

Task Name	Health Status	% Complete	Start	Finish	Functional Leader
Turnover Project Plan (Sample)		0%			CEO
Project Operations					IBA Lead
Project Management					IBA Lead
Create Transition Management Agreement Project Plan					
Identify Key Staff Workgroup					
Business Associate Agreements					Compliance Officer
Enter into BAA for Data Exchange IT Security PHI					
Transition Meetings					IBA Lead
Required Attendance at Department meetings					
Transition Management					CEO
Provider Management					Provider Network Lead
Workgroup Management					
Claims Submissions					
Encounters Submissions					
Provider Contracting					
Provider Credentialing					
Sub Contract Oversight					
Provider Call Center					
Member Support Services					Enrollee Services Lead
Workgroup Management					
Member Call Center					
Pharmacy Services					
Prior Authorizations					
Maintain Effective Communications with Members					
Respond to Member Inquiries					
Provide New and/or Changed Marketing/Member Materials to Department					
Grievance & Appeals					
Resolve Grievances for Current and New MCO					
Review Appeals for Current and New MCO					
Member/Provider Communications					Enrollee Services and Provider Network Lead
Create Letters					
Website					
Training					
Training Materials					
Call Scripts					
Approval by Commonwealth prior to use					
Cultural Competency					
Department Approval					
Data / Information Technology					MIS Director
Data Storage					
Data Transfer as prescribed					
Ensure data sharing compatibility with Commonwealth and successor IT teams					
Data transferred in agreed upon format for all files shared between MCOs					
Reports					
IT Support					
Enrollment					
Claims					
Encounters					
System Configuration					
Financial Reporting and Reconciliation					CFO
Financial Reports					
Evaluations					
Closing of Reconciliations					
Managed Care Reporting					COO
Perform Contractually Required Reports					
Submit all Regular & Ad Hoc Reports					
Confirm Run-Out Report Period with the Department					
Care Coordination					CMO
Identify high risk members					
Complex case management and transition of care reporting					
Train receiving MCOs on clinical cases in collaboration with Department					
Identify members with Special Health Care Needs					
Provide Assessment History to new MCO					
Pull claim and authorization history					
Pharmacy claim and authorization history					

Task Name	Health Status	% Complete	Start	Finish	Functional Leader
Performance Measures / Quality					QI Lead
Run Out Reports					
Kentucky Health reports					
Financial reports					
Healthcare Effectiveness Data and Information Set (HEDIS)					
Consumer Assessment of Healthcare Providers and Systems (CAHPS) reports					
Network Adequacy					Provider Network Lead
Maintain Provider Network per Contract					
Maintain Subcontractor Agreements					
Provide Department Information for Provider Maintenance					
Provide Department with Information for subcontracts					
Confirm Frequencies and Formats with Department					
Communications					Marketing/Communications Lead
Develop FAQs & Talking Points					
Employment Practices					Human Capital/CEO
Identify a Recruitment Specialist with HR to ensure Continuity of Care					
Obtain commitment from key personnel to remain through turnover					
Real Estate shut down					