

F. Turnover Plan

Submit a detailed description of the Vendor’s proposed approach to providing turnover planning, as it relates to the Contract resulting from this RFP, in the event of Contract expiration or termination for any reason, including the following:

1. A summary of the support the Vendor will provide for turnover activities, and required coordination with the Department and/or another Vendor assuming responsibilities.
2. Approach to identifying and submitting all documentation, records, files, methodologies, and data necessary for the Department to continue the program.
3. Resources and training that the Department or another contractor will need to take over required operations.
4. Methods for tracking and reporting turnover results, including documentation of completion of tasks at each step of the turnover.
5. Document and verify how all data is securely transferred during a turnover ensuring integrity of same. Maintain the CIA concept in turnover, Confidentiality, Integrity, and Availability.

Passport Highlights: Turnover Plan

| How We’re Different | Why It Matters | Proof |
|--|---|---|
| <p>Passport has collaborated with the Department for Medicaid Services (DMS) to successfully implement new health care programs for Kentuckians over the last twenty-two (22) years.</p> | <ul style="list-style-type: none"> • In the unfortunate circumstance in which turnover must occur, Passport would continue the same level of collaboration that has been established throughout our long history to ensure the transition is as smooth and seamless for DMS, the other managed care organizations (MCOs), our members, our providers and other key stakeholders as possible. | <ul style="list-style-type: none"> • Many successful launches: <ul style="list-style-type: none"> • KY Medicaid managed care program • KY CHIP program • KY Medicaid expansion |

Passport's Turnover Planning Is Specific to the Termination Conditions

Submit a detailed description of the Vendor's proposed approach to providing turnover planning, as it relates to the Contract resulting from this RFP, in the event of Contract expiration or termination for any reason, including the following:

- F.1. A summary of the support the Vendor will provide for turnover activities, and required coordination with the Department and/or another Vendor assuming responsibilities.

Passport has over twenty (20) years of local experience and local leadership—Kentuckians serving Kentuckians—and we will ensure that DMS, the new MCOs and our members and providers have our full commitment in the event of a required turnover. Fundamental to a smooth transition is collaboration with DMS and any new MCOs, formal governance over transition activities, rigor to execution against a plan and clear alignment of roles and responsibilities.

If a circumstance arises in which a turnover must take place, Passport will submit an official Turnover Plan to DMS for review and approval within ten (10) days of receiving the notice of termination from DMS. The dates of tasks and milestones in the Turnover Plan will be based on the time frame of the cutover that is determined by DMS.

The Turnover Plan will be tailored to the situation regarding the turnover and the content; involved parties and required activities may need to vary. For example, the details and tasks/milestones of the Turnover Plan could be different if we are transitioning to one or many MCOs. Passport assures DMS that whatever scenario is driving the turnover, we will work collaboratively with all parties involved.

The Turnover Plan will detail the proposed schedule, activities and resource requirements associated with the turnover tasks, including any records and information that need to be exchanged. It will outline relative roles and responsibilities of all parties involved, including DMS and other MCOs. The Turnover Plan will include the following:

- Passport's approach to educating DMS or the new MCOs' staff on the operation of our business processes and activities
- Passport's approach and schedule for the transfer of data and information
- Passport's quality assurance (QA) processes to monitor all turnover activities across the organization and its subsequent services areas
- Governance and status communication structures
- Member and provider communication plans, including messaging and methods
- All obligations required to be performed by Passport. For instance, under the contract, Passport will complete the following:
 - Arrange for the transfer of member records related to authorizations and care management to other MCOs, as appropriate
 - Resolve member grievances and appeals of claims with dates of service prior to the termination date, including those grievances and appeals filed on or after the termination date
 - Maintain financial responsibility for member appeals of adverse decisions by Passport regarding the treatment of services requested prior to termination, which are subsequently upheld on behalf of the member
 - Support run out for all claims incurred for dates of service prior to termination
 - Submit encounter data for all claims incurred for dates of service prior to termination

- Submit all reports necessary to facilitate the collection of pharmacy rebates, including assisting in the resolution of all drug rebate disputes with the manufacturer for all claims incurred prior to the termination date
- Submit performance data with a due date after termination but covering a reporting period prior to termination and any updates required to reflect run-out activities
- Promptly provide DMS with requested information regarding any unpaid claims submitted by out-of-network providers and arrange for the payment of such claims
- Provide DMS with all information requested in the format and within the time frames set forth by DMS, which shall be no later than thirty (30) days after the request
- Take the actions necessary, or as directed by DMS, to protect Passport's property related to the contract, which is in Passport's possession and in which DMS has or may acquire an interest
- Maintain all records for audit and inspection by the DMS, Centers for Medicare & Medicaid Services (CMS) and other authorized government officials in accordance with terms and conditions specified in the contract, including the transfer of all such data and records, or copies thereof, to DMS or its agents as may be requested by DMS. Prepare and deliver any reports, forms or other documents to DMS as may be required pursuant to this contract or any applicable policies and procedures of DMS

Passport will also have continuing financial obligations. Upon turnover, Passport will remain responsible for claims incurred after the termination date in the following instances:

- For all members until midnight on the last day of the calendar month for which a capitation payment has been made by DMS
- For all infants of female members who are still in the hospital after birth until the infant is discharged
- For members receiving inpatient hospital services who are hospitalized on the termination date until the member is discharged

Overall Responsibility for Implementing and Carrying Out the Turnover Plan

Passport's CEO, Scott Bowers, will have the overall responsibility and accountability for the execution of the Turnover Plan to ensure its success. The Turnover Plan will be managed by the Passport turnover liaison, David Henley, Passport's chief compliance and security officer. The turnover liaison will be the main point of contact for DMS and the other MCOs and will be responsible for responding to DMS and MCO inquiries related to the transition. In addition to the turnover liaison, we will assign a fully dedicated turnover program manager. The turnover program manager will be responsible for driving the daily execution and management of the detailed Turnover Plan; tracking, managing and remediating risks and issues; and communicating and reporting status weekly to the Turnover Executive Steering Committee.

As the fully accountable owner, Mr. Bowers will work with the teams that are outlined next to ensure that all contract requirements are met and that the Turnover Plan is accomplished within the time frames outlined in the Turnover Plan.

- DMS
- Joint Turnover Committee:
 - This is a committee that will be formed and composed of key Passport, DMS (as needed) and new MCO(s) staff members who will collectively execute the activities to complete the Turnover Plan.
- Passport Turnover Executive Steering Committee:

- This is a committee that will be formed and composed of key executives from Passport. The committee will provide oversight and leadership to ensure that a smooth transition takes place by providing direction, making decisions, remediating risks and issues and removing barriers. Mr. Bowers, CEO of Passport, will chair this committee.
- Passport turnover liaison:
 - The Turnover Plan will be managed and represented to DMS by the Passport turnover liaison, Mr. Henley, Passport’s chief compliance and security officer. The turnover liaison will be the main point of contact for DMS and the other MCOs and responsible for responding to DMS and MCO inquiries related to the transition. The turnover liaison will report directly to the Passport Turnover Executive Steering Committee.
- Passport turnover team:
 - This is a team that will be formed and composed of key cross-functional leaders from Passport who will perform the activities outlined in the plan. Wherever possible, the same individuals who led the Passport initial implementation will serve on the turnover team, leveraging their extensive expertise and experience in Kentucky to accomplish a smooth transition. Please see **Exhibit F-1** for a list of the key functional areas and further details on specific turnover responsibilities.
- Passport turnover program manager:
 - This is a fully dedicated program manager who will be responsible for driving the daily execution and management of the detailed Turnover Plan; tracking, managing and remediating risks and issues; and communicating and reporting status to the Turnover Executive Steering Committee.

Exhibit F-1: Passport Health Plan’s Organizational Departments Responsible for the Turnover Plan

| Turnover Staff and Responsibilities | |
|--|---|
| Department | Turnover Responsibilities |
| Care Management/ Disease Management | Ensure continuity of care for all members and assist in transitioning members with complex conditions to the new MCOs’ providers, including managing care and working with the new MCOs to transfer members after the termination date, if dictated by the member’s condition and approved by DMS. |
| Claims | Manage the run out of claims according to the contract schedule, ensuring timely payment to providers; in coordination with IT, data management and the turnover team, ensure that all transferred claims data are accurate and shared in a timely manner with DMS and the new MCOs where required. |
| Community Engagement | Work to support the community and members through the transition in answering questions, providing transition materials and communicating important transition information with a focus on personal connections and guided, tailored experiences. |
| Compliance and Legal | Review all activities and documentation to ensure that all contract requirements are met. |

| Turnover Staff and Responsibilities | |
|---|---|
| Department | Turnover Responsibilities |
| Data Management | <p>Lead the development and QA efforts for the data transfers required from the enterprise data warehouse (EDW) to DMS or the new MCO(s). Data analysts will develop mappings for MCO data to industry standards and formats, perform data validation and certify the data to collaborate with the new MCO(s) for the handoff of the requirements to transfer Passport data into the new MCO(s) data warehouse as needed. Additional data support comes from the following subject matter experts (SMEs):</p> <ul style="list-style-type: none"> Administrative data SMEs: Expertise in plan account structure, eligibility, medical claims and pharmacy claims files formats and processing and authority to approve the construct and delivery of file formats for these data types Clinical data SMEs: Expertise with Admission, Discharge, Transfer (ADT); lab; and Continuity of Care Document (CCD) data and systems and authority to approve requirements for data interfaces <p>Provider data SMEs: Expertise with provider information, data and systems and authority to approve requirements for data interfaces</p> |
| Encounters | Manage and provide ongoing data transactions for encounters submissions through run out. |
| Learning and Education (L&E) | Work with our internal departments to assist in developing a training program for new MCOs' staff and DMS as needed and work with the Joint Turnover Committee to determine the best method of training. |
| Member Services | Ensure that all member services functions, including call center operations, are efficiently and effectively transferred to the new MCOs. |
| Provider Relations | Ensure that Passport's providers receive timely notification and are supported in making the transition to the new MCOs, as well as continue to provide comprehensive support and information to providers about claims payments. Identify potential global training opportunities from direct provider interactions. |
| QA | Review all transition activities and formulate activity-specific testing plans and aligned SMEs and testing resources. Participate in the turnover team and the Joint Turnover Committee to ensure that all deliverables are met to their intentions. |
| Utilization Management (UM) | Serve as an SME on current processes, staffing and UM materials, as well as a liaison between the new MCOs and Passport. The manager will assist in educating the new MCOs on our existing program designs (e.g., workflows, program descriptions, metric development) and liaise between the parties to provide access to key information. |

Required Coordination with the Department and/or Another Vendor Assuming Responsibilities

The success of a transition, including the timely completion of the Turnover Plan, will require the cooperation of DMS and the new MCO(s). This will involve clearly defining individual participants and committing to their participation in joint planning, coordination and execution of respective duties in accordance with the schedule outlined in the plan. It will require partnership, timely and accurately communicating needs and issues and actively participating in requirements and testing discussions.

A primary forum to drive this collaboration and overall program governance with DMS and the new MCO(s) will be the Joint Turnover Committee composed of Passport and the new MCO(s) staff, along with DMS staff, as needed. In this forum, the teams will collaborate on key turnover tasks and oversee all Turnover Plan operations, including education and training as needed on the operations of our current business processes and activities central to a transition. The Joint Turnover Committee will work to make necessary adjustments to ensure that the Turnover Plan meets all requirements and is acceptable to all parties. The plan will clearly outline the respective roles and responsibilities of each group and accountability for tasks.

Passport Will Work with the Department Toward a Smooth Transition in the Interest of Our Members and Providers

Members will be at the center of our planning, communication and transition activities and focused reviews will incorporate member experience into transition plans. Leaders from our Customer Service, Provider Relations, Enrollment, Information Technology, Claims, Finance, QA, Marketing Communications, UM, Care Management and Disease Management departments will serve on the turnover team, providing valuable information and insight concerning how we can accomplish the transition with the least disruption of services to members.

Passport will ensure timely, culturally competent and clear communications to members about the upcoming transition well in advance of the new MCOs' effective date. Our UM, Care Management, Disease Management and Community Relations departments' staffs will be available to assist members in making a positive transition, complete with all the medically necessary services and supports they need to feel comfortable during and after the transition. Our UM and care management staff and care coordinators will also ensure that all member service plans and authorizations are updated and shared with the new MCO in advance of the transition.

For members requiring Complex Care, in the latter stages of a risky pregnancy, or with other special requirements, we will work with the new MCO to provide continuity of care, even past the termination date, if needed.

The provider lens will also be central to planning activities, and the Turnover Plan will detail the support our provider relations and provider network management teams will offer. Passport will inform our providers of the transition well in advance through multiple channels and train them concerning how to communicate the transition to their members effectively, as well as directly address their primary areas of concern, such

as claims payment. Robust training modules will prepare provider network management and provider call center staff to address these support needs effectively.

As stated earlier, and to stress the importance, members and providers will be at the center of our planning, communication and transition activities. They are our neighbors and the heart of our mission-oriented business, and we will do everything that we can to ensure that they are not negatively affected by the transition.

F.2. Approach to identifying and submitting all documentation, records, files, methodologies, and data necessary for the Department to continue the program.

In 2017, Passport underwent a significant system transformation project to transition our member, claims, provider management and business support systems to a different base platform. As part of this initiative, Passport systematically and granularly cataloged all departments, systems, data, files, information exchanges and processes required to run a Medicaid health plan.

Passport is in a unique position in that overhauling and redefining our business in 2017 created a ready to leverage template for an exceptionally similar endeavor of turning over the health plan. As part of the 2017 initiative, Passport gathered and cataloged the requirements to transition the plan, built a project plan based on the deliverables and was able to fully execute on the plan, creating a baseline of recent experience in thinking comprehensively and executing large-scale systematic and process change.

In a turnover scenario, Passport will leverage this referenced transition project plan and its detailed artifacts as the baseline and work with each department to update deliverables with any changes. Passport understands that at a minimum, the materials that will need to be exchanged are claims history, authorizations, provider information, member case notes, regulatory material and any other material required to support both providers and members. In addition, Passport will work with DMS and the MCO(s) to determine any additional material that will need to be delivered. The Passport turnover team (**Exhibit F-1**) would be deeply involved in this effort and audits for their respective areas, which would be spearheaded by data operations.

F.3. Resources and training that the Department or another contractor will need to take over required operations.

Resources

The most valuable resource Passport has is its employees, as they are local, knowledgeable and experienced Kentucky-based staff members who are deeply committed to the well-being of Kentucky Medicaid members. In the event of a termination-triggering turnover, Passport will support DMS and the new MCOs' efforts to hire or retain Passport's employees as long as it does not put into jeopardy the run-out obligations that Passport has.

Training

In the event of turnover, beyond the natural communication and training that may arise during collaboration with the Joint Turnover Committee, Passport could provide training to DMS or the MCO(s) to ensure a smooth transition for our members and providers. Passport could provide the same comprehensive core curriculum used to train and educate our own staff to guide the consideration of potentially appropriate topics. One recommended training would cover the Passport member and provider experiences, benefits and plan structures. By bringing awareness to things like the authorization requirements, value-added benefits and overall benefit plans, new MCOs could proactively consider notable changes to the member or provider experience and prepare specific outreach or communications to support a smooth changeover. We feel that these are key so that the new MCOs can proactively consider them in their onboarding materials.

Sample topics from our internal training programs are summarized in **Exhibit F-2** and illustrate training categories that could be further considered based on the audience or situation.

Exhibit F-2: Overview of Passport’s Comprehensive Training Modules

| Training Program | Brief Description |
|--|--|
| Passport Training | Covers key topics important to serving the Kentucky Medicaid population, including demographics and health status, covered benefits, relations between Passport and the Department, state and federal Medicaid laws and regulations, cultural competency and advanced directives. |
| Cultural Competency Training | Teaches our employees that culturally competent care can break down barriers and improve outcomes for our members. Identifies how to deliver culturally and linguistically competent care and includes information about health care considerations for various cultures and unique needs. |
| Member Services Call Center Training | Provides a comprehensive training program to ensure that calls are handled consistently and are of high quality. |
| Marketing Staff Training | Includes a careful review of the DMS marketing guidelines, as well as state and federal guidelines, and reinforces training with monitoring of events and presentations, as well as secret shopper activities to ensure compliance. |
| Provider Services Call Center Training | Provides a comprehensive classroom training program to ensure that calls are handled consistently and are of high quality. |
| Provider Network Representatives Training | Provides a comprehensive training, which includes multiple systems, DMS contract requirements, Provider Manual expertise and expectations for provider interactions, as well as shadowing of a tenured provider relations specialist as a mentor. |
| Population Health Management and | Provides comprehensive training for clinical and nonclinical staff. UM training consists of new hire onboarding, initial job-specific training, training for National |

| Training Program | Brief Description |
|-----------------------------------|--|
| Utilization Management | Committee for Quality Assurance (NCQA) requirements and quick reference guides. Training methodology consists of e-learning module prework and in-person classroom training with assessment learning checks throughout. Preceptor training is also part of the learning process. |
| Claims Management Training | System training that focuses on hands-on experiences supplemented with feedback and coaching by experienced trainers. |

F.4. Methods for tracking and reporting turnover results, including documentation of completion of tasks at each step of the turnover.


During the turnover, the turnover program manager will use the Turnover Plan as the primary planning and control framework by which to assess whether the project remains on time and meeting specifications. Project workstreams will be created to accomplish the Turnover Plan’s goals and bring necessary focus to distinct areas. The turnover program manager will hold each workstream accountable to the Turnover Plan’s schedule and deliverables and ensure that the team members are using standardized measurement values, reporting methodologies and templates to facilitate communication, analysis and accountability.

The turnover program manager will report directly to Mr. Bowers, Passport’s CEO, for quick decision resolution, as well as work daily directly with the new MCO(s) and DMS to ensure all activities are monitored and transparent, thus ensuring continued support for our members, providers, Kentucky Medicaid and the selected MCO(s) during the transition.







The turnover program manager will provide a status report with health indicators to communicate clearly whether each workstream is successfully on track. In addition, executive dashboards indicating the project’s status to provide clear transparency to DMS, the MCO’s and the Passport Turnover Executive Steering Committee will be used. Please see **Exhibit F-3** for illustrative views of these tools.

Exhibit F-3: Sample Status Report Template








Passport Weekly Status

Contract Status: 
Implementation Lead: TBD

Workstream Status

| Workstream Name | PM | Start Date | Go-Live | Current Status | % Complete | Status Update | Current Status Update |
|---|----|------------|---------|--|------------|---------------|---|
| Staffing/Training | | | |  On Track | 100% | | Pulls from program/contract level executive update field. |
| Readiness (Regulatory) | | | |  On Track | 100% | | |
| Provider | | | |  On Track | 100% | | |
| Network/Provider Dir. | | | |  On Track | 100% | | |
| Change Management /Communication Strategy | | | |  On Track | 100% | | |
| Model of Care/BH | | | |  On Track | 100% | | |


Key Milestones

| Status | Project Milestone | Domain | Workstream | Due Date |
|---|--|--------|------------|----------|
|  | Mock CMS Readiness Review | | | 4/25/19 |
|  | Client Kick-Offs Complete | | | 5/16/19 |
|  | CMS Readiness Review | | | 7/9/19 |
|  | Reporting Exhibit (Lee Sign-Off) NCOA Delegation Agreement | | | 7/9/19 |
|  | Enrollment Period Reporting Go-Live | | | 10/1/19 |
|  | Day-1 Reporting Go-Live | | | 1/1/20 |
|  | Transition To Operations Complete | | | 2/3/20 |




Key Issues (Critical Issues and High Risks Require Escalation)

| Active Issues | | | | | | |
|---------------------|----------|---------------------|---|----------------|--------------|----------|
| Title | Severity | Description | Executive Reporting Update | Business Owner | Client Owner | Due Date |
| TEST Test Issue 2 | Critical | TEST Test Issue 2 | This Exec Reporting Update section is to be updated by the Workstream PM. This is for Test Issue 2. | TBD | TBD | 4/25/19 |
| TEST Test Issue 1 | High | TEST Test Issue 1 | This Exec Reporting Update section is to be updated by the Workstream PM. This is for Test Issue 1. | TBD | TBD | 5/16/19 |





Key Risks (Critical Issues and High Risks Require Escalation)

| Active Risks | | | | | | | |
|--------------------|---|--------------------|--|--|----------------|--------------|----------|
| Title | Risk Classification | Description | Response Plan | Executive Reporting Update | Business Owner | Client Owner | Due Date |
| TEST Test Risk 1 |  High Risk | TEST Test Risk 1 | This Response Plan Description section is to be updated by the Workstream PM. This is for Test Risk 1. | This Exec Reporting update section is to be updated by the Workstream PM. This is for Test Risk 1. | TBD | TBD | 4/25/19 |

Key Tasks Due This Week

| Name | Domain | Workstream | Start Date | Due Date | % Complete | Expected Progress % | Current Status |
|------------------------------------|--------|------------|------------|----------|------------|---------------------|---|
| Part C Reporting | | | 4/5/19 | 4/17/19 | 0.00% | 100.00 |  Off Track |
| Part D Reporting | | | 4/5/19 | 4/17/19 | 0.00% | 100.00 |  Off Track |
| Review BCP MSA for Reporting Scope | | | 4/1/19 | 4/19/19 | 0.00% | 93.33 |  At Risk |

Key Tasks Due Next Week

| Name | Domain | Workstream | Start Date | Due Date | % Complete | Expected Progress % | Current Status |
|---|--------|------------|------------|----------|------------|---------------------|--|
| Reporting Deliverable Prep for Mock Readiness | | | 4/18/19 | 4/25/19 | 0.00% | 16.67 |  At Risk |
| Regulatory & Compliance Reports | | | 4/3/19 | 4/26/19 | 0.00% | 73.08 |  At Risk |
| OOAG Reporting | | | 4/18/19 | 4/26/19 | 0.00% | 14.29 |  At Risk |
| Business Signoff on Inventory Completeness | | | 4/26/19 | 4/26/19 | 0.00% | 0.00 |  On Track |

Passport will use an enterprise portfolio/project management tool called Clarizen to manage the full turnover life cycle across all workstreams. Clarizen is a secure, scalable platform that allows for seamless management of complex projects. The platform is used to create and maintain detailed project schedules;

document risks, issues and decisions; assign turnover-specific tasks; and develop audience-specific reports across all work items that can be used by Passport, DMS and other MCOs (e.g., milestones, key tasks, due dates). Clarizen will provide transparency and visibility in the turnover through real-time links to reports and dashboards. It is also used to automate standard status reports and create workflow processes, which increases productivity and reduces duplication of work. This platform will centrally manage all aspects of the turnover.

To ensure suitable tracking and reporting related to the turnover, the Passport transition team will create a Turnover Plan within Clarizen. The overall structure will be organized by workstreams, which will be inclusive of DMS and other MCO(s) as applicable. The transition program manager will be responsible for the overall project management aspects of the turnover effort and reporting out project status, risks and issues on a weekly basis.

Each workstream will follow a schedule construct that will include the phases outlined in **Exhibit F-4**. A project tollgate approach will also be used to move the project from each phase. Key turnover leaders from the MCO(s) and Passport will be required to sign off to move the project to the next phase. This includes an in-depth review of documentation (e.g., project scope, resources, risks, issues, decisions, quality and communication). The documentation will be maintained and updated throughout the turnover as needed for accurate reference and use.

Exhibit F-4: Turnover Plan Project Approach

| Phase | Activities |
|-------------------------------|---|
| <p>1. Initiation</p> | <ul style="list-style-type: none"> • Form turnover project teams (e.g., Joint Turnover Committee, Passport Turnover Executive Steering Committee, Passport Turnover Committee) • Define turnover project charter and finalize scope • Hold kickoff meeting • Define the detailed work breakdown • Assess risk • Identify resource requirements and accountable parties • Finalize the schedule • Update project templates (e.g., status reports) for Turnover Plan activities |
| <p>2. Requirements</p> | <ul style="list-style-type: none"> • Exchange critical business information and data exchange standards with DMS/MCO(s) • Conduct discovery sessions • Determine the key member and provider materials needed • Document and obtain sign-off on data exchange requirements |
| <p>3. Execution</p> | <ul style="list-style-type: none"> • Conduct joint (DMS, MCO and Passport) workstream meetings • Complete data and material exchange • Build and configure data exchange files • Provide key member and provider materials • Track the progress of required action against the defined Turnover Plan |

| Phase | Activities |
|--|---|
| 4. Testing | <ul style="list-style-type: none"> Conduct QA checks for data exchange and MCO(s) system configurations Support MCO(s) end-to-end testing of systems Conduct readiness activities for turnover/transition to MCO(s) go live |
| 5. Turnover/Transition to MCO(s) Go Live | <ul style="list-style-type: none"> Assist in training of MCO(s) staff Transition to MCO(s) Provide post-turnover support to DMS and MCO(s) for a mutually agreed-upon warranty period Determine post-go-live support staff needed Adjourn turnover project teams |

Within Clarizen, the turnover program manager will create detailed task-level information. Schedules will include multiple fields, but at a minimum will include task name, domain, duration, start date, due date, predecessors, resources and percent complete. The turnover program manager will apply task dependencies in the workstream schedules, as well as cross-workstream dependencies. Through the application of cross-workstream dependencies, we will be able to accurately determine the critical path across the entire turnover effort. In addition, this clear view across the full project reduces project risks overall. Please see **Exhibit F-5**.

Exhibit F-5: Sample Workstream-Level Schedule View in Clarizen

The screenshot displays the Clarizen interface for the 'Passport Health Plan Turnover Project Plan'. The top section shows project metadata: Start Date (07/01/24), Due Date (04/30/25), Go-Live Date (01/01/25), Duration (218 d), % Complete (0), Status (Not Active), Owner (Turnover Program Lead), Program Manager (Turnover Program Manager), and Managers (Turnover Program Lead, Tu...). An overview text states: 'Draft Passport Health Plan Turnover Project Plan for a deprovisioning and turnover of services for a 1/1/2025 go-live date for a new MCO / DMS.'

The main section is a task list table with the following columns: ID, Project Type, Domain, Name, Duration, Start Date, Due Date, Go-Live..., and % Complete. The tasks listed are:

| ID | Project Type | Domain | Name | Duration | Start Date | Due Date | Go-Live... | % Complete |
|---------|--------------|--------|--|----------|------------|----------|------------|------------|
| PG-4902 | | | Passport Health Plan Turnover Project Plan | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | |
| P-95732 | Contract | | Passport Health Plan | 218 d | 07/01/24 | 04/30/25 | 01/01/21 | |
| P-95733 | | | Claims Domain | 218 d | 07/01/24 | 04/30/25 | | |
| P-95742 | Workstream | Claims | Provider Data Management Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | |
| P-95744 | Workstream | Claims | Claims & Configuration Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | |
| P-95745 | Workstream | Claims | Payment Integrity Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | |
| P-95743 | Workstream | Claims | Encounters Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | |

| Work Plan Filters | | | | | | | | | |
|---|--------------|---------------------|---|----------|------------|----------|------------|------------|--|
| Common Resourcing Add Related Actions Utilities | | | | | | | | | |
| Add Insert Mark As Email Report Time Delete Link Unlink Cut Copy Paste Indent Outdent Expand Collapse Following Favorite | | | | | | | | | |
| ID | Project Type | Domain | Name | Duration | Start Date | Due Date | Go-Live... | % Complete | |
| PG-4902 | | | Passport Health Plan Turnover Project Plan | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95732 | Contract | | Passport Health Plan | 218 d | 07/01/24 | 04/30/25 | 01/01/21 | | |
| P-95733 | | | Claims Domain | 218 d | 07/01/24 | 04/30/25 | | | |
| P-95742 | Workstream | Claims | Provider Data Management Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| M-49493 | | Claims | 1. INITIATION | 12 d | 07/01/24 | 07/16/24 | | | |
| M-49494 | | Claims | 2. TURNOVER REQUIREMENTS | 27 d | 07/17/24 | 08/22/24 | | | |
| M-49495 | | Claims | 3. TURNOVER EXECUTION | 48 d | 08/23/24 | 10/29/24 | | | |
| T-289058 | | Claims | Build & Configure New DMS / MCO Data Files | 20 d | 08/23/24 | 09/19/24 | | | |
| T-289059 | | Claims | Build & Configure Data Exchange With DMS / M... | 18 d | 08/23/24 | 09/17/24 | | | |
| T-289060 | | Claims | Data Exchange With DMS / MCO | 30 d | 09/18/24 | 10/29/24 | | | |
| T-289061 | | Claims | MILESTONE: Load Daily & Monthly DMS / MCO ... | 0 d | 10/29/24 | 10/29/24 | | | |
| T-289062 | | Claims | MILESTONE: Send Reports To DMS / MCO thro... | 0 d | 10/29/24 | 10/29/24 | | | |
| T-289063 | | Claims | Member & Provider Collateral Exchange | 25 d | 08/23/24 | 09/26/24 | | | |
| T-289057 | | Claims | MILESTONE: Turnover Execution Completed | 0 d | 10/29/24 | 10/29/24 | | | |
| M-49492 | | Claims | 4. TURNOVER TESTING | 25 d | 10/30/24 | 12/03/24 | | | |
| M-49496 | | Claims | 5. TURNOVER / TRANSITION TO MCO GO-LIVE | 21 d | 12/04/24 | 01/01/25 | | | |
| M-49497 | | Claims | 6. RUNTHROUGH PERIOD | 85 d | 01/02/25 | 04/30/25 | | | |
| P-95744 | Workstream | Claims | Claims & Configuration Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95745 | Workstream | Claims | Payment Integrity Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95743 | Workstream | Claims | Encounters Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95734 | | | Customer Service Domain | 218 d | 07/01/24 | 04/30/25 | | | |
| P-95746 | Workstream | Customer Service | Member & Provider Customer Service Turnover Workst... | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95747 | Workstream | Customer Service | Web Properties / Portals Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95735 | | | Enrollment / Finance Domain | 218 d | 07/01/24 | 04/30/25 | | | |
| P-95748 | Workstream | Enrollment & Fin... | Enrollment & Eligibility Turnover Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |
| P-95749 | Workstream | Enrollment & Fin... | Operational Finance Workstream | 218 d | 07/01/24 | 04/30/25 | 01/01/25 | | |

Following the completion of all turnover activities, Passport will provide DMS with a turnover results report that documents the completion and outcomes of each turnover deliverable. The turnover results report will be provided within thirty (30) calendar days.

F.5. Document and verify how all data is securely transferred during a turnover ensuring integrity of same. Maintain the CIA concept in turnover, Confidentiality, Integrity, and Availability.

Passport's Approach and Schedule for the Transfer of Data and Information

During the turnover, Passport will provide timely, complete and accurate data and information, ensuring the efficient administration of Passport's obligations under the contract while transitioning our members to another MCO. A written process will be developed and approved by Passport, DMS and the new MCO(s). Records that are outside of our contractual obligations or proprietary will need to be negotiated as needed. All information, data and/or records in any form will be provided through secure means, ensuring that the data is protected at rest, in movement and during delivery. All data transferred will be tracked and require acceptance documentation. Passport will retain copies of all information required by federal and state laws regarding records retention.

In observation of the concepts of confidentiality, integrity and availability, we will work with DMS or the new MCO prior to any transfer of data to reach agreement on the scope, format and need for such data transfers. Passport has already established secure and compliant data exchanges with DMS to fulfill our obligations under the contract. Currently, Passport focuses on stringent protocols and supports multiple Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant file formats; and we require the same from our trading partners. Data exchanges between DMS, providers and vendors occur through dedicated point-to-point connectivity or secure virtual private networks or encrypted secure sockets layer (SSL) connections over the internet. Passport uses the MoveIT DMZ and MoveIT Central products to perform job scheduling, automation, status monitoring, exception alerting, logging and reporting of secure file transfers inside the organization and between other organizations. This software suite allows for extensive file transfer automation capabilities to support business functions 24/7/365.

All hardware and software necessary to support the transfer of information during the turnover process will be tested prior to the transfer, including reports and data transmission and receipt. For data transfers, Passport will implement an efficient transfer process to DMS or the new MCOs/contractors from our IdentifiSM platform management information system (MIS) and any third-party software we use for the performance of the contract. The Identifi platform, and its enterprise data warehouse, use HIPAA-compliant electronic data interfaces (EDIs) and industry-standard (and American National Standards Institute [ANSI]-compliant) health care data and message formats and standards. The platform also uses industry-standard formats and coding for its data. By using these industry standards, Passport ensures that it will submit all HIPAA-compliant data and information necessary to transition operations in a safe and secure manner, including the following:

- Data and reference tables
- Data entry software
- License agreements for third-party software and modifications if required by DMS
- Documentation relating to software and interfaces
- Functional business process flows

- Operational information, including correspondence, documentation of ongoing or outstanding issues, operations support documentation and operational information regarding subcontractors
- Passport will also provide DMS the data, information and services necessary and sufficient to enable DMS to map all managed care program data from Passport's systems to the replacement systems of DMS or a subsequent contractor, including any comprehensive data dictionaries

Conclusion

Since the beginning of Passport's relationship with DMS, Passport has been committed to the well-being of our members and our provider community. In the event of a termination, Passport will retain its core member and provider focus, working in cooperation with DMS and any new MCOs to ensure a smooth and effective transition.

Passport has been honored to serve the Kentucky Medicaid and foster care populations for 22 years and will continue to comply with all provisions of the Medicaid Managed Care Contract and Appendices (including Kentucky SKY) as we continue to serve them in the future.