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357		Develop process for out of state placements with continuity of care for enrollees	Wed 7/1/20	Mon 11/30/20	109 days		
358		P&P complete for identification of ISHCN	Mon 3/2/20	Wed 12/30/20	218 days		
359		Develop operational process to target enrollees for ISCHN screening	Wed 4/1/20	Thu 12/31/20	197 days		
360		Develop information and materials specific to the needs of ISHCN enrollees	Wed 7/1/20	Wed 12/30/20	131 days		
361		Develop and finalize practice guidelines and other criteria	Wed 4/1/20	Thu 12/31/20	197 days		
362	<b>42.18 Behavioral Health</b>	<b>Behavioral Health</b>	<b>Wed 1/1/20</b>	<b>Wed 7/1/20</b>	<b>131 days</b>	<b>Health Plan CMO</b>	
363		Coordinate any care required as indicated in any assessment or screening, including, but not limited to, medical care, Behavioral Health Services, Trauma related care, or Dental services.	Wed 7/1/20	Wed 8/5/20	26 days		
364		Collaboration and coordination of discharge planning of SKY enrollees for all levels of care	Tue 9/1/20	Wed 12/2/20	67 days		
365		Confirm BH services scope	Mon 6/1/20	Mon 10/19/20	101 days		
366		Final Prior Auth list loaded/configured	Wed 8/5/20	Wed 10/21/20	56 days		
367		Clinical staff hired & trained	Wed 7/1/20	Tue 12/15/20	120 days		
368		Workflows/ P&Ps/SOPs complete	Wed 7/1/20	Tue 11/24/20	105 days		
369		Behavioral Health services hotline (crisis line)	Wed 7/1/20	Tue 12/15/20	120 days		
370		Set up psychotropic medication reporting process	Fri 5/1/20	Tue 11/3/20	133 days		
371		Required Reporting Configuration	Ongoing	Ongoing			
372	<b>14.0 Third Party Resources</b>	<b>Third Party Liability</b>	<b>Thu 10/1/20</b>	<b>Thu 12/31/20</b>	<b>66 days</b>	<b>Health Plan COO</b>	
373		Review existing global SOPs and add Kentucky contract requirements	Thu 10/1/20	Thu 12/31/20	66 days		
374		<b>Create state-specific SOPs:</b>	<b>Thu 10/1/20</b>	<b>Thu 12/31/20</b>	<b>66 days</b>	<b>Health Plan COO</b>	

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Project: Project Plan Template Date: Fri 1/24/20	Task		Inactive Task		Start-only	
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375		Core processes (always needed): Provider Selection, Inpatient and Outpatient Authorization, Corrected/Duplicate Claim, Timely Filing, Coordination of Benefits and ASH.	Thu 10/1/20	Thu 12/31/20	66 days		
376		State specific/contract specific processes: These include processes for the requirements that could not be configured.	Thu 10/1/20	Thu 12/31/20	66 days		
377	<b>15.0 Management Information System</b>	<b>Technology / IT / UAT</b>	<b>Fri 1/10/20</b>	<b>Mon 5/3/21</b>	<b>342 days</b>	<b>MIS Lead</b>	
378		<b>Program Initiation</b>	<b>Fri 1/10/20</b>	<b>Thu 2/27/20</b>	<b>35 days</b>	<b>MIS Lead</b>	
379		RFP Response and Business Vision Document (Draft, Review, Approval)	Fri 1/10/20	Thu 2/27/20	35 days		
380		<b>Requirements and Solution Strategy</b>	<b>Fri 1/10/20</b>	<b>Fri 9/18/20</b>	<b>181 days</b>	<b>MIS Lead</b>	
381		Requirements Kick-Off	Fri 1/10/20	Thu 3/5/20	40 days		
382		Requirements Gathering and Review Sessions – PI1	Fri 1/10/20	Fri 3/20/20	51 days		
383		Requirements Gathering and Review Sessions – PI2	Mon 3/23/20	Fri 6/26/20	70 days		
384		Requirements Gathering and Review Sessions – PI3	Mon 7/6/20	Fri 9/18/20	55 days		
385		Group Structure Review	Mon 3/30/20	Fri 5/1/20	25 days		
386		Group Structure Design Distributed	Mon 5/4/20	Mon 5/4/20	1 day		
387		<b>Program Increment (PI) Planning</b>	<b>Mon 3/23/20</b>	<b>Fri 9/25/20</b>	<b>135 days</b>	<b>MIS Lead</b>	
388		Program Increment Planning - PI1	Mon 3/23/20	Fri 3/27/20	5 days		
389		Program Increment Planning - PI2	Mon 6/29/20	Fri 7/3/20	5 days		
390		Program Increment Planning - PI3	Mon 9/21/20	Fri 9/25/20	5 days		
391		<b>Development</b>	<b>Mon 3/30/20</b>	<b>Fri 12/18/20</b>	<b>190 days</b>	<b>MIS Lead</b>	
392		Planning & Execution - PI1	Mon 3/30/20	Fri 7/3/20	70 days		
393		Planning & Execution - PI2	Mon 7/6/20	Fri 9/25/20	60 days		
394		Planning & Execution - PI3	Mon 9/28/20	Fri 12/18/20	60 days		
395		<b>User Acceptance/End to End Testing</b>	<b>Fri 5/1/20</b>	<b>Mon 11/30/20</b>	<b>152 days</b>	<b>MIS Lead</b>	

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396		User Acceptance/End to End Testing	Fri 5/1/20	Mon 11/30/20	152 days		
397		<b>Deployments</b>	<b>Thu 7/23/20</b>	<b>Sat 11/21/20</b>	<b>87 days</b>	<b>MIS Lead</b>	
398		Release 1	Thu 7/23/20	Fri 7/24/20	2 days		
399		Release 2	Thu 10/15/20	Fri 10/16/20	2 days		
400		Release 3	Thu 11/19/20	Sat 11/21/20	3 days		
401		<b>Go-Live</b>	<b>Mon 6/1/20</b>	<b>Mon 5/3/21</b>	<b>241 days</b>		
402		Go-Live Planning	Mon 6/1/20	Fri 6/26/20	20 days		
403		Member Enrollment Prod Verification	Tue 12/1/20	Fri 12/4/20	4 days		
404		Member Portal Prod Verification	Thu 12/3/20	Fri 12/4/20	2 days		
405		Provider Network Load Verification	Thu 10/1/20	Wed 10/7/20	5 days		
406		Online/Paper Provider Directory Prod Verification	Thu 10/1/20	Wed 10/7/20	5 days		
407		Production Verification Outbound Provider State File	Mon 9/21/20	Fri 9/25/20	5 days		
408		Clinical Prod Verification	Thu 1/7/21	Thu 1/7/21	0 days		
409		Claims Prod Verification	Fri 1/1/21	Wed 2/3/21	24 days		
410		Finance Prod Verification	Fri 1/1/21	Wed 2/3/21	24 days		
411		Encounter Prod Verification	Mon 2/1/21	Wed 3/3/21	23 days		
412		Program Closure	Thu 4/1/21	Mon 5/3/21	23 days		
413	<b>16.0 Encounter</b>	<b>Benefits and Encounters</b>	<b>Fri 1/10/20</b>	<b>Wed 12/30/20</b>	<b>254 days</b>	<b>Health Plan COO</b>	
414		<b>Benefits</b>	<b>Fri 1/10/20</b>	<b>Thu 11/12/20</b>	<b>220 days</b>	<b>Health Plan COO</b>	
415		Obtain Requirements	Fri 1/10/20	Tue 5/26/20	98 days		
416		Build Benefit Matrix	Wed 5/27/20	Tue 7/28/20	45 days		
417		Configure Benefit Matrix	Wed 7/29/20	Tue 9/15/20	35 days		
418		Test Benefit Matrix	Wed 9/16/20	Thu 11/12/20	42 days		
419		<b>Encounters</b>	<b>Wed 4/1/20</b>	<b>Wed 12/30/20</b>	<b>196 days</b>	<b>Health Plan COO</b>	

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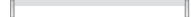







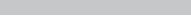



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420		Identify state specific encounter requirements outside of contract or companion guide	Wed 4/1/20	Mon 6/1/20	44 days		
421		Obtain final state companion guides	Mon 6/1/20	Mon 6/15/20	11 days		
422		Alignment with vendor management	Fri 5/1/20	Fri 5/29/20	21 days		
423		Define state encounter testing and production timelines	Fri 5/1/20	Mon 6/1/20	22 days		
424		Ensure data is available for testing – claim and provider	Mon 6/1/20	Thu 8/27/20	64 days		
425		Encounter post-go-live readiness	Thu 10/1/20	Wed 12/30/20	65 days		
426	<b>17.1 Kentucky Health Information</b>	<b>Health Information Exchange, Health Benefit Exchange &amp; Electronic Health Records</b>	<b>Fri 1/10/20</b>	<b>Wed 12/2/20</b>	<b>234 days</b>	<b>MIS Lead</b>	
427		Provider access to the enrollees person-centered care plan, assessment results, utilization of healthcare services, contact information for enrollees multidisciplinary care team, preferences and claims data	Fri 5/1/20	Tue 6/2/20	23 days		
428	17.2 Kentucky Health Benefit Exchange	Sign Kentucky Health Information Exchange (KHIE) Participation Agreement	Fri 1/10/20	Thu 5/28/20	100 days		
429	18.0 Electronic Health Records	Develop strategies to establish connectivity to KHIE	Fri 1/10/20	Thu 5/28/20	100 days		
430		Develop requirements for ADT feeds	Fri 1/10/20	Thu 10/15/20	200 days		
431		Develop strategies and incentives to encourage provider adoption and use of HER and HIE to improve quality of care and cost of health care services	Tue 12/1/20	Wed 12/2/20	2 days		
432		Provide a contact person to KHBE staff	Tue 12/1/20	Wed 12/2/20	2 days		
433	<b>21. Monitoring &amp; Oversight</b>	<b>Monitoring &amp; Oversight</b>	<b>Fri 1/3/20</b>	<b>Fri 1/3/20</b>	<b>1 day</b>	<b>Health Plan COO</b>	
434		<b>Staffing &amp; Onboarding</b>	<b>Fri 1/3/20</b>	<b>Fri 1/3/20</b>	<b>1 day</b>	<b>Health Plan COO</b>	
435		Meet with vendor manager once assigned and hired for introduction of subcontractor process	within 14 days of hire	30 days post hire			

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436		Meet with DEO national leaders/support	within 21 days o	within 30 days o			
437		Review DEO Tool Kit	within 30 days o	within 45 days o			
438		Vendor Manager to update DEO Medicaid listing for KY	within 45 days o	within 60 days o			
439		Vendor Manager to identify VROs for each subcontractor	within 45 days o	within 60 days o			
440		Vendor Manager to establish monitoring strategy e.g. JOCs, 1:1	within 60 days o	within 90 days o			
441	<b>24.0 Enrollee Grievances &amp; Appeals</b>	<b>Enrollee Grievances and Appeals</b>	<b>Fri 5/1/20</b>	<b>Wed 12/16/20</b>	<b>164 days</b>	<b>Health Plan CMO</b>	
442		Workflow and SOPs Completed	Fri 5/1/20	Mon 6/1/20	22 days		
443		A&G training is scheduled and completed	Mon 11/2/20	Wed 12/2/20	23 days		
444		Letters approved by the HP & State Confirmed	Tue 12/1/20	Tue 12/1/20	1 day		
445		State Fair Hearing Process Reviewed w/ HP	Mon 11/2/20	Fri 12/11/20	30 days		
446		Confirm A&G system (ETS) updates	Mon 11/2/20	Tue 11/17/20	12 days		
447		Identify A&G Metric reporting Requirements	Tue 12/1/20	Wed 12/16/20	12 days		
448	<b>24.2 Enrollee Grievance &amp; Appeal Policies and</b>	<b>Compliance</b>	<b>Fri 1/1/21</b>	<b>Thu 6/17/21</b>	<b>120 days</b>	<b>Chief Compliance Officer</b>	
449		Establish Compliance Oversight Committee	Fri 1/1/21	Mon 3/1/21	42 days		
450		Refine Internal Audit & Monitoring Program	Mon 2/1/21	Wed 6/16/21	98 days		
451		Develop Subcontractor Oversight Program	Mon 2/1/21	Wed 6/16/21	98 days		
452		Assign Vendor Relationship Owners	Mon 5/3/21	Thu 6/17/21	34 days		
453	<b>25.0 Marketing</b>	<b>Outreach, Communication/Marketing</b>	<b>Fri 5/1/20</b>	<b>Thu 12/31/20</b>	<b>175 days</b>	<b>Marketing Lead</b>	
454		Engage Communication/PR (External) Team	Fri 5/1/20	Mon 6/1/20	22 days		
455		Provide detailed description of Marketing Plan to state	Fri 5/1/20	Thu 10/15/20	120 days		
456		Obtain State approval on all appropriate communications	Fri 5/1/20	Thu 10/15/20	120 days		
457		Conduct general outreach communication: member	Thu 10/1/20	Thu 12/31/20	66 days		

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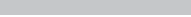



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458		Conduct general outreach communication: provider	Thu 10/1/20	Thu 12/31/20	66 days		
459	<b>27.7 Provider Credentialing &amp; Re-Credentialing</b>	<b>Credentialing Readiness</b>	<b>Mon 6/1/20</b>	<b>Wed 9/23/20</b>	<b>83 days</b>	<b>Provider Services Lead</b>	
460		Define/Confirm Credentialing TAT Requirements	Mon 6/1/20	Wed 9/23/20	83 days		
461		Credentialing completed- Medical	Within 90 days				
462		Credentialing completed- Substance use disorders	Within 45 days				
463		<b>Provider Grievances &amp; Appeals</b>	<b>Mon 6/1/20</b>	<b>Fri 8/31/29</b>	<b>2415 days</b>	<b>Network Lead</b>	
464		Develop workflows & SOPs	Fri 6/1/29	Fri 8/31/29	66 days		
465		Hire and train staff	Wed 7/1/20	Mon 10/19/20	79 days		
466		Establish Appeal Review Committee	Mon 6/1/20	Wed 7/29/20	43 days		
467	<b>29.0 Provider Payment Provisions</b>	<b>Claims Payment</b>	<b>Tue 3/3/20</b>	<b>Tue 12/22/20</b>	<b>211 days</b>	<b>Health Plan COO</b>	
468		<b>Confirm SOP's are complete</b>	<b>Tue 3/3/20</b>	<b>Thu 6/11/20</b>	<b>73 days</b>	<b>Health Plan COO</b>	
469		Confirm Inventory Readiness Complete	Thu 10/1/20	Mon 11/2/20	23 days		
470		Confirm Staffing Readiness Complete	Wed 7/1/20	Tue 9/29/20	65 days		
471		Confirm Training is Complete	Thu 7/23/20	Mon 11/2/20	73 days		
472		Confirm Regulatory Reporting Readiness	Mon 8/24/20	Wed 10/21/20	43 days		
473		Confirm Letter Readiness	Wed 7/1/20	Fri 7/31/20	23 days		
474		Letters approved by the HP & State confirmed	Mon 8/3/20	Wed 9/30/20	43 days		
475		Confirm Letters are in Production	Tue 9/1/20	Wed 9/30/20	22 days		
476		Confirm All Claim/Rework Testing is complete	Wed 7/1/20	Fri 10/9/20	73 days		
477		Post Go Live strategy developed	Tue 12/1/20	Tue 12/22/20	16 days		
478	<b>31.0 Pharmacy Benefit</b>	<b>Pharmacy</b>	<b>Wed 1/1/14</b>	<b>Wed 12/31/14</b>	<b>261 days</b>	<b>Pharmacy Director</b>	
479		Pharmacy Network Readiness	Mon 4/27/20	Fri 1/1/21	180 days		

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480		Development identified and completed	Mon 4/27/20	Fri 1/1/21	180 days		
481		Carrier account Group (CAG) set up complete and distributed	Mon 10/12/20	Fri 1/1/21	60 days		
482		Benefits design completed and coded to pharm system	Mon 7/20/20	Fri 1/1/21	120 days		
483		Clinical criteria completed and loaded to Pharm Prior Auth	Mon 7/20/20	Fri 1/1/21	120 days		
484		PA denial letters approved by State and loaded to Pharmacy Prior	Mon 7/20/20	Fri 1/1/21	120 days		
485		Preferred Drug List (PDL) loaded in pharmacy system	Tue 10/20/20	Mon 1/11/21	60 days		
486		Pharm benefit / Preferred Drug List (PDL) testing	Tue 10/20/20	Mon 1/11/21	60 days		
487		Eligibility file testing	Tue 11/10/20	Mon 12/21/20	30 days		
488		Eligibility file loaded into production	Fri 12/11/20	Thu 12/31/20	15 days		
489		Historical Claims Data - Loading	Fri 12/11/20	Thu 12/31/20	15 days		
490		Historical Prior Auth Data - Loading	Fri 12/11/20	Thu 12/31/20	15 days		
491	<b>36. Program Integrity</b>	<b>Program Integrity</b>	<b>Wed 7/1/20</b>	<b>Mon 11/30/20</b>	<b>109 days</b>	<b>Chief Compliance Off</b>	
492		Create KY Fraud, Waste and Abuse /Program Integrity plan	Tue 9/1/20	Mon 11/2/20	45 days		
493		Develop and implement initial FWA training plan for staff, subcontractors, providers, community partners, caregivers and members	Wed 7/1/20	Mon 11/30/20	109 days		
494		Implementation of prepayment programs and reporting	Tue 9/1/20	Mon 11/2/20	45 days		
495		Implementation of electronic data mining protocols and reporting	Sat 8/1/20	Thu 10/1/20	45 days		
496		Compare KY Network providers to KY's current provider suspension lists.	Tue 9/1/20	Thu 10/29/20	43 days		
497	<b>40.0 MISCELLANEOUS</b>	<b>Miscellaneous</b>	<b>Mon 1/1/18</b>	<b>Thu 12/31/20</b>	<b>784 days</b>	<b>Health Plan COO</b>	
498		<b>Population Health Programs Implementation</b>	<b>Mon 1/1/18</b>	<b>Wed 12/30/20</b>	<b>783 days</b>		
499		Vivify - Remote Monitoring	Wed 7/1/20	Wed 12/30/20	131 days		
500		Silverlink (IVR & Live Calls)	Quarter 4 2020				
501		Quit for Life	Wed 7/1/20	Wed 12/30/20	131 days		

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502		Baby Blocks	Wed 7/1/20	Wed 12/30/20	131 days		
503		Healthify	Wed 7/1/20	Wed 12/30/20	131 days		
504		On My Way	Mon 1/1/18	Mon 1/1/18	1 day		
505		<b>Aging Out Services</b>	<b>Fri 5/1/20</b>	<b>Thu 12/31/20</b>	<b>175 days</b>		
506		Finalize processes to improve outcomes for Children in Foster C	Fri 5/1/20	Thu 12/31/20	175 days		
507		Establish Transition Aged Youth Liaison/Peer Support	Fri 5/1/20	Thu 9/3/20	90 days		
508		<b>Go Live</b>	<b>Mon 1/1/18</b>	<b>Tue 6/30/20</b>	<b>652 days</b>	<b>IBA Lead</b>	
509		Daily pre go-live mtgs	Tue 12/1/20	Wed 12/30/20	22 days		
510		Create go-live reporting	Tue 12/1/20	Wed 12/30/20	22 days		
511		<b>Post Implementation</b>	<b>Tue 12/1/20</b>	<b>Tue 5/4/21</b>	<b>111 days</b>	<b>IBA Lead</b>	
512		IRAAD for Post Implementation Activity (PIA)	Fri 1/1/21	Tue 5/4/21	88 days		
513		Daily Rapid Response Calls	Fri 1/1/21	Tue 5/4/21	88 days		
514		Assessment of manual workarounds	Tue 12/1/20	Wed 12/30/20	22 days		
515		<b>Transition to Steady State</b>	<b>Mon 2/1/21</b>	<b>Fri 2/5/21</b>	<b>5 days</b>	<b>IBA Lead</b>	

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