






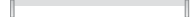


















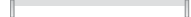
































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|----|--|---|--------------------|---------------------|-----------------|-----------------|------|
| 1 | SKY Specific Deliverables are shaded in green | Kentucky SKY | Fri 11/1/19 | Thu 3/4/21 | 350 days | | |
| 2 | | Project Preparations | Fri 11/1/19 | Tue 12/1/20 | 283 days | IBA Lead | |
| 3 | 42.0 Kentucky SKY Program | Project Prep | Wed 4/1/20 | Tue 6/2/20 | 45 days | IBA Lead | |
| 4 | | SKY RFP Award Date | Wed 4/1/20 | Tue 4/21/20 | 15 days | | |
| 5 | | State / MCO Communication Plan | Wed 4/22/20 | Tue 5/5/20 | 10 days | | |
| 6 | | Final SKY Contract Signed | Wed 4/22/20 | Tue 6/2/20 | 30 days | | |
| 7 | | Capital Request | Fri 11/1/19 | Tue 12/10/19 | 28 days | IBA Lead | |
| 8 | | Funding Requested | Fri 11/1/19 | Mon 12/9/19 | 27 days | | |
| 9 | | Funding Approved | Tue 12/10/19 | Tue 12/10/19 | 1 day | | |
| 10 | | Contract Requirements | Wed 4/1/20 | Thu 7/2/20 | 67 days | IBA Lead | |
| 11 | | BAR Analysis Complete | Wed 4/1/20 | Tue 4/7/20 | 5 days | | |
| 12 | | Requirement Owners Assigned | Wed 4/8/20 | Thu 5/7/20 | 22 days | | |
| 13 | | Gather Requirements | Fri 5/8/20 | Thu 6/18/20 | 30 days | | |
| 14 | | Requirement Sign-off | Fri 6/19/20 | Thu 7/2/20 | 10 days | | |
| 15 | | Stage Gate Reviews | Fri 5/1/20 | Tue 12/1/20 | 153 days | IBA Lead | |
| 16 | | SG1 - Requirement Accountability Check | Fri 5/1/20 | Fri 5/1/20 | 1 day | | |
| 17 | | SG2 - Network Check | Tue 9/1/20 | Tue 9/1/20 | 1 day | | |
| 18 | | SG3 - Requirement Readiness Check | Mon 6/15/20 | Mon 6/15/20 | 1 day | | |
| 19 | | SG4 - Pre-Go Live Readiness 90 Day Check | Thu 10/1/20 | Thu 10/1/20 | 1 day | | |
| 20 | | SG5 - Go Live Readiness 30 Day Check | Tue 12/1/20 | Tue 12/1/20 | 1 day | | |
| 21 | 42.5 Readiness Review | Readiness Review (Pending Department Guidance) | Mon 8/24/20 | Fri 10/2/20 | 30 days | IBA Lead | |
| 22 | | Desk Readiness | Tue 9/1/20 | Fri 10/2/20 | 24 days | IBA Lead | |

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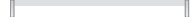











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| 23 | | Communicate SKY Readiness Deliverables and Approach | Tue 9/1/20 | Mon 9/7/20 | 5 days | | |
| 24 | | Recurring SKY Readiness mtgs | Sun 9/6/20 | Sun 9/6/20 | 1 day | | |
| 25 | | Readiness SKY Materials Approved | Wed 9/9/20 | Tue 9/29/20 | 15 days | | |
| 26 | | Readiness SKY Materials submitted to State | Wed 9/30/20 | Fri 10/2/20 | 3 days | | |
| 27 | | Communicate Ad Hoc SKY Readiness Reviews | Wed 9/2/20 | Fri 10/2/20 | 23 days | | |
| 28 | | System Demo | Mon 8/24/20 | Wed 9/30/20 | 28 days | IBA Lead | |
| 29 | | Communicate Readiness Deliverables and Approach | Mon 8/24/20 | Fri 8/28/20 | 5 days | | |
| 30 | | Recurring Readiness mtgs | Mon 9/7/20 | Mon 9/7/20 | 1 day | | |
| 31 | | Test System Prep | Mon 9/7/20 | Fri 9/25/20 | 15 days | | |
| 32 | | State Demonstration | Mon 9/28/20 | Wed 9/30/20 | 3 days | | |
| 33 | | Onsite Review | Mon 8/24/20 | Thu 10/1/20 | 29 days | IBA Lead | |
| 34 | | Communicate Readiness Deliverables | Mon 8/24/20 | Fri 9/4/20 | 10 days | | |
| 35 | | Recurring Readiness mtgs | Mon 9/7/20 | Mon 9/7/20 | 1 day | | |
| 36 | | Identify Presenters for onsite | Thu 9/17/20 | Wed 9/23/20 | 5 days | | |
| 37 | | Mock onsite Readiness Review sessions | Thu 9/24/20 | Wed 9/30/20 | 5 days | | |
| 38 | | State Onsite Review | Thu 10/1/20 | Thu 10/1/20 | 1 day | | |
| 39 | 42.6.1 Office of the Commonwealth | Real Estate | Fri 5/31/19 | Fri 6/5/20 | 266 days | Real Estate Lead | |
| 40 | | Evaluate SKY staffing to space requirements | Fri 5/31/19 | Thu 6/13/19 | 10 days | | |
| 41 | | Assess available space in the market | Fri 5/31/19 | Thu 6/20/19 | 15 days | | |
| 42 | | Real Estate for Health Plan SKY Staff | Mon 9/2/19 | Fri 6/5/20 | 200 days | | |
| 43 | | Real Estate for Operations Staff per contract | Mon 9/2/19 | Fri 6/5/20 | 200 days | | |
| 44 | | Begin Occupancy | Mon 7/1/19 | Mon 7/1/19 | 1 day | | |
| 45 | 2.c Staffing | Staffing/Human Capital | Mon 6/3/19 | Mon 3/1/21 | 456 days | Human Capital Lead | |
| 46 | | Organization Design & Workforce Model | Mon 8/3/20 | Wed 12/30/20 | 108 days | Human Capital Lead | |

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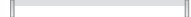











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| 47 | | Identify unique characteristics of projected membership and potential impact on org design / staffing model | Mon 8/3/20 | Thu 9/17/20 | 34 days | | |
| 48 | | Assess opportunities to add value via innovative roles and organization design/structure | Mon 8/3/20 | Thu 9/3/20 | 24 days | | |
| 49 | | Develop Integrated Organization Designs for Medicaid and SKY programs | Mon 8/3/20 | Wed 9/16/20 | 33 days | | |
| 50 | | Complete workforce planning activities and draft Integrated Staffing Plans for Medicaid and SKY programs | Mon 8/3/20 | Thu 9/17/20 | 34 days | | |
| 51 | | Complete market research and talent availability assessment with local and national talent partners | Mon 8/3/20 | Thu 9/17/20 | 34 days | | |
| 52 | | Create talent acquisition strategy for initial hiring/ramp up (e.g. Rapid Recruitment Model) | Tue 9/1/20 | Wed 12/30/20 | 87 days | | |
| 53 | | Create staffing contingency plan(s) to address potential gaps or shortages of adequately trained staff | Thu 10/1/20 | Tue 12/1/20 | 44 days | | |
| 54 | | Hiring and Assimilation | Mon 6/3/19 | Thu 8/1/19 | 44 days | Human Capital Lead | |
| 55 | | Update workforce planning and organization design assumptions based on actual membership and characteristics | Wed 4/1/20 | Mon 3/1/21 | 239 days | | |
| 56 | | Finalize Organization Design, Org Chart(s) and workforce plan (Post-Award) | Mon 8/3/20 | Fri 8/21/20 | 15 days | | |
| 57 | | Key Executive Team | Mon 9/30/19 | Fri 10/18/19 | 15 days | Human Capital Lead | |
| 58 | | Hire Chief Executive Officer (Pre-RFP) | Fri 5/1/20 | Thu 12/31/20 | 175 days | | |
| 59 | | Secure interim executive leadership to develop and support initial health plan modeling (pre-RFP), leveraging expertise and best practices from other markets with similar membership demographics and characteristics | Mon 6/1/20 | Wed 8/26/20 | 63 days | | |
| 60 | | Review requirements and characteristics of Executive Team roles for Medicaid and SKY program positions | Mon 6/1/20 | Thu 7/2/20 | 24 days | | |

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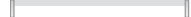







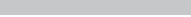



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| 61 | | Assess key skills, qualifications, education, licensure and other desired characteristics for key executive team members for Medicaid and SKY program | Mon 6/1/20 | Thu 7/2/20 | 24 days | | |
| 62 | | Review Medicaid and SKY Program contract requirements related to executive team personnel with Talent Acquisition Partners to enable compliant hiring and build "top talent" | Mon 6/1/20 | Wed 7/15/20 | 33 days | | |
| 63 | | Post, Hire and Onboard Permanent Executive Team personnel | Mon 6/1/20 | Wed 7/15/20 | 33 days | | |
| 64 | | Executive Team mentoring, job shadowing, assimilation and support | Wed 6/17/20 | Tue 11/3/20 | 100 days | | |
| 65 | | Transition Interim Executive Team to Permanent Executive Team | Wed 6/17/20 | Tue 11/3/20 | 100 days | | |
| 66 | | Health Plan Executive Team - Assimilation & Teambuilding | Mon 6/1/20 | Tue 11/3/20 | 112 days | | |
| 67 | | Non-Executive Team | Wed 4/1/20 | Tue 10/27/20 | 150 days | Human Capital Lead | |
| 68 | | New Employee Onboarding, Training and Assimilation (All other) | Wed 4/1/20 | Tue 10/27/20 | 150 days | | |
| 69 | | Execute Retention, Succession Planning and Employee Engagement Strategies (long-term, on-going) | Wed 4/1/20 | Tue 10/27/20 | 150 days | | |
| 70 | 4. Kentucky SKY Contractor Educational & | Educational & Training | Mon 6/17/19 | Thu 4/30/20 | 229 days | SKY Executive Director | |
| 71 | | Provider Training | Tue 7/2/19 | Tue 10/1/19 | 66 days | SKY Executive Director | |
| 72 | | Develop Trauma Informed Care training | Wed 7/1/20 | Wed 9/30/20 | 66 days | | |
| 73 | | Develop Specialty training supporting children in Foster Care System | Wed 7/1/20 | Wed 9/30/20 | 66 days | | |
| 74 | | Develop Ongoing trainings for provider community-based as identified by the Department, DCBS, DJJ, the provider community & foster parents | Wed 7/1/20 | Wed 9/30/20 | 66 days | | |
| 75 | | Develop Pre-Go Live training for every provider 60 days prior to their contract effective date | Ongoing | Ongoing | 60 days | | |

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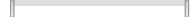











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| 76 | | Develop Education & Training of new providers 30 days prior to their contract effective date | Ongoing | Ongoing | 30 days | | |
| 77 | | Develop a work plan that Outlines education and training activities, including frequency of office visits by our provider relation staff to conduct activities. | Wed 7/1/20 | Wed 12/30/20 | 131 days | | |
| 78 | | Community Training | Wed 7/1/20 | Fri 11/13/20 | 98 days | SKY Executive Directo | |
| 79 | | Develop education and training programs for the Commonwealth personnel, law enforcement, officials and | Wed 7/1/20 | Fri 11/13/20 | 98 days | | |
| 80 | | Submit to the Department an educational and training plan | Wed 7/1/20 | Tue 11/17/20 | 100 days | | |
| 81 | 5. Kentucky SKY Enrollee Services | Enrollee Services | Wed 4/1/20 | Fri 1/1/21 | 198 days | Enrollee Services Lead | |
| 82 | | Enrollee Services | Wed 7/1/20 | Thu 12/31/20 | 132 days | Enrollee Services Lea | |
| 83 | | Finalize plan to coordinate with the Department, DCBS and the DJJ to ensure assignment to a caseworker | Wed 7/1/20 | Tue 10/13/20 | 75 days | | |
| 84 | | Ensure process for addressing & resolving eligibility & enrollment discrepancies | Wed 7/1/20 | Thu 12/31/20 | 132 days | | |
| 85 | | Enrollee PCP Selection | Wed 7/1/20 | Thu 12/31/20 | 132 days | Enrollee Services Lea | |
| 86 | | Test SKY 834 file to ensure correct loading | Thu 12/10/20 | Mon 12/28/20 | 13 days | | |
| 87 | | Design SKY PCP Assignment algorithm (prior PCP, geography, age, etc.) | Thu 12/10/20 | Mon 12/28/20 | 13 days | | |
| 88 | | Workflows/ P&Ps/SOPs complete | Tue 12/15/20 | Thu 12/31/20 | 13 days | | |
| 89 | | Load 834 file & assign PCP from file | Tue 12/15/20 | Thu 12/31/20 | 13 days | | |
| 90 | | Apply algorithm for members without PCP | Tue 12/1/20 | Thu 12/31/20 | 23 days | | |
| 91 | | Assign PCP via PRE tool | Tue 12/15/20 | Thu 12/31/20 | 13 days | | |
| 92 | | Generate SKY ID card with assigned PCP | Thu 12/10/20 | Mon 12/28/20 | 13 days | | |
| 93 | | Finalize process to work with the Department, DCBS, DJJ, Foster Parents, and Adoptive Parents to assign PCPs | Thu 12/10/20 | Mon 12/28/20 | 13 days | | |

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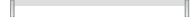











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| 94 | | Develop validation report that enrollees are being assigned PCP within the timeframe in Contract | Wed 7/1/20 | Wed 12/30/20 | 131 days | | |
| 95 | | Develop & implement process for PCP's access to their SKY Enr | Wed 7/1/20 | Wed 12/30/20 | 131 days | | |
| 96 | | Materials | Fri 5/1/20 | Tue 12/29/20 | 173 days | Enrollee Services Lea | |
| 97 | | Welcome Kits | Wed 7/1/20 | Wed 12/2/20 | 111 days | Enrollee Services Lea | |
| 98 | | SKY Welcome Letter/Insert Completed & Approved | Wed 7/1/20 | Fri 10/30/20 | 88 days | | |
| 99 | | SKY Welcome Kit/Handbook Approval | Wed 7/1/20 | Mon 11/9/20 | 94 days | | |
| 100 | | Print Vendor Readiness | Tue 9/1/20 | Wed 12/2/20 | 67 days | | |
| 101 | | Operational Letters | Fri 5/1/20 | Tue 12/29/20 | 173 days | Enrollee Services Lea | |
| 102 | | Letters completed | Fri 5/1/20 | Thu 7/2/20 | 45 days | | |
| 103 | | Letters Approved | Wed 7/1/20 | Mon 8/3/20 | 24 days | | |
| 104 | | Letter Development completed | Thu 10/1/20 | Tue 12/29/20 | 64 days | | |
| 105 | | Dental Provider Communication | Wed 4/1/20 | Tue 12/1/20 | 175 days | Enrollee Services Lea | |
| 106 | | Confirm network adequacy for dental providers | Wed 4/1/20 | Tue 12/1/20 | 175 days | | |
| 107 | | Process for assignment to Dental Providers | Wed 4/1/20 | Mon 11/2/20 | 154 days | | |
| 108 | | Define process for re-assignment of dental providers | Wed 4/1/20 | Mon 11/2/20 | 154 days | | |
| 109 | | ID Cards | Wed 4/1/20 | Fri 1/1/21 | 198 days | Enrollee Services Lea | |
| 110 | | Gather SKY Requirements | Wed 4/1/20 | Wed 7/1/20 | 66 days | | |
| 111 | | Process to encourage SKY enrollees and their families to visit their PCP | Wed 7/1/20 | Wed 9/30/20 | 66 days | | |
| 112 | | Provide Test SKY Card for Internal Approval | Mon 7/13/20 | Fri 7/24/20 | 10 days | | |
| 113 | | Provide Test SKY Card to State for Approval | Mon 7/27/20 | Thu 8/27/20 | 24 days | | |
| 114 | | UAT Testing | Tue 9/1/20 | Tue 11/3/20 | 46 days | | |
| 115 | | Print Vendor Ready | Fri 9/11/20 | Thu 9/17/20 | 5 days | | |
| 116 | | SKY ID Card file received at vendor | Thu 10/15/20 | Thu 10/15/20 | 1 day | | |

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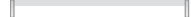







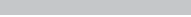



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| 117 | | Begin Mailing ID Cards | Tue 12/1/20 | OnGoing | | | |
| 118 | | Plan Go Live | Fri 1/1/21 | Fri 1/1/21 | 1 day | | |
| 119 | | SKY Disenrollment | Mon 5/18/20 | Fri 10/16/20 | 110 days | Enrollee Services Lea | |
| 120 | | Develop policies for assisting AA enrollees seeking disenrollment | Mon 5/18/20 | Fri 10/16/20 | 110 days | | |
| 121 | | Develop education for Adoptive Parents who request to opt out | Mon 5/18/20 | Fri 10/16/20 | 110 days | | |
| 122 | | Develop and obtain approval for AA disenrollment survey | Mon 5/18/20 | Fri 10/16/20 | 110 days | | |
| 123 | | Develop processes for change of enrollment status of Foster Child, JJ enrollee | Mon 5/18/20 | Fri 10/16/20 | 110 days | | |
| 124 | | Process for re-engagement periodically after disenrollment | Mon 5/18/20 | Fri 10/16/20 | 110 days | | |
| 125 | | Member Retention | Mon 5/18/20 | Tue 11/17/20 | 132 days | Enrollee Services Lea | |
| 126 | | Implement Member Retention Team | Mon 5/18/20 | Tue 11/17/20 | 132 days | | |
| 127 | | Implement the CAHPS Task Force | Mon 5/18/20 | Fri 9/18/20 | 90 days | | |
| 128 | | Enrollee Call Center | Tue 10/1/19 | Fri 1/1/21 | 329 days | Enrollee Services Lea | |
| 129 | | Enrollee Inbound Call Center | Tue 10/1/19 | Fri 1/1/21 | 329 days | Enrollee Services Lea | |
| 130 | | Confirm Location and Space | Tue 10/1/19 | Mon 4/27/20 | 150 days | | |
| 131 | | Define requirements for 24/7 SKY Call Center that includes Nurseline, Behavioral Health Services Hotline, Care Navigator On Call and Voice mailbox message option | Wed 7/1/20 | Wed 7/15/20 | 11 days | | |
| 132 | | Define requirements & implement crisis call line | Wed 7/1/20 | Wed 7/15/20 | 11 days | | |
| 133 | | Confirm completion of SOPs and Workflows | Tue 11/3/20 | Wed 12/2/20 | 22 days | | |
| 134 | | Training specific SKY Plan Developed | Wed 7/1/20 | Wed 7/1/20 | 1 day | | |
| 135 | | Pre- Enrollment Readiness | Tue 9/1/20 | Tue 11/3/20 | 46 days | | |
| 136 | | Update Call Center with Member Materials | Tue 11/3/20 | Fri 1/1/21 | 44 days | | |
| 137 | | Confirm access requirements and that access is granted to State systems | Thu 10/1/20 | Mon 11/2/20 | 23 days | | |

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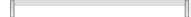











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| 138 | | Create SKY Specific Scripts | Sat 8/1/20 | Fri 10/30/20 | 66 days | | |
| 139 | | Send SKY Specific Scripts to State for Approval | Tue 9/1/20 | Thu 10/29/20 | 43 days | | |
| 140 | | IVR design completed including prioritization of emergency and crisis calls over routine calls. | Wed 7/1/20 | Wed 12/2/20 | 111 days | | |
| 141 | | Obtain and communicate TFNs | Fri 5/1/20 | Fri 5/1/20 | 1 day | | |
| 142 | | Establish routing paths for call volume | Wed 7/1/20 | Thu 7/30/20 | 22 days | | |
| 143 | | Develop culture training materials | Wed 7/1/20 | Fri 10/30/20 | 88 days | | |
| 144 | | Execute SKY training | Wed 7/1/20 | Thu 7/30/20 | 22 days | | |
| 145 | | Begin taking pre-enrollment Enrollee calls | Tue 12/1/20 | Tue 12/1/20 | 1 day | | |
| 146 | | Begin Taking Enrollee Calls | Fri 1/1/21 | Fri 1/1/21 | 1 day | | |
| 147 | | Finalize questions for post-call member satisfaction survey | Tue 11/3/20 | Tue 11/17/20 | 11 days | | |
| 148 | | Validate required reporting | Mon 6/1/20 | Mon 8/31/20 | 66 days | | |
| 149 | | Enrollee Outbound Call Center | Tue 10/1/19 | Fri 1/1/21 | 329 days | Enrollee Services Lea | |
| 150 | | Define SKY welcome call requirements | Tue 10/1/19 | Mon 8/3/20 | 220 days | | |
| 151 | | Verify Auto Dialer will not included members who have termed/re-enrolled within the past 120 days (REMOVE) | Mon 6/1/20 | Thu 7/30/20 | 44 days | | |
| 152 | | HP review/approval of welcome call script & HRA | Sun 11/1/20 | Fri 11/13/20 | 11 days | | |
| 153 | | PCP changes on initial welcome calls | Fri 1/1/21 | Fri 1/1/21 | 1 day | | |
| 154 | | Develop culture training materials | Wed 7/1/20 | Fri 10/30/20 | 88 days | | |
| 155 | | Identify homeless population from 834 file | Tue 12/15/20 | Wed 12/30/20 | 12 days | | |
| 156 | | Determine alternative communication strategies for homeless population | Tue 12/15/20 | Wed 12/30/20 | 12 days | | |
| 157 | | Execute training | Tue 12/1/20 | Wed 12/30/20 | 22 days | | |
| 158 | | Membership feed set up | Tue 12/1/20 | Wed 12/30/20 | 22 days | | |
| 159 | | HARC begins making Welcome Calls | Fri 1/1/21 | Fri 1/1/21 | 1 day | | |

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| Project: Project Plan Template Date: Fri 1/24/20 | Task |  | Inactive Task |  | Start-only |  |
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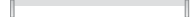











| ID | Section # (Contract - BAR) | Task Name | Start | Finish | Duration | Resource Names | 6 AM |
|-----|----------------------------|---|-------------|--------------|----------|-----------------------|------|
| 160 | 6. Provider Network | Provider Network & Services | Mon 1/1/18 | Mon 7/1/19 | 391 days | Provider Services Lea | |
| 161 | | Strategy and Development | Mon 1/1/18 | Fri 1/1/21 | 785 days | Provider Services Lea | |
| 162 | | Develop and Implement the Network Build Strategy to support the Medicaid and SKY populations | Mon 1/1/18 | Thu 2/1/18 | 24 days | | |
| 163 | | Identify Providers experienced in Trauma Informed Care and treating individuals with complex special needs, and with knowledge/experience working with children in FC and receiving Adoption Assistance | Thu 2/1/18 | Thu 3/1/18 | 21 days | | |
| 164 | | Outreach and Contract with identified providers (multiple maili | Thu 3/1/18 | Fri 1/1/21 | 742 days | | |
| 165 | | Identify any Network gaps by specialty and region using our geo access tool and outreach to available providers | Thu 11/1/18 | Ongoing | 435 days | | |
| 166 | | Continue provider credentialing/re-credentialing based on NCQA standards until a CVO is selected by the state | Thu 3/1/18 | Ongoing | 610 days | | |
| 167 | | Confirm and revise current provider termination process as appropriate | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 168 | | Confirm and revise current process for out of network providers as appropriate | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 169 | | Receive State approval of Network access and adequacy | Thu 10/1/20 | Fri 10/30/20 | 22 days | | |
| 170 | | Submit Provider Network Plan for approval 30 days after contract execution as required | Thu 10/1/20 | Fri 10/30/20 | 22 days | | |
| 171 | | Finalize strategy to retain SKY Providers | Wed 4/1/20 | Wed 7/1/20 | 66 days | | |
| 172 | | Continue to develop and monitor the Network, as necessary for Medicaid and SKY populations | Thu 3/1/18 | Ongoing | 610 days | | |
| 173 | | Finalize strategies to improve appointment availability and provider access for SKY enrollees | Wed 4/1/20 | Wed 7/1/20 | 66 days | | |
| 174 | | Access to Providers | Wed 4/1/20 | Tue 8/3/21 | 350 days | Provider Services Lea | |

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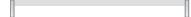











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|-----|-----------------------------|--|-------------------|---------------------|-----------------|------------------------------|------|
| 175 | | Utilize surveys to ensure collaboration with providers on improving appointment availability | Mon 6/1/20 | Mon 11/30/20 | 131 days | | |
| 176 | | Support Providers who utilize Telehealth services for enrollees | Wed 7/1/20 | ongoing | | | |
| 177 | | Continually expand network through community providers/partnerships and care extenders | Wed 4/1/20 | ongoing | | | |
| 178 | | Implement process for navigators to continue outreach to providers for enrollees who are unable to access care with an in-network provider | Wed 7/1/20 | Mon 11/30/20 | 109 days | | |
| 179 | 7. Provider Services | Provider Outreach & Education | Mon 5/4/20 | Tue 8/3/21 | 327 days | Provider Services Lea | |
| 180 | | Develop Plan for 90, 60, & 30 day pre go-live training | Wed 7/1/20 | Tue 11/3/20 | 90 days | | |
| 181 | | Finalize plans for on-going education after go-live | Thu 10/1/20 | ongoing | | | |
| 182 | | Hire and train provider support team | Mon 5/4/20 | Tue 8/3/21 | 327 days | | |
| 183 | | Develop and gain approval for Proposed Provider Training Materials | Wed 7/1/20 | Mon 8/31/20 | 44 days | | |
| 184 | | Provider Call Center | Mon 6/1/20 | Wed 12/30/20 | 153 days | Provider Services Lea | |
| 185 | | IVR set-up and/or changes | Mon 6/1/20 | Thu 7/2/20 | 24 days | | |
| 186 | | UAT | Wed 9/2/20 | Thu 12/3/20 | 67 days | | |
| 187 | | Specific SKY Staff hired and trained | Sat 8/1/20 | Wed 12/30/20 | 109 days | | |
| 188 | | Provider Admin Guide Readiness | Mon 6/1/20 | Thu 12/31/20 | 154 days | Provider Services Lea | |
| 189 | | Provider Directory Front Matter Submission | Mon 6/1/20 | Wed 9/30/20 | 88 days | | |
| 190 | | Provider Directory Front Matter Approval | Mon 11/2/20 | Thu 12/31/20 | 44 days | | |
| 191 | | Provider Materials & Training | Wed 4/1/20 | Wed 12/30/20 | 196 days | Provider Services Lea | |
| 192 | | Develop and obtain state approval for the Provider Manual | Fri 5/1/20 | Thu 7/2/20 | 45 days | | |
| 193 | | Develop and obtain state approval for the Provider website as applicable | Thu 10/1/20 | Wed 12/2/20 | 45 days | | |

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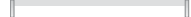











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|-----|----------------------------|---|-------------------|--------------------|-----------------|------------------------------|------|
| 194 | | Develop online and paper provider directory and update as required | Wed 4/1/20 | Tue 11/10/20 | 160 days | | |
| 195 | | Develop and obtain state approval of provider communication materials | Wed 11/11/20 | Thu 11/26/20 | 12 days | | |
| 196 | | Identify venues and schedule training sessions and forums initially and as needed | Wed 7/1/20 | Wed 12/30/20 | 131 days | | |
| 197 | | Deploy provider training and communication (internally and externally) | Wed 7/1/20 | Mon 11/30/20 | 109 days | | |
| 198 | | Psychotropic Medication Algorithms for Children & Youth | Wed 7/1/20 | Wed 12/30/20 | 131 days | | |
| 199 | | Reporting | Mon 6/1/20 | Wed 12/2/20 | 133 days | Provider Services Lea | |
| 200 | | Validate required network reporting schedule | Mon 6/1/20 | Wed 7/1/20 | 23 days | | |
| 201 | | Begin submitting reports as required | Mon 8/3/20 | Wed 12/2/20 | 88 days | | |
| 202 | | Communications and Training/Education | Wed 4/1/20 | Tue 8/31/21 | 370 days | Provider Services Lea | |
| 203 | | Confirm required SKY communication and training needs | Wed 4/1/20 | 4/1/2020 ongoing | | | |
| 204 | | Hire and train additional Provider Advocates | Mon 6/1/20 | Tue 8/31/21 | 327 days | | |
| 205 | | Refine Practice Transformation Support | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 206 | | Convene Provider Advisory Councils | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 207 | | Finalize UCHprovider.com and Link portals | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 208 | | Prepare communications | Wed 4/1/20 | Tue 8/4/20 | 90 days | | |
| 209 | | Communications approval | Sat 8/1/20 | Wed 9/30/20 | 44 days | | |
| 210 | | Prepare Training Sessions and calendar | Sat 8/1/20 | Wed 9/2/20 | 24 days | | |
| 211 | | Training completed | Tue 9/1/20 | ongoing | | | |
| 212 | 8. Covered Services | Covered Services | Wed 4/1/20 | Thu 4/1/21 | 262 days | Health Plan CMO | |
| 213 | | Ensure coordination with SKY enrollees and families with new enrollee welcome calls, initial health risk assessment | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |

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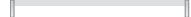











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| 214 | | Ensure coordination with DCBS, the DJJ, Sister Agencies and the UHC Care Navigators | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 215 | | Develop process for understanding changes to the foster care system & educating the UHC Care Navigators and SKY team | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 216 | | Ensure continuity of care for enrollees transition to UnitedHealthcare | Tue 12/1/20 | Thu 4/1/21 | 88 days | | |
| 217 | | Finalize direct access services and second opinion SOPs | Mon 6/1/20 | Wed 12/30/20 | 153 days | | |
| 218 | | Configure telehealth program (Provider & Vendor Facing) | Fri 5/1/20 | Wed 12/30/20 | 174 days | | |
| 219 | | Ensure policies and training in place to educate providers on appropriate enrollee billing practices | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 220 | | Develop P&Ps for nonpayment for provider preventable diseases | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 221 | | Complete P&P for referrals for services not covered | Wed 4/1/20 | Fri 1/1/21 | 198 days | | |
| 222 | 8ii. Covered Services | Assessments and Screenings | Wed 4/1/20 | Wed 3/31/21 | 261 days | Health Plan CMO | |
| 223 | | Confirm Assessments and Screening Requirements for SKY enrollees | Wed 7/1/20 | Tue 9/22/20 | 60 days | | |
| 224 | | Staff trained on assessments and screenings | Mon 8/3/20 | Fri 12/4/20 | 90 days | | |
| 225 | | SKY Workflows/ P&Ps/SOPs/Operations Manual complete | Mon 11/2/20 | Tue 12/8/20 | 27 days | | |
| 226 | | 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 | Wed 7/1/20 | Wed 3/31/21 | 196 days | | |
| 227 | | Build Crisis services process into the continuum of care for children and youth in the SKY program | Wed 7/1/20 | Wed 7/1/20 | 1 day | | |
| 228 | | Implement Crisis Hotline, Nurseline, Behavioral Health Services Hotline and Care Navigator On Call | Mon 8/3/20 | Tue 3/2/21 | 152 days | | |
| 229 | | Implement program with the Children's Alliance IPA for a wraparound program model | Mon 8/3/20 | Tue 3/2/21 | 152 days | | |
| 230 | | Implement Person Centered Approach for SKY Enrollees | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 231 | | Ensure network of behavioral health providers can attest to their ability to provide trauma treatment for SKY Enrollees | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |

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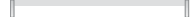











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| 232 | | Coordinate with DCBS and create a process to manage inappropriate utilization | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 233 | | Create and Implement process for children in the highest risk categories for safety planning, crisis management planning, and discharge planning | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 234 | | Develop and continue leveraging relationships with Social Based organizations to provide a place of community for SKY Enrollees | Wed 4/1/20 | Wed 12/30/20 | 196 days | | |
| 235 | 9. Health Outcomes | Quality | Wed 4/1/20 | Tue 3/2/21 | 240 days | Quality Director | |
| 236 | | Quality Policy Development- KY Specific | Wed 4/1/20 | Tue 12/22/20 | 190 days | Quality Director | |
| 237 | | Submit written policies and procedures for tracking and reporting individual Kentucky SKY Enrollee health outcomes, | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 238 | | Collaborate with the Department, DCBS, and DJJ to develop and implement Perf. Measures for the Kentucky SKY program | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 239 | | Collaborate with the Department, DCBS, and DJJ in the design and implementation PIP(s) for the Kentucky SKY populations | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 240 | | Utilize teams of care navigators, behavioral health professionals, liaisons & RN nurse care manager to provide well-coordinated services to improve the health of SKY | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 241 | | Develop and Implement the Quality Improvement Work Plan as part of our QIC | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 242 | | Quality Metrics | Wed 4/1/20 | Tue 12/22/20 | 190 days | Quality Director | |
| 243 | | Operational Measures | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 244 | | Monitoring Decertification of Services | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 245 | | Appropriate utilization of psychotropic medications | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 246 | | Deployment and utilization of evidence-based practices | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 247 | | Develop and Collaborate on Performance Improvement Projects with DCBS | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |

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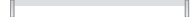











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|-----|--|--|--------------------|---------------------|-----------------|-------------------------|------|
| 248 | | Committee Review and Approval | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 249 | | Medication Adherence for Diabetes Medications | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 250 | | Tobacco Use & Help with Quitting Among Adolescents | Wed 4/1/20 | Tue 12/22/20 | 190 days | | |
| 251 | | Value Based Purchasing | Wed 4/1/20 | Tue 3/2/21 | 240 days | Quality Director | |
| 252 | | Submit VBC plan with proposed quality measures and payouts to the state | Wed 4/1/20 | Tue 8/4/20 | 90 days | | |
| 253 | | Measures will align with state priorities or needs | Wed 4/1/20 | Tue 8/4/20 | 90 days | | |
| 254 | | Once approved, we would map providers to the applicable VBC programs based on membership, provider specialty, etc. | Thu 10/1/20 | Tue 3/2/21 | 109 days | | |
| 255 | | Introduce providers to ongoing UHC support staff | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 256 | | They will introduce the program and outline keys to success and best practices | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 257 | | Socialize and train providers on our tools such as data report | Wed 4/1/20 | Tue 8/4/20 | 90 days | | |
| 258 | | VBC agreements will begin 1/1/21 to align with HEDIS calendar | Fri 1/1/21 | Ongoing | | | |
| 259 | 10. Population Health & Care Coordination | Population Health & Care Coordination | Wed 4/1/20 | Thu 12/31/20 | 197 days | Health Plan CMO | |
| 260 | | Population Health | Wed 4/1/20 | Thu 12/31/20 | 197 days | Health Plan CMO | |
| 261 | | Create and finalize the Population Health plan for the SKY Enrollees that partners with DCBS, DJJ, providers and | Wed 4/1/20 | Mon 11/2/20 | 154 days | | |
| 262 | | Identify a process that integrates findings from the initial health risk assessment (HRA) & screenings to understand every member's social, behavioral and medical needs | Wed 4/1/20 | Thu 10/1/20 | 132 days | | |
| 263 | | Employ the identified interventions (targeted interventions, such as in home wraparound services) to those members at | Wed 4/1/20 | Tue 12/1/20 | 175 days | | |
| 264 | | Coordinate delivery of integrated services to children and youth in foster care | Fri 5/1/20 | Wed 12/30/20 | 174 days | | |

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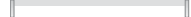











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| 265 | | Establish baseline measures (HEDIS, NCQA Quality Compass, Benchmarkcs, Key Performance Indicators) | Wed 4/1/20 | Tue 12/1/20 | 175 days | | |
| 266 | | Continuity of Care | Fri 5/1/20 | Thu 12/31/20 | 175 days | Health Plan CMO | |
| 267 | | Develop and implement process for continuity of care for SKY Enrollees with Immediate medical/behavioral needs | Fri 5/1/20 | Thu 10/1/20 | 110 days | | |
| 268 | | Assign care navigator to SKY Enrollees that have immediate medical/behavioral needs | Mon 8/3/20 | Thu 12/31/20 | 109 days | | |
| 269 | | Stratify SKY Enrollees into tiers based on their medical/behavioral needs | Tue 12/1/20 | Thu 12/31/20 | 23 days | | |
| 270 | | Data Analytics | Wed 4/1/20 | Tue 9/1/20 | 110 days | Health Plan CMO | |
| 271 | | Tailor Predictive Modeling for KY SKY enrollees | Wed 4/1/20 | Tue 9/1/20 | 110 days | | |
| 272 | | Tailor Hotspotting Tool for SKY enrollees | Wed 4/1/20 | Tue 9/1/20 | 110 days | | |
| 273 | 11. Utilization Management | Utilization Management | Fri 1/31/20 | Fri 1/29/21 | 261 days | Health Plan CMO | |
| 274 | | Develop a care plan utilizing the assessments and screenings for newly enrolled SKY enrollees | Wed 4/1/20 | Fri 10/30/20 | 153 days | | |
| 275 | | Develop Stratification process to assess enrollees | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 276 | | Develop a process to regularly review and update care plans | Mon 6/1/20 | Thu 10/29/20 | 109 days | | |
| 277 | | Create Care Coordination Teams to meet the needs of Enrollees | Mon 6/1/20 | Fri 11/27/20 | 130 days | | |
| 278 | | Collaborate with PCPs and specialists of prior MCOs to ensure continuity of care | Tue 12/1/20 | Fri 1/29/21 | 44 days | | |
| 279 | | Ensure UM staff follows Federal, State and Internal Medical Necessity guidelines | Fri 1/31/20 | Thu 12/31/20 | 240 days | | |
| 280 | | Update UM Program Description to include Kentucky specific rec | Fri 1/31/20 | Thu 12/31/20 | 240 days | Health Plan CMO | |
| 281 | | Evaluate and submit UM Program for approval within 30 of Contract | Fri 1/31/20 | Thu 12/31/20 | 240 days | | |
| 282 | | Ensures accountability for consistent application of criteria | Sat 2/1/20 | Thu 12/31/20 | 240 days | | |

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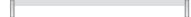











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| 283 | | Evaluate and submit UM Program for approval within 30 of Contract | Sat 2/1/20 | Thu 12/31/20 | 240 days | | |
| 284 | | Medical and Behavioral Health Directors to create and schedule UM Committee meetings | Ongoing | Ongoing | 240 days | | |
| 285 | | Develop or adopt practice guidelines that are disseminated to Providers, and, upon request, to Enrollees and Potential Enrollees | Ongoing | Ongoing | 1 day | | |
| 286 | | UM staff to utilize MCG (Milliman) as the primary medical/surgical criteria for Medical Necessity | Ongoing | Ongoing | 1 day | | |
| 287 | | UM staff to utilize the American Society of Addiction Medicine (ASAM) for substance use | Ongoing | Ongoing | 1 day | | |
| 288 | | Ensure UM Adverse Benefit Determination letters include State specific turnaround times and criteria, including member appeal rights, notice guidelines, language requirements and alternative | Fri 1/31/20 | Thu 12/31/20 | 240 days | | |
| 289 | | Maintain and operate a formal Discharge Planning Program that includes a comprehensive evaluation of the Enrollee's health needs and identification of the services and supplies required to facilitate appropriate care following discharge | Fri 1/31/20 | Thu 12/31/20 | 240 days | | |
| 290 | 42.21 SKY Contracting | Contractor Reporting Requirements | Mon 8/19/19 | Fri 1/1/21 | 360 days | Health Plan COO | |
| 291 | | Initiation/Planning | Mon 6/1/20 | Tue 9/22/20 | 82 days | Health Plan COO | |
| 292 | | Ensure all subcontractors are included in reporting scope | Mon 6/1/20 | Tue 9/1/20 | 67 days | | |
| 293 | | Health Plan Approves Report Scope | Wed 7/1/20 | Tue 9/22/20 | 60 days | | |
| 294 | | Define SMART Scope | Wed 7/1/20 | Thu 7/2/20 | 2 days | | |
| 295 | | Reporting | Fri 11/1/19 | Fri 11/1/19 | 1 day | Health Plan COO | |
| 296 | | Received Finalized Contract and Reporting Manual | Mon 8/19/19 | Fri 1/1/21 | 360 days | | |
| 297 | | Receive Contractual State Templates | Thu 8/20/20 | Thu 8/20/20 | 1 day | | |
| 298 | | Go Live Reports Completed | Thu 8/20/20 | Thu 8/20/20 | 1 day | | |

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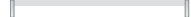











| ID | Section # (Contract - BAR) | Task Name | Start | Finish | Duration | Resource Names | 6 AM |
|-----|----------------------------|---|---------------------|---------------------|-----------------|---------------------------------|------|
| 299 | | Monthly Reports are Completed | Fri 1/1/21 | Fri 1/1/21 | 1 day | | |
| 300 | | Quarterly/Annual Reports are Completed | Wed 8/12/20 | Wed 8/12/20 | 1 day | | |
| 301 | | Database Reporting | Fri 12/11/20 | Fri 12/11/20 | 1 day | Health Plan COO | |
| 302 | | Claims History Data Loaded | Fri 12/11/20 | Fri 12/11/20 | 1 day | | |
| 303 | | Prior Auth Data Loaded | Fri 12/11/20 | Fri 12/11/20 | 1 day | | |
| 304 | | Vendor Data Loaded | Fri 12/11/20 | Fri 12/11/20 | 1 day | | |
| 305 | | Verification of Extracts | Fri 12/11/20 | Fri 12/11/20 | 1 day | | |
| 306 | 6.0 Subcontracts | Sub-Contracts | Wed 4/1/20 | Thu 12/31/20 | 197 days | Vendor Oversight Manager | |
| 307 | | Hire Staff | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 308 | | Training Staff | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 309 | | Collaboration & Monitoring | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 310 | | UnitedHealthGroup Affiliates | Wed 4/1/20 | Thu 12/31/20 | 197 days | Vendor Oversight Manager | |
| 311 | | Dental Benefit Providers, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 312 | | March Vision Care Group, Incorporated | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 313 | | OptumHealth Care Solutions, LLC | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 314 | | OptumInsight, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 315 | | OptumRx, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 316 | | TeamMD Holdings, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 317 | | United Behavioral Health operating under the brand name Optum Behavioral Health | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 318 | | United HealthCare Services, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 319 | | Non-affiliates | Wed 4/1/20 | Thu 12/31/20 | 197 days | Vendor Oversight Manager | |
| 320 | | Alorica, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |

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|---|--------------------|---|-----------------------|---|-----------------|---|
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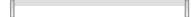




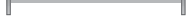






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|-----|-------------------------------|--|--------------------|--------------------|-----------------|------------------------------|------|
| 321 | | CareCore National, LLC d.b.a. eviCore healthcare | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 322 | | CirrusMD, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 323 | | DialAmerica, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 324 | | Healthify, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 325 | | Schoeneckers, Inc. d.b.a. BI Worldwide® | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 326 | | SilverLink Communications, LLC | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 327 | | Vivify Health, Inc. | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 328 | | Quality Committee Structure | Wed 4/1/20 | Mon 7/5/21 | 329 days | Quality Director | |
| 329 | | Identify provider and member participants | Wed 4/1/20 | Tue 8/4/20 | 90 days | | |
| 330 | | Scheduling | Fri 1/1/21 | Mon 7/5/21 | 132 days | | |
| 331 | | Standing Agenda | Thu 10/1/20 | Wed 12/16/20 | 55 days | | |
| 332 | | Regional interdisciplinary care team for complex care management risk level hired and trained | Wed 4/1/20 | Thu 12/31/20 | 197 days | | |
| 333 | | Level 1 & 2 enrollee service advocate staff for management of chronic condition and health promotion and readiness risk levels hired and trained | Tue 12/1/20 | Thu 12/31/20 | 23 days | | |
| 334 | | Workflows/P&Ps/SOPs complete | Fri 5/1/20 | Wed 12/30/20 | 174 days | | |
| 335 | | Evaluate membership to identify any additional priority conditions, risk factors, or SDOH needs | Tue 12/1/20 | Thu 12/31/20 | 23 days | | |
| 336 | | Ensure Individual Health Record readiness | Wed 7/1/20 | Fri 1/1/21 | 133 days | | |
| 337 | | Collaboration with WIC on effective referral process | Wed 7/1/20 | Fri 1/1/21 | 133 days | | |
| 338 | 42.11 Enrollee Service | Enrollee Eligibility & Enrollment | Tue 12/1/20 | Wed 6/16/21 | 142 days | Enrollee Services Lea | |
| 339 | | Ensure all necessary programming completed | Tue 12/1/20 | Thu 12/31/20 | 23 days | | |
| 340 | | Receive and Load 834 file | Tue 12/15/20 | Thu 12/31/20 | 13 days | | |
| 341 | | Check accuracy of load | Wed 12/16/20 | Thu 12/31/20 | 12 days | | |

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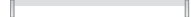











| ID | Section # (Contract - BAR) | Task Name | Start | Finish | Duration | Resource Names | 6 AM |
|-----|--|--|-------------------|---------------------|-----------------|------------------------|------|
| 342 | | Clean up any enrollees that fall out of automated process | Wed 12/16/20 | Wed 6/16/21 | 131 days | | |
| 343 | 42.16 Special Program | Special Program Requirements | Thu 4/2/20 | Fri 1/1/21 | 197 days | Health Plan CMO | |
| 344 | | EPSDT | Thu 4/2/20 | Fri 1/1/21 | 197 days | | |
| 345 | | Develop P&P to ensure appropriate delivery of, tracking of, education on EPSDT assessments and services | Thu 4/2/20 | Fri 1/1/21 | 197 days | | |
| 346 | | PDN case management staff hired and trained | Tue 12/1/20 | Thu 12/31/20 | 23 days | | |
| 347 | | Dental | Fri 5/1/20 | Fri 1/1/21 | 176 days | | |
| 348 | | Ensure processes are in place to provide preventive and primary care dental for oral health conditions as required in | Fri 5/1/20 | Wed 12/30/20 | 174 days | | |
| 349 | | Develop a plan for improving oral health in enrollees, with particular consideration of individuals with special health care needs | Fri 5/1/20 | Fri 1/1/21 | 176 days | | |
| 350 | | Maternity case management staff hired and trained | Tue 12/1/20 | Fri 1/1/21 | 24 days | | |
| 351 | | Provide educational materials regarding the availability of transportation services and refer enrollees for NEMT | Fri 10/2/20 | Fri 1/1/21 | 66 days | | |
| 352 | | Collaborate with Department of Public Health and school-based services on pediatric interface | Thu 4/2/20 | Fri 1/1/21 | 197 days | | |
| 353 | | Develop P&Ps for Lock-In program, submit to Department for app | Mon 8/3/20 | Mon 8/3/20 | 1 day | | |
| 354 | 42.20 Kentucky SKY Enrollees with Medically Complex Needs | Individuals with Special Health Care Needs | Mon 3/2/20 | Thu 12/31/20 | 219 days | Health Plan CMO | |
| 355 | | Coordinate assignment of Nurse Case Manager to provide nursing consultation services | Fri 5/1/20 | Thu 12/31/20 | 175 days | | |
| 356 | | Develop Process for convening and facilitate the initial IHP session to assess the ongoing needs of the Medically Complex | Wed 7/1/20 | Mon 11/30/20 | 109 days | | |

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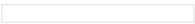

















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| 357 | | Develop process for out of state placements with continuity of care for enrollees | Wed 7/1/20 | Mon 11/30/20 | 109 days | | |
| 358 | | P&P complete for identification of ISHCN | Mon 3/2/20 | Wed 12/30/20 | 218 days | | |
| 359 | | Develop 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 | 42.18 Behavioral Health | Behavioral Health | Wed 1/1/20 | Wed 7/1/20 | 131 days | Health Plan CMO | |
| 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 | 14.0 Third Party Resources | Third Party Liability | Thu 10/1/20 | Thu 12/31/20 | 66 days | Health Plan COO | |
| 373 | | Review existing global SOPs and add Kentucky contract requirements | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 374 | | Create state-specific SOPs: | Thu 10/1/20 | Thu 12/31/20 | 66 days | Health Plan COO | |

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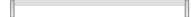











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| 375 | | Core processes (always needed): Provider Selection, Inpatient and Outpatient Authorization, Corrected/Duplicate Claim, Timely Filing, Coordination of Benefits and ASH. | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 376 | | State specific/contract specific processes: These include processes for the requirements that could not be configured. | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 377 | 15.0 Management Information System | Technology / IT / UAT | Fri 1/10/20 | Mon 5/3/21 | 342 days | MIS Lead | |
| 378 | | Program Initiation | Fri 1/10/20 | Thu 2/27/20 | 35 days | MIS Lead | |
| 379 | | RFP Response and Business Vision Document (Draft, Review, Approval) | Fri 1/10/20 | Thu 2/27/20 | 35 days | | |
| 380 | | Requirements and Solution Strategy | Fri 1/10/20 | Fri 9/18/20 | 181 days | MIS Lead | |
| 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 | | Program Increment (PI) Planning | Mon 3/23/20 | Fri 9/25/20 | 135 days | MIS Lead | |
| 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 | | Development | Mon 3/30/20 | Fri 12/18/20 | 190 days | MIS Lead | |
| 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 | | User Acceptance/End to End Testing | Fri 5/1/20 | Mon 11/30/20 | 152 days | MIS Lead | |

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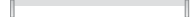











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|-----|----------------------------|--|--------------------|---------------------|-----------------|------------------------|------|
| 396 | | User Acceptance/End to End Testing | Fri 5/1/20 | Mon 11/30/20 | 152 days | | |
| 397 | | Deployments | Thu 7/23/20 | Sat 11/21/20 | 87 days | MIS Lead | |
| 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 | | Go-Live | Mon 6/1/20 | Mon 5/3/21 | 241 days | | |
| 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 | 16.0 Encounter | Benefits and Encounters | Fri 1/10/20 | Wed 12/30/20 | 254 days | Health Plan COO | |
| 414 | | Benefits | Fri 1/10/20 | Thu 11/12/20 | 220 days | Health Plan COO | |
| 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 | | Encounters | Wed 4/1/20 | Wed 12/30/20 | 196 days | Health Plan COO | |

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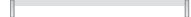











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| 420 | | Identify state specific encounter requirements outside of contract or companion guide | Wed 4/1/20 | Mon 6/1/20 | 44 days | | |
| 421 | | Obtain final state companion guides | Mon 6/1/20 | Mon 6/15/20 | 11 days | | |
| 422 | | Alignment with 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 | 17.1 Kentucky Health Information | Health Information Exchange, Health Benefit Exchange & Electronic Health Records | Fri 1/10/20 | Wed 12/2/20 | 234 days | MIS Lead | |
| 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 | 21. Monitoring & Oversight | Monitoring & Oversight | Fri 1/3/20 | Fri 1/3/20 | 1 day | Health Plan COO | |
| 434 | | Staffing & Onboarding | Fri 1/3/20 | Fri 1/3/20 | 1 day | Health Plan COO | |
| 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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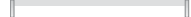











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| 436 | | Meet with DEO national leaders/support | within 21 days o | within 30 days o | | | |
| 437 | | Review DEO Tool Kit | within 30 days o | within 45 days o | | | |
| 438 | | Vendor Manager to update DEO Medicaid listing for KY | within 45 days 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 | 24.0 Enrollee Grievances & Appeals | Enrollee Grievances and Appeals | Fri 5/1/20 | Wed 12/16/20 | 164 days | Health Plan CMO | |
| 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 | 24.2 Enrollee Grievance & Appeal Policies and | Compliance | Fri 1/1/21 | Thu 6/17/21 | 120 days | Chief Compliance Officer | |
| 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 | 25.0 Marketing | Outreach, Communication/Marketing | Fri 5/1/20 | Thu 12/31/20 | 175 days | Marketing Lead | |
| 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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|---|--------------------|---|-----------------------|---|-----------------|---|
| Project: Project Plan Template Date: Fri 1/24/20 | Task |  | Inactive Task |  | Start-only |  |
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| | Milestone |  | Inactive Summary |  | Deadline |  |
| | Summary |  | Manual Task |  | Progress |  |
| | Project Summary |  | Duration-only |  | Manual Progress |  |
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|-----|---|--|-------------------|---------------------|------------------|-------------------------------|------|
| 458 | | Conduct general outreach communication: provider | Thu 10/1/20 | Thu 12/31/20 | 66 days | | |
| 459 | 27.7 Provider Credentialing & Re-Credentialing | Credentialing Readiness | Mon 6/1/20 | Wed 9/23/20 | 83 days | Provider Services Lead | |
| 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 | | Provider Grievances & Appeals | Mon 6/1/20 | Fri 8/31/29 | 2415 days | Network Lead | |
| 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 | 29.0 Provider Payment Provisions | Claims Payment | Tue 3/3/20 | Tue 12/22/20 | 211 days | Health Plan COO | |
| 468 | | Confirm SOP's are complete | Tue 3/3/20 | Thu 6/11/20 | 73 days | Health Plan COO | |
| 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 | 31.0 Pharmacy Benefi | Pharmacy | Wed 1/1/14 | Wed 12/31/14 | 261 days | Pharmacy Director | |
| 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 | 36. Program Integrity | Program Integrity | Wed 7/1/20 | Mon 11/30/20 | 109 days | Chief Compliance Of | |
| 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 | 40.0 MISCELLANEOUS | Miscellaneous | Mon 1/1/18 | Thu 12/31/20 | 784 days | Health Plan COO | |
| 498 | | Population Health Programs Implementation | Mon 1/1/18 | Wed 12/30/20 | 783 days | | |
| 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 | | Aging Out Services | Fri 5/1/20 | Thu 12/31/20 | 175 days | | |
| 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 | | Go Live | Mon 1/1/18 | Tue 6/30/20 | 652 days | IBA Lead | |
| 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 | | Post Implementation | Tue 12/1/20 | Tue 5/4/21 | 111 days | IBA Lead | |
| 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 | | Transition to Steady State | Mon 2/1/21 | Fri 2/5/21 | 5 days | IBA Lead | |

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