will materially reduce the functionality, compatibility, configuration or performance of the Case Management System	
Features	The Case Management System will be configurable, including the ability to: • Set up data entry and query screens and other parts of the user interface • Set up in-boxes/work queues appropriate to user role • Set up workflow (including business rule triggers) • Set up ticklers and alerts • Set up data validations for data entry • Set up document generation • Set up role-based security/data access • Set up interfaces with internal and external systems • Set up dashboard elements appropriate to user role	

	• Electronic documents and transactions: • Reduce or eliminate use of paper in day-to-day operations by providing access to information and electronic documents • Store redacted and annotated documents as separate versions to protect sensitive information	
Features	Real – time operations When an incident transaction is complete, all data entry tasks, document generation, and information exchange tasks also are complete All supporting documentation presented for the case (in person, by mail, or by electronic means) must be logged/docketed, scanned, and processed, and available for use within one hour of receipt.	
Features	Database structure: Provide access to information through multiple views appropriate to the type and purpose of the information (e.g., case-centric, person-centric, administrative matter-centric) Date- and time-stamp all database elements to allow re-creation of statistical /financial reports for any point in time	
Features	Identity management: Provide tools to assist in managing person identities, including robust search tools to find possible matches, tools to identify possible duplicate identities, functions to link and unlink identities, and comprehensive, formal business rules to govern how these utilities are used. Provide a tool that will auto-populate member contact data when a member calls (based on phone number records in the database)	
Features	Event logging/docketing: Create an automatic log of events when incidents occur throughout the lifecycle of	

	the incident (e.g., customer service representative name, date and time, attached documents, and case transfers to other entities) Allow authorized users the capability of retrieving electronic content (e.g., electronic documents) by selecting the related case.	
Features	Integrated Case Management: Exchange data and documents electronically with primary information sharing partners (e.g., GetInsured, Carriers, Broker/Agents, and DHW), immediately upon completion of an event or transaction. Maintain audit trails for all electronic data managed by system modules.	
Interfaces and Data Flows	This response should list all interfaces of the Case Management System and all data flows to and from the Case Management System Indicate whether integration with the following is provided: iContact Outlook Active Directory (for single sign on) Built in interface that permits integration with the IHIE Mechanisms for outflow of data such as .csv and any other available mechanisms	
Maintenance	Respondent will perform at least one major release every 18 months materially increasing the functionality of the Case Management System.	
Development	YHI will have input into setting the priority of future development and Respondent will make available to YHI the opportunity to discuss Respondent's development roadmap.	