

Passport Health Plan Implementation Roadmap & Key Milestones

	FEB 2020	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN 2021	FEB	MAR									
	1 Initiation		2 Requirements			3 Execution (Design, Build & Configuration)						4 Testing & DMS Readiness			5 Training & Operational Readiness			6 Go-Live 1/1/2021			7 Warranty/Transition to Operations (90 Days)		
CLAIMS	Medical Claims Processing COMPLETE	Finalize Net New Claims Requirements	Claims Solution Design Complete				Claims & Benefits Configuration Complete	Encounters Configuration Complete		Claims, Benefits & Encounters Testing Complete													
CUSTOMER SERVICE	Provider & Member Portals COMPLETE Call Centers COMPLETE		Finalize Net New Call Center Requirements						Provider Notifications For Provider Portal Training Environment Complete	CSR Training Complete	IVR Modifications Complete												
ENROLLMENT & FINANCE	Member Enrollment COMPLETE Operational Finance COMPLETE		Finalize Net New Finance Requirements						Provider Notifications For New Payments	InstaMed Testing Complete	New Membership Load & Validation Complete												
CLINICAL	Existing Clinical Programs COMPLETE		Finalize Net New Clinical Program Design & Requirements			InstaMed Notifications Of New BH Providers		Identifi / Program Dev & Configuration Complete		New Clinical Program Testing Complete													
RASQ	Risk Adjustment COMPLETE Quality Improvement Programs COMPLETE		Finalize Net New Quality Requirements & Design					Quality Enhancement Build Complete		Quality Enhancement Testing Complete													
REPORTING & ANALYTICS	Compliance and Management Reporting COMPLETE		Finalize Net New Reporting Requirements			New Reporting Specifications Complete		Reporting Enhancement Build Complete		Initial Reporting Testing Complete		Production Validation Of Reports											
DATA INTEGRATION	Historical Data COMPLETE		Finalize Net New Data Integration Requirements	New FTP / Connectivity Established		Solution Design Complete		Build & Test Complete	External Tests With Vendor(s) Complete	Vendor(s) Approval / Sign-Off													
PLATFORM	Management Information System: Identifi COMPLETE		Finalize Net New Platform Requirements			Platform Solution Design Complete		Platform Build Complete		Platform Solution Testing Complete													
OPERATIONAL & MARKET READINESS	Market Operations Stand-Up COMPLETE		Finalize Net New Operations Requirements	Complete Provider Network Adequacy Review Compliance Engagement Begins	Define Scope For Readiness	Contracting Complete for Provider Network Expansion Build New P&Ps & Update Existing P&Ps Complete	Mock Readiness Review Complete	Communication / Change Management Plan Complete	Readiness Audit Complete	Provider Relations Training Complete Model Office / UAT Complete	Staff Training Complete												