

Attachment I.G.3-2 SKY Implementation Plan

Task Name	Start	Finish	Resource
Implementation Schedule Milestones Program			
Initiate Project	1/16/20	1/16/20	Lisa Hart
Obtain Approval to Plan	2/7/20	2/7/20	Lisa Hart
Set up SharePoint Site	2/14/20	2/14/20	Lisa Hart
Create Communications Plan	2/14/20	2/14/20	Lisa Hart
Kickoff Call	2/21/20	2/21/20	Lisa Hart
Create Project Charter			
Document Project Objective, Goals, Benefits, and Scope	2/14/20	2/14/20	Lisa Hart
Planning			
Define Major Milestones	2/7/20	2/21/20	Lisa Hart
Complete Full Schedule/Implementation Timeline	2/21/20	3/6/20	Lisa Hart
RFP Development & Contract Execution			
RFP Released	1/10/20	1/10/20	DMS
Submit all Inquiries to DMS	1/17/20	1/17/20	Andy Nichols
Submit RFP Response	2/7/20	2/7/20	Andy Nichols
Notice of Intent to Award	TBD	TBD	DMS
Contract Signed	TBD	TBD	John Barger
Implementation Meetings			
Participate in State Implementation Meetings	monthly	monthly	Lisa Hart
Participate in CVO Implementation Meetings	monthly	monthly	Lisa Hart
Ongoing Internal Implementation Meetings	2/21/20	1/29/21	Lisa Hart
Human Resources			
Review Market Organization Chart For Gaps	1/10/20	2/7/20	Jeb Duke / Kristan Mowder
Evaluate All Staffing Needs Per Changes in Enrollment Projections	2/7/20	3/27/20	Various Leads
Identify Staffing Strategy	3/2/20	3/13/20	Ted Doll
Submit staffing Plan to DMS that details staffing levels dedicated to the KY SKY Program Requirements	7/1/20	7/1/20	Jeb Duke / Kristan Mowder
Execute on Staffing Plan			
Send regular updates to DMS	ongoing	ongoing	Jeb Duke / Kristan Mowder
Create Job Descriptions for Outstanding Personnel	2/21/20	3/19/20	Ted Doll
Open Requisitions	7/1/20	7/14/20	Ted Doll
Interview Process	7/15/20	9/1/20	Ted Doll
Finalize Hiring	9/1/20	9/30/20	Ted Doll
Onboarding	10/1/20	10/30/20	Ted Doll

Task Name	Start	Finish	Resource
Information Technology (IT)			
20.06 IT Release			
Identify New Connectivity Needs with State and/or Subcontractors	11/12/19	1/3/20	Various Leads
Define Requirements	11/12/19	1/3/20	Various Leads
Kickoff IT Design	1/7/20	1/7/20	Tom Payne
Design Complete	1/7/20	2/4/20	Tom Payne
Build Complete	2/5/20	3/17/20	Tom Payne
System Integration and Testing	3/18/20	4/26/20	Tom Payne
User Acceptance Testing	4/29/20	6/7/20	Tom Payne
Release Deadline - No New Projects/Changes	5/29/20	5/29/20	Tom Payne
PROD Turn Created & Approved	6/8/20	6/8/20	Tom Payne
HELD JOBS Complete	6/5/20	6/5/20	Tom Payne
CODE FREEZE*	6/9/20	6/9/20	Tom Payne
WEB: Servers Out of Prod Rings - Web Turn Start	6/9/20	6/9/20	Tom Payne
WEB Signoff On First Server Complete	6/12/20	6/12/20	Tom Payne
Production Turn - Friday-Sun	6/12/20	6/14/20	Tom Payne
Post Production Validation	6/15/20	6/22/20	Lisa Hart
Covered Service Delivery			
Base Benefit Design	11/16/19	12/14/19	Emily Haydon
Draft base benefit grid	12/1/19	1/1/20	Emily Haydon
External base benefit grid review	1/2/20	1/9/20	Emily Haydon
Finalize base benefit grid	1/10/20	1/24/20	Emily Haydon
Expanded Benefit Design	11/16/19	12/14/19	Emily Haydon
External expanded benefit grid review	12/1/19	12/8/19	Emily Haydon
Finalize expanded benefit grid	12/9/19	12/23/19	Emily Haydon
Final Benefit Design	2/3/20	2/3/20	Emily Haydon
Collaborate with KDMS to design a Rewards Program	3/2/20	9/1/20	Emily Haydon
Provider Directory Updates			
Draft front section (general info)	1/2/20	2/3/20	Cathi Lucas
File with state for approval	2/3/20	3/16/20	Cathi Lucas
Account Services and Group Setup			
Group Infrastructure Setup			
Determine Changes to Group Setup	3/1/20	3/13/20	Allison Colvin
Finalize Group Set Up Changes, as needed	3/16/20	4/1/20	Allison Colvin
ID Card Generation			
Determine if New ID Card is Needed	3/1/20	3/13/20	Terrie Bragg
Mock up new ID card template	3/16/20	4/1/20	Terrie Bragg

Task Name	Start	Finish	Resource
Send to DMS for Approval	4/1/20	4/15/20	Terrie Bragg
Tie Group Numbers To ID Cards	3/18/20	3/25/20	Terrie Bragg
Setup ID Card Issue Schedule	5/1/20	5/15/20	Terrie Bragg
Mass Issue ID Cards Complete	12/1/20	12/1/20	Terrie Bragg
New Enrollee Welcome Kits			
Determine Additional Changes to Welcome Kits	1/10/20	2/10/20	Karen Thompson
Update Materials	1/10/20	3/2/20	Karen Thompson
Send to DMS for Approval	4/15/20	5/29/20	Paige Greenwell
Enrollee Education & Outreach			
Define Enrollee Education and Outreach Strategy	2/3/20	2/28/20	Kristan Mowder
Develop P&Ps for Enrollee Education and Outreach	3/2/20	5/15/20	Kristan Mowder
Submit P&PS for Enrollee Education and Outreach to DMS	5/15/20	5/15/20	Kristan Mowder
Enrollment			
Determine Enrollment Process Changes (PCP SKY Express Algorithm)	3/1/20	3/15/20	Sarah Porter
Process Documentation Creation/Updates: Enrollment and Letters	3/15/20	3/30/20	Sarah Porter
Prepare Operational Readiness presentation: Enrollment and Letters	4/1/20	5/15/20	Sarah Porter
Present and distribute Operational Readiness presentation	5/15/20	6/30/20	Sarah Porter
Enrollment Go Live			
Process 834s in Production	11/2/20	11/16/20	Sarah Porter
Mass Issue of Welcome Materials	11/16/20	12/1/20	Sarah Porter
Enrollee and Provider Calls			
Call Center KY Requirements			
Review Call Process to Determine Changes	1/10/20	2/10/20	Joe Piemonte / Jyl Applegate
Determine New CRM/CCP Detailed Requirements	2/3/20	2/24/20	Joe Piemonte / Jyl Applegate
Calls IVR Routing/Queues/Telecom Changes			
Determine and Update IVR Routing / Authentication Changes	1/10/20	2/10/20	Joe Piemonte / Jyl Applegate
Determine and update Skillsets for correct routing of calls	2/11/20	3/6/20	Joe Piemonte / Jyl Applegate
Determine and Update Softphone (system transfer) Impacts	2/11/20	3/6/20	Joe Piemonte / Jyl Applegate
Build and Test IVR Changes	6/15/20	7/31/20	Joe Piemonte / Jyl Applegate
Calls IVR Routing/Queues/Telecom Changes Complete	8/3/20	8/3/20	Joe Piemonte / Jyl Applegate

Task Name	Start	Finish	Resource
Calls - Enrollee/Provider KY Alerts			
Determine if New CRM/CCP Enrollee Alerts are needed	7/1/20	7/31/20	Joe Piemonte / Jyl Applegate
Submit Alert Form Online	8/3/20	8/3/20	Joe Piemonte / Jyl Applegate
Calls Process/Policy Development-Mentor Updates			
Review New Core Contract for Impacts	1/10/20	2/28/20	Joe Piemonte / Jyl Applegate
Meet with Product Team for Benefit Grid Review	3/16/20	3/16/20	Joe Piemonte / Jyl Applegate
Update Communications and Policy Documentation in Mentor Reference Guide	6/1/20	8/15/20	Joe Piemonte / Jyl Applegate
Calls Policies and Mentor Updates Complete	9/1/20	9/1/20	Joe Piemonte / Jyl Applegate
Calls Curriculum and Training			
Develop Education Curriculum Based on Changes	4/1/20	5/15/20	Joe Piemonte / Jyl Applegate
Determine training approach/logistics	5/15/20	5/29/20	Joe Piemonte / Jyl Applegate
Determine and Reserve dates, times and rooms for training	5/29/20	6/5/20	Joe Piemonte / Jyl Applegate
Calls Ops Training Complete	10/1/20	10/30/20	Joe Piemonte / Jyl Applegate
Calls Ops Ready for KY Go Live	11/1/20	11/1/20	Joe Piemonte / Jyl Applegate
Provider Processing Solutions			
Determine Changes to Credentialing Process	2/1/20	7/1/20	Cody Jordan
Determine Changes to Service Fund Configuration	2/1/20	7/1/20	Michelle Golden
Determine Changes to Fee Schedule	2/1/20	7/1/20	Mel Zehnder
Determine Changes to Availity	2/1/20	7/1/20	Cody Jordan
Determine Changes to Claims Cost Management	2/1/20	7/1/20	Staci Hartwell-Athey
Claims Process			
Review Requirements for New Claims Processes	3/1/20	3/13/20	Lam Nguyen
Update Claims Rules for New Benefits	3/16/20	4/17/20	Lam Nguyen
Review Value Codes	4/17/20	4/30/20	Lam Nguyen
Update Claims Tables As Needed	5/1/20	5/15/20	Lam Nguyen
Test Claims Routing	6/1/20	6/15/20	Lam Nguyen
Test Claims Payment	6/1/20	6/15/20	Lam Nguyen
Clinical Workstream			
Clinical Core Team Weekly Kick off Meeting	1/10/20	1/10/20	Maria Ramirez

Task Name	Start	Finish	Resource
Identify Changes to Clinical Enrollee Materials	2/3/20	2/28/20	Dr. Ian Nathanson
Determine any New Operational Reports Needed	2/17/20	2/28/20	Dr. Ian Nathanson
Assessments, Policies, and Workflows			
Identify Changes to High Level Clinical Process Flows	1/20/20	2/10/20	Dr. Ian Nathanson
Finalize and submit All Assessment changes	5/1/20	5/15/20	Dr. Ian Nathanson
Submit P&Ps that detail how we will complete all required health screenings and assessment within the prescribed timeframes	5/15/20	6/30/20	Dr. Ian Nathanson
Submit P&Ps that detail process for conducting initial assessments and provision of covered services	6/30/20	6/30/20	Dr. Ian Nathanson
Finalize Clinical Process Flows for Training	6/1/20	6/1/20	Dr. Ian Nathanson
Finalize all Clinical Policy and Procedures (including but not limited to Care Coordination, Privacy, Health Records, sharing of CM information electronically with DCBS and DJJ Staff, etc.)	6/30/20	6/30/20	Dr. Ian Nathanson
Agency Coordination			
Define strategy and document P&P for coordinating with all sister agencies, such as DBHDID, Dept of Public Health and Dept of Education	3/1/20	3/13/20	Dr. Ian Nathanson
Submit P&P to DMS	3/13/20	4/30/20	Dr. Ian Nathanson
Care Management and Utilization Management			
Finalize HRA Updates	3/2/20	3/16/20	Dr. Ian Nathanson
Define CM/CC/UM Program Structure Changes	1/20/20	2/10/20	Dr. Ian Nathanson
Define CM/CC/UM Staffing and Org Chart Changes	1/20/20	2/10/20	Dr. Ian Nathanson
Manage CGX/Queues- create new queues PA, UM, CM- if needed	1/27/20	1/27/20	Dr. Ian Nathanson
Manage ER notifications- HIE, create task for CM for ER notification	3/2/20	3/31/20	Dr. Ian Nathanson
Develop New CC Programs	3/2/20	5/1/20	Dr. Ian Nathanson
Determine reporting constraints or needs	3/15/20	5/29/20	Dr. Ian Nathanson
Receive confirmation of projected new membership	3/15/20	5/15/20	Dr. Ian Nathanson
Determine if additional collaboration/communication needs are identified with the Care Management, Market, and Compliance teams	4/1/20	4/30/20	Dr. Ian Nathanson
Create Clinical Programs policies and procedures and Submit for DMS Approval	7/1/20	7/31/20	Dr. Ian Nathanson
KY MCD Clinical Program Changes Training Complete	10/1/20	10/1/20	Dr. Ian Nathanson
Continuity of Care / Transition Planning			

Task Name	Start	Finish	Resource
COC Process Development	5/1/20	7/30/20	Dr. Ian Nathanson
COC Guideline Development for collaboration with DCBS and DJJ to identify Medically Complex Children and Children with Special Healthcare Needs that require priority coordination	5/1/20	7/30/20	Dr. Ian Nathanson
COC Policy and Procedure Development	5/1/20	7/30/20	Dr. Ian Nathanson
Quality Improvement			
HEDIS Data Flow			
Identify downstream HEDIS score impacts	6/1/20	6/30/20	Darin Conn
Identify Changes to Metrics Dashboard	6/30/20	7/15/20	Darin Conn
Provider Engagement			
Determine education and gap closure	6/1/20	7/15/20	Michelle Weikel
Determine/Understand network and market quality provider engagement	7/1/20	7/31/20	Michelle Weikel
Review efficacy of current provider program initiatives and incentives	7/1/20	7/31/20	Michelle Weikel
Clinical Quality			
Understand contract QIC Requirements Changes	3/15/20	4/1/20	Audra Summers
Identify Organizational Structure Changes	4/1/20	4/15/20	Audra Summers / Kristan Mowder
Enrollee Engagement			
Develop New Humana Initiatives for KY enrollees	4/1/20	4/30/20	Bryan Kennedy
Quality Improvement Program			
QI Program Description Changes	3/15/20	4/1/20	Darin Conn
QI Program Evaluation Changes	4/1/20	4/30/20	Darin Conn
QI Program Work Plan Changes	4/1/20	4/30/20	Darin Conn
QI Program P&Ps Changes as Needed	5/1/20	8/1/20	Darin Conn
Quality Improvement Committee			
Identify QIC MD Chair	8/1/20	8/1/20	Darin Conn
QI Charter Changes	8/1/20	8/1/20	Darin Conn
Develop New Minute Template for Quarterly DMS Report Submission if Needed	8/1/20	8/1/20	Darin Conn
Identify New QIC Meeting Room/Time for Quarterly Meetings	9/1/20	9/1/20	Darin Conn
Quality Enrollee Access Committee (Enrollees and Consumer Advocacy Groups)			

Task Name	Start	Finish	Resource
Secure/Identify Centers/locations for Meetings	9/1/20	9/1/20	Audra Summers
Develop Minute Template for Quarterly DMS Report Submission	9/15/20	9/15/20	Audra Summers
Ensure Enrollee Handbook includes Advisory Committee Changes if Needed.	8/1/20	8/1/20	Audra Summers
Quality of Care Reviews			
Update policies and procedures	5/1/20	6/30/20	Audra Summers
HEDIS			
Abstraction/Research completed by Humana nurses	6/1/20	8/31/20	Darin Conn
HEDIS improvement initiatives	8/1/20	5/1/21	Darin Conn
Collaboration on Quality Initiatives			
Define Strategy for how Humana will work collaboratively with DMS, DCBS and DJJ to ensure that appropriate care and improved outcomes are being met	6/1/20	8/1/20	Audra Summers / Jeb Duke / Kristan Mowder
Health Outcomes Improvement			
Define mechanism for tracking Health Outcomes improvement - need ability to identify if outcomes have improved as a result of Care Management	5/1/20	8/1/20	Audra Summers / Jeb Duke / Kristan Mowder
Submit P&P that details how we track and report individual health outcomes	8/1/20	8/1/20	Audra Summers / Jeb Duke / Kristan Mowder
Kentucky Integration Initiatives			
Humana Workforce Development Program			
Secure community and organizational partnerships	12/1/19	2/28/20	Mary Sanders / Bryan Kennedy
Define policies and procedures	1/2/20	4/30/20	Mary Sanders / Bryan Kennedy
Define work flow processes	3/1/20	5/30/20	Mary Sanders / Bryan Kennedy
Update Enrollee materials	5/30/20	7/31/20	Mary Sanders / Bryan Kennedy
Train applicable staff	7/31/20	9/30/20	Mary Sanders / Bryan Kennedy
Certification Program for Peer Support Specialists			
Outline certification requirements and identify eligible providers	1/10/20	4/30/20	Shena Ashmore
Develop policies and procedures	5/1/20	8/1/20	Shena Ashmore
Identify and establish relationships with local KY advocacy groups	7/1/20	9/1/20	Shena Ashmore
Develop training materials	9/1/20	10/15/20	Shena Ashmore

Task Name	Start	Finish	Resource
Train applicable staff	10/15/20	1/1/21	Shena Ashmore
Subcontractors			
Identify New Subcontractors specific to SKY (reference line 34 for IT work related)	12/1/19	12/30/19	Wes Whitmire
Complete Contracting Process	12/30/19	4/1/20	Wes Whitmire
Pharmacy			
Sub Area Impacts Assessments			
Web Impacts	1/10/20	2/15/20	Mark Malone / Joe Vennari
Clinical Formulary	1/10/20	2/15/20	Mark Malone / Joe Vennari
Trade Relations	1/10/20	2/15/20	Mark Malone / Joe Vennari
Patient Safety and Medication Therapy Management	1/10/20	2/15/20	Mark Malone / Joe Vennari
Humana Clinical Pharmacy Review (HCPR) support	1/10/20	2/15/20	Mark Malone / Joe Vennari
Pharmacy Networks	1/10/20	2/15/20	Mark Malone / Joe Vennari
Rx Benefits	1/10/20	2/15/20	Mark Malone / Joe Vennari
Rx Eligibility	1/10/20	2/15/20	Mark Malone / Joe Vennari
Humana Specialty Pharmacy	1/10/20	2/15/20	Mark Malone / Joe Vennari
Intelligence Rx (IRX) system	1/10/20	2/15/20	Mark Malone / Joe Vennari
Pharmacy Operations	1/10/20	2/15/20	Mark Malone / Joe Vennari
Network Build			
Work w/Benefits to Load New Networks for Pharmacy if Needed	3/1/20	3/31/20	Bryan Duke
Complete Contracting	3/1/20	3/1/20	Bryan Duke
Network Adequacy Review	3/30/20	ongoing	Bryan Duke
Add Pharmacies / New Contracting	4/1/20	ongoing	Bryan Duke
KY Grid RFP			
Gather all New Benefits from RFP	1/10/20	1/10/20	Mark Malone / Joe Vennari
Create Rx Decision Grid for Medicaid KY RFP	1/10/20	1/17/20	Mark Malone / Joe Vennari

Task Name	Start	Finish	Resource
Review Meeting	1/21/20	1/21/20	Mark Malone / Joe Vennari
Benefit Build in Humana Systems	3/1/20	7/15/20	Mark Malone / Joe Vennari
Benefit Build in Adjudication System (PROD)	3/1/20	7/15/20	Mark Malone / Joe Vennari
PDL Formulary Build			
Draft Formulary (Strategy for State)	3/2/20	4/1/20	Mark Malone / Joe Vennari
Design PDL Formulary	4/1/20	4/22/20	Mark Malone / Joe Vennari
Approval from State	5/1/20	7/1/20	Mark Malone / Joe Vennari
Create PDL	7/1/20	7/17/20	Mark Malone / Joe Vennari
Ready to Test PDL Formulary (milestone)	7/17/20	8/14/20	Mark Malone / Joe Vennari
Pharmacy Policies and Procedures			
Update pharmacy policies and procedures	5/1/20	8/1/20	Mark Malone / Joe Vennari
Pharmacy Encounters			
Planning For Changes As Needed	4/1/20	9/1/20	Courtney Hood
Design	4/1/20	4/30/20	Courtney Hood
Testing	5/1/20	8/15/20	Courtney Hood
User Acceptance Testing (UAT) Signoff Completed	8/15/20	8/15/20	Courtney Hood
Delivery	8/20/20	8/20/20	Courtney Hood
Grievance and Appeals (G&A)/ Critical Inquiry (CI)			
Training			
CI Training			
Core Training Plan Developed	8/1/20	8/15/20	Cindy Hanke
Identify Training Resource	8/15/20	8/15/20	Cindy Hanke
Identify Training Needs (All Areas)	8/15/20	8/30/20	Cindy Hanke
Core CI Training	10/1/20	10/15/20	Cindy Hanke
KY Medicaid Specific Training	10/15/20	10/30/20	Cindy Hanke
Coordinator			
Core Training Plan Developed	8/1/20	8/15/20	Amanda Chase
Identify Training Resources	8/15/20	8/15/20	Amanda Chase
Core Training	10/1/20	10/15/20	Amanda Chase
G&A Training			
Training Plan Developed	8/1/20	8/15/20	Amanda Chase

Task Name	Start	Finish	Resource
Identify Training Resource	8/15/20	8/15/20	Amanda Chase
Identify Training Needs (All Areas)	8/15/20	8/31/20	Amanda Chase
Core G&A Training	10/1/20	10/15/20	Amanda Chase
KY Medicaid Specific Training	10/15/20	10/30/20	Amanda Chase
Communicate Impacts/Complete Training (Delegates)	11/1/20	11/30/20	Amanda Chase
Communicate Impacts/Complete Training (SME areas)	11/1/20	11/30/20	Amanda Chase
Encounters (Non-Rx)			
Gather New Reporting Requirements	3/1/20	3/15/20	Schaka Davis
Obtain State's Duplicate Logic Changes	TBD	TBD	Schaka Davis
Develop New Reporting (internal systems)	4/1/20	4/30/20	Schaka Davis
Test Changes with State	8/1/20	8/30/20	Schaka Davis
Connectivity Approval	9/15/20	9/15/20	Schaka Davis
Online Presence - Digital Core Solutions			
Member-Portal Release Updates			
Front-end/IT Design and Development, as needed	2/1/20	4/24/20	Mike Van Arsdale
System Integration and Testing	4/24/20	6/19/20	Mike Van Arsdale
User Acceptance Testing	6/22/20	7/1/20	Mike Van Arsdale
Implementation/Prod Turn	7/6/20	7/6/20	Mike Van Arsdale
Marketing			
Develop New Marketing Strategy and Plan			
Acquisition Marketing Plan (if applicable)	TBD	TBD	Karen Thompson
Determine Open Enrollment Opportunity	6/1/20	8/1/20	Jeb Duke / Kristan Mowder
State Website Content	TBD	TBD	Karen Thompson
Humana.com Content	6/1/20	9/1/20	Karen Thompson
Compliance, Legal, and Privacy			
Regulatory Impacts Identified	1/10/20	3/15/20	Noel Halpin
Privacy Impacts Identified	1/10/20	3/15/20	Lisa Hart
Corporate Policies and Standards Impacts Identified	1/10/20	3/15/20	Lisa Hart
Licensure Impacts Identified	1/10/20	3/15/20	Lisa Hart
Delegation Compliance Impacts Identified	1/10/20	3/15/20	Michelle Phillips
Vendor Delegation - UM	1/10/20	3/15/20	Michelle Phillips
Vendor Delegation - Claims	1/10/20	3/15/20	Michelle Phillips
Vendor Delegation - Credentialing	1/10/20	3/15/20	Michelle Phillips
CMS/CMU Impacts Identified	1/10/20	3/15/20	Jess Sorrels
Legal Impacts Identified	1/10/20	3/15/20	Lisa Hart
Product Compliance Impacts Identified	1/10/20	3/15/20	Julie Stigers
Risk Management Impacts Identified	1/10/20	3/15/20	Lisa Hart

Task Name	Start	Finish	Resource
Fraud, Waste, & Abuse (FWA) Impacts Identified	1/10/20	3/15/20	Lisa Hart
Procurement Impacts Identified	1/10/20	3/15/20	Lisa Hart
Submission of all Privacy Policies to DMS including staff and Provider training and re-training protocols if there is a breach	6/1/20	6/30/20	Lisa Hart
Enterprise Print Management			
Finalize strategy for Content of the New Welcome Kit	4/17/20	4/17/20	Tracy Thornton
Print vendor creates proofs for Humana to review	4/30/20	4/30/20	Tracy Thornton
Documents move into print production pending print proof approval	9/1/20	9/1/20	Tracy Thornton
User Acceptance Testing (UAT) with test EMME file	9/15/20	10/10/20	Tracy Thornton
Initial mailing of welcome kits	12/1/20	12/30/20	Tracy Thornton
KY welcome kits arrive to enrollee homes Authorized P	12/1/20	12/30/20	Tracy Thornton
Workplace Solutions			
Define Additional Workspace Site Needs	2/1/20	2/28/20	Brian Omara
Select Additional Workspace, as Needed	3/1/20	3/1/20	Brian Omara
Build Additional Office Space and Infrastructure, as Needed	6/1/20	9/1/20	Brian Omara
Perform Site Walkthroughs	9/1/20	9/1/20	Brian Omara
Finalize All Additional Workspace	9/15/20	9/15/20	Brian Omara
Reporting			
Determine if there is a new process for transmission of files to state/Humana	2/15/20	2/28/20	Aaron Welenken / Barbara Pudlo
Set up connectivity	3/1/20	3/15/20	Aaron Welenken / Barbara Pudlo
Test connectivity	3/15/20	3/22/20	Aaron Welenken / Barbara Pudlo
State Connectivity Complete	3/22/20	3/27/20	Aaron Welenken / Barbara Pudlo
Define Internal Compliance Reporting Changes	2/1/20	3/31/20	Aaron Welenken / Barbara Pudlo
Finalize Internal Compliance Reporting Changes	2/1/20	3/31/20	Aaron Welenken / Barbara Pudlo
Define State Reporting Changes			
Review Contract Appendix D	11/16/19	12/30/19	Aaron Welenken / Barbara Pudlo
Determine New Data Elements	1/2/20	1/2/20	Aaron Welenken / Barbara Pudlo
Define strategy for how we will collaborate with DMS on the most appropriate reporting requirements and the degree to which each report item should be shared publicly	1/2/20	6/30/20	Aaron Welenken / Barbara Pudlo

Task Name	Start	Finish	Resource
Finalize State Reporting	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Define Quality Withhold Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Finalize Quality Withhold Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Define Clinical Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Finalize Clinical Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Define Financial Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Finalize Financial Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Define Market Operational Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Finalize Market Operational Reporting Changes	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Medicaid Dashboard Changes Finalized As Needed	4/1/20	8/28/20	Aaron Welenken / Barbara Pudlo
Product Compliance - Enrollee Handbook			
Draft New Handbook	5/1/20	5/15/20	Brian Gosnell
Round 1 Draft and Reviews (Corporate)	5/15/20	5/30/20	Brian Gosnell
Submitted to State for Approval	6/1/20	6/30/20	Brian Gosnell
Provider Manual			
Break out New Content Buckets	2/1/20	2/15/20	Beverly Steen
Identify Content Owners	2/15/20	2/15/20	Beverly Steen
Develop New Content	2/15/20	3/15/20	Beverly Steen
Draft Provider Manual	4/1/20	4/1/20	Beverly Steen
Corporate Review Process	4/1/20	4/30/20	Beverly Steen
State Review Process	5/1/20	6/15/20	Beverly Steen
Post to Portal	10/1/20	10/1/20	Beverly Steen
Network Adequacy and Build			
Receipt of all required data elements	2/1/20	2/1/20	Leah Brucchieri
Adequacy assessment calibration	2/15/20	2/15/20	Leah Brucchieri

Task Name	Start	Finish	Resource
Submit Network Development Plan to KDMS that highlights additional targeted providers needed for SKY Enrollees (e.g., Pediatricians, BH, Providers experience in Trauma-informed Care, etc.)	4/1/20	4/1/20	Charles Beckman
Ongoing network adequacy review	Ongoing	Ongoing	Leah Brucchieri
Contract with additional providers, as necessary	Ongoing	Ongoing	Charles Beckman
Complete credentialing process	Ongoing	Ongoing	Ange Tomlinson
Load new contracts into Humana systems	Ongoing	Ongoing	Stephanie Logsdon
Provider Education and Training			
Identify All Training Needs	3/1/20	5/30/20	Beverly Steen
Finalize Training Strategy specific to additional SKY requirements including Content on Trauma Informed Care	3/1/20	6/1/20	Beverly Steen
Develop Education Curriculum Based on Changes	7/1/20	7/30/20	Beverly Steen
Extensive Training for Provider Relations Staff	10/1/20	10/30/20	Beverly Steen
Finalize Training Materials for Providers and Submit to DMS	8/1/20	8/1/20	Beverly Steen
Trauma Informed Care			
Define Strategy for Education and Outreach on Trauma informed care to Providers, Court Personnel, Law Enforcement, etc.	3/1/20	4/30/20	Kristan Mowder
Define evidence based practices applicable to SKY Enrollees	3/1/20	4/30/20	Kristan Mowder
Develop P&P to outline Strategy, tools, and process	4/30/20	5/30/20	Kristan Mowder
Conduct Business Readiness Validation (BRV)			
Create BRV Schedule and Plan	6/1/20	6/15/20	Lisa Hart
Assign Owners to Each Item	6/15/20	6/20/20	Lisa Hart
Conduct Validations	6/21/20	7/1/20	Various Leads
Review Feedback	7/1/20	7/8/20	Lisa Hart
Assign Owners to Outstanding Issues	7/1/20	7/8/20	Lisa Hart
Re-Validation, as Applicable	7/9/20	8/1/20	Lisa Hart
Participate in State Readiness Review			
Receive State Readiness Schedule From DMS	TBD	TBD	Jeb Duke / Kristan Mowder
Assign Owners to Each Item on Readiness Schedule	TBD	TBD	Jess Sorrels
Desktop Readiness Review	9/1/20	10/1/20	Jess Sorrels
On-Site Readiness Review	9/1/20	10/1/20	Jess Sorrels
Obtain Readiness Review Feedback	TBD	TBD	Jess Sorrels
Determine Next Steps and Action Items	TBD	TBD	Lisa Hart
Plan Deployment			
Develop Transition Plan			
Go / No-Go Decision	10/1/20	10/1/20	Jeb Duke / Kristan Mowder

Task Name	Start	Finish	Resource
Set Up Command Center	12/1/20	3/30/21	Mark Stover
Warranty			
Monitor Operational Readiness	10/1/20	3/30/21	Tom Payne
GO-LIVE	1/1/21	1/1/21	
Monitor and Control			
Track Progress Against Schedule	1/10/20	2/1/21	Lisa Hart
Facilitate Post Go-Live Meetings	1/1/21	4/30/21	Lisa Hart
Attend On-Going State Operational Meetings	1/1/21	ongoing	Various Leads
Attend On-Going Kentucky TAC and MAC Meetings	1/1/21	ongoing	Various Leads
Facilitate Leadership Meetings	1/10/20	2/1/21	Jeb Duke / Kristan Mowder
Facilitate Project Management Meetings	1/10/20	2/1/21	Lisa Hart
Monitor RAID/Master Activity Tracker Log	1/10/20	4/30/21	Lisa Hart
Generate Post Go-Live Status Updates to DMS	1/1/21	4/30/21	Lisa Hart
Participate in Post-Implementation Steering Committee Meetings	1/1/21	4/30/21	Lisa Hart
Establish Local Operating Committee	12/1/20	ongoing	Jeb Duke / Kristan Mowder
Create Ongoing Operations and Governance Meetings for Oversight	12/1/20	ongoing	Jeb Duke / Kristan Mowder
Close-Out			
Complete Project Activities	1/1/21	4/30/21	Lisa Hart
Conduct Lessons Learned	4/1/21	4/1/21	Lisa Hart