

Attachment I.D.1-1 Proposed Program Implementation Plan

Implementation Schedule Milestones Program	Start	Finish	Resource
Initiate Project	1/16/20	1/16/20	David Rosa
Create Communications Plan	2/1/20	2/1/20	David Rosa
Kickoff Call	2/7/20	2/7/20	David Rosa
Create Project Charter			
Document Project Objective, Goals, Covered Services, and Scope	2/7/20	2/27/20	David Rosa
Planning			
Define Major Milestones	12/1/19	2/7/20	David Rosa
Complete Full Schedule/Implementation Timeline	2/7/20	2/27/20	David Rosa
RFP Development & Contract Execution	Start	Finish	Resource
RFP Released	1/10/20	1/10/20	DMS
Submit all Inquiries to Kentucky Department of Medicaid Services (DMS)	1/17/20	1/17/20	Jeb Duke
Submit RFP Response	2/7/20	2/7/20	Jeb Duke
Notice of Intent to Award	TBD	TBD	DMS
Contract Signed	TBD	TBD	Jeb Duke
Implementation Meetings	Start	Finish	Resource
Participate in State Implementation Meetings	TBD	TBD	David Rosa
Participate in Credentialing Verification Organization (CVO) Implementation Meetings	TBD	TBD	David Rosa
Ongoing Internal Implementation Meetings	2/7/20	1/31/21	David Rosa
Human Resources	Start	Finish	Resource
Review Market Organization Chart for Gaps	1/10/20	2/7/20	Jeb Duke
Evaluate All Staffing Needs Per Changes in Enrollment Projections	4/30/20	5/31/20	Various Leads
Identify Staffing Strategy	5/15/20	6/1/20	Bob Meadows
Create Job Descriptions for Outstanding Personnel	6/1/20	6/14/20	Bob Meadows
Open Requisitions	6/14/20	7/1/20	Bob Meadows
Interview Process	7/1/20	8/1/20	Bob Meadows
Finalize Hiring	8/1/20	10/1/20	Bob Meadows
Onboarding	10/15/20	12/1/20	Bob Meadows
Information Technology (IT)	Start	Finish	Resource
20.09 IT Release			
Identify New Connectivity Needs with State and/or Subcontractors	1/10/20	4/30/20	Various Leads
Define Requirements	2/7/20	3/31/20	Various Leads
Kickoff IT Design	4/15/20	4/15/20	Tom Payne
Design Complete	4/15/20	5/30/20	Tom Payne
Build Complete	6/1/20	7/1/20	Tom Payne
System Integration Testing (SIT)	7/1/20	8/1/20	Tom Payne
User Acceptance Testing (UAT)	8/1/20	9/9/20	Tom Payne

PROD Turn Created & Approved	9/9/20	9/9/20	Tom Payne
CODE FREEZE*	9/10/20	9/10/20	Tom Payne
WEB: Servers Out of Prod Rings - Web Turn Start	9/10/20	9/13/20	Tom Payne
WEB: Signoff On First Server Complete	9/13/20	9/17/20	Tom Payne
Production Turn - Friday-Sun	9/17/20	9/19/20	Tom Payne
Post Production Validation	9/19/20	9/25/20	David Rosa
Covered Service Delivery	Start	Finish	Resource
Base Benefit Design	1/10/20	2/7/20	Emily Haydon
Draft base benefit grid	2/7/20	3/31/20	Emily Haydon
External base benefit grid review	4/1/20	4/15/20	Emily Haydon
Finalize base benefit grid	4/15/20	5/30/20	Emily Haydon
Expanded Benefit Design	4/15/20	5/30/20	Emily Haydon
External expanded benefit grid review	6/1/20	6/1/20	Emily Haydon
Finalize expanded benefit grid	6/1/20	7/1/20	Emily Haydon
Final Benefit Design	7/1/20	7/1/20	Emily Haydon
Provider Directory Updates	Start	Finish	Resource
Draft frontal	5/1/20	6/1/20	Cathi Lucas
File with DMS	8/1/20	8/31/20	Cathi Lucas
Final information passed for online build	9/1/20	9/30/20	Cathi Lucas
Account Services and Group Setup	Start	Finish	Resource
Group Infrastructure Setup			
Determine Changes to Group Setup	1/10/20	4/30/20	Allison Colvin
Finalize Group Set Up Changes, as needed	5/1/20	6/30/20	Allison Colvin
ID Card Generation	Start	Finish	Resource
Determine if New ID Card is Needed	1/10/20	4/30/20	Terrie Bragg
Mock up new ID card template	5/1/20	5/10/20	Terrie Bragg
Send to DMS for Approval	6/1/20	6/30/20	Terrie Bragg
Tie Group Numbers To ID Cards	6/15/20	6/30/20	Terrie Bragg
Setup ID Card Issue Schedule	7/1/20	7/31/20	Terrie Bragg
Mass Issue ID Cards Complete	11/5/20	11/5/20	Terrie Bragg
New Enrollee Welcome Kits	Start	Finish	Resource
Determine Changes to Welcome Kits	4/30/20	5/31/20	Karen Thompson
Update Materials	6/1/20	8/1/20	Karen Thompson
Send to DMS for Approval	8/1/20	8/1/20	Paige Greenwell
Enrollment	Start	Finish	Resource
Determine Enrollment Process Changes	1/10/20	4/30/20	Sarah Porter
Process Documentation Creation/Updates: Enrollment and Letters	4/30/20	6/30/20	Sarah Porter
Prepare Operational Readiness Presentation: Enrollment and Letters	7/1/20	8/1/20	Sarah Porter
Present and distribute Operational Readiness presentation	9/15/20	10/15/20	Sarah Porter
Enrollment Go Live			
Process 834s in Production	10/15/20	11/1/20	Sarah Porter

Mass Issue of Welcome Materials	11/1/20	11/5/20	Sarah Porter
Enrollee and Provider Calls	Start	Finish	Resource
Call Center KY Requirements			
Review Call Process to Determine Changes	1/10/20	4/30/20	Joe Piemonte/Jyl Applegate
Determine New Customer Relationship Management (CRM) System Detailed Requirements	2/7/20	3/1/20	Joe Piemonte/Jyl Applegate
Calls Interactive Voice Response(IVR) Routing/ Queues/Telecom Changes			
Determine and Update IVR Routing/Authentication Changes	3/1/20	3/31/20	Joe Piemonte/Jyl Applegate
Determine and update Skillsets for correct routing of calls	3/1/20	3/31/20	Joe Piemonte/Jyl Applegate
Determine and Update Softphone (system transfer) Impacts	3/1/20	3/31/20	Joe Piemonte/Jyl Applegate
Build and Test IVR Changes	4/1/20	6/30/20	Joe Piemonte/Jyl Applegate
Calls IVR Routing/Queues/Telecom Changes Complete	9/1/20	9/1/20	Joe Piemonte/Jyl Applegate
Calls - Enrollee/Provider KY Alerts			
Determine if New CRM Enrollee Alerts are needed	6/1/20	6/30/20	Joe Piemonte/Jyl Applegate
Submit Alert Form Online	7/1/20	7/1/20	Joe Piemonte/Jyl Applegate
Calls-Enrollee KY Alerts Complete	8/1/20	8/1/20	Joe Piemonte/Jyl Applegate
Calls Process/Policy Development-Mentor Updates			
Review New Core Contract for Impacts	1/10/20	4/30/20	Joe Piemonte/Jyl Applegate
Meet with Product team for Benefit Grid Review	6/1/20	6/15/20	Joe Piemonte/Jyl Applegate
Update Communications and Policy Documentation in Mentor Reference Guide	7/1/20	7/31/20	Joe Piemonte/Jyl Applegate
Calls Policies and Mentor Updates Complete	6/1/20	8/1/20	Joe Piemonte/Jyl Applegate
Calls Curriculum and Training			
Develop Education Curriculum Based on Changes	5/1/20	8/1/20	Joe Piemonte/Jyl Applegate
Determine training approach/logistics	7/15/20	7/20/20	Joe Piemonte/Jyl Applegate
Determine and reserve dates, times, and rooms for training	7/20/20	7/31/20	Joe Piemonte/Jyl Applegate
Calls Ops Training Complete	9/15/20	9/15/20	Joe Piemonte/Jyl Applegate

Calls Ops Ready for KY Go Live	10/1/20	10/1/20	Joe Piemonte/Jyl Applegate
Provider Processing Solutions	Start	Finish	Resource
Determine Changes to Credentialing Process	1/10/20	4/30/20	Cody Jordan
Determine Changes to Service Fund Configuration	1/10/20	4/30/20	Michelle Golden
Determine Changes to Fee Schedule	1/10/20	4/30/20	Mel Zehnder
Determine Changes to Availity (Provider Portal)	1/10/20	4/30/20	Cody Jordan
Determine Changes to Claims Cost Management	1/10/20	4/30/20	Pam Heraly
Claims Process	Start	Finish	Resource
Review Requirements for New Claims Processes	4/1/20	5/31/20	Lam Nguyen
Update Claims Rules for New Benefits	5/31/20	6/30/20	Lam Nguyen
Review Value Codes	6/1/20	6/30/20	Lam Nguyen
Update Claims Tables as Needed	7/1/20	9/1/20	Lam Nguyen
Test Claims Routing	8/1/20	9/10/20	Lam Nguyen
Post Production Validation for Claims Payment Updates	9/17/20	1/1/21	Lam Nguyen
Clinical Workstream	Start	Finish	Resource
Clinical Core team Weekly Meetings	1/16/20	2/1/21	Maria Ramirez
Identify Changes to High Level Clinical Process Flows	1/10/20	3/31/20	Maria Ramirez
Identify Changes to Clinical Enrollee Materials	3/1/20	4/1/20	Maria Ramirez
Determine any New Operational Reports Needed	4/1/20	5/15/20	Maria Ramirez
Submit all Assessments Changes	8/1/20	8/31/20	Maria Ramirez
Finalize Clinical Process Flows for Training	4/1/20	6/30/20	Maria Ramirez
Finalize all Clinical Policies and Procedures (P&P) Changes	5/1/20	8/1/20	Maria Ramirez
Care (CM), Disease (DM), and Utilization Management (UM)			
Finalize Health Risk Assessment Updates	5/15/20	5/15/20	Dr. Lisa Galloway/Kristan Mowder
Define CM/DM/UM Program Structure Changes	1/10/20	5/31/20	Dr. Lisa Galloway/Kristan Mowder/Kathy Kauffmann
Define CM/DM/UM Staffing and Org Chart Changes	1/10/20	5/31/20	Dr. Lisa Galloway/Kristan Mowder/Kathy Kauffmann
Manage Clinical Guidance eXchange/Queues- create new queues prior authorization (PA), UM, CM, if needed	1/10/20	4/20/20	Dr. Lisa Galloway/Kristan Mowder/Kathy Kauffmann
Manage Emergency Department (ED) notifications- Kentucky Health Information Exchange (KHIE), create task for CM for ED notification	1/10/20	6/30/20	Dr. Lisa Galloway/Kristan Mowder/Kathy Kauffmann
Develop New DM Programs	1/10/20	6/30/20	Kristan Mowder
Clinical Programs (Cancer, Transplant, NICU)			
Determine reporting constraints or needs	1/10/20	5/31/20	Kristan Mowder/Tricia Cloud
Determine if additional collaboration/communication needs are identified with the Quality, Shared Service, Market, and Compliance teams	1/10/20	5/31/20	Kristan Mowder/Tricia Cloud

Create Clinical Programs P&P and Submit for DMS Approval	5/1/20	8/1/20	Kristan Mowder/Tricia Cloud
Determine Continuity of Care (COC) Transition Changes	4/1/20	5/31/20	Kristan Mowder/Tricia Cloud
KY Medicaid Clinical Program Changes Training Complete	8/1/20	9/15/20	Kristan Mowder/Tricia Cloud
Quality Improvement	Start	Finish	Resource
Healthcare Effectiveness Data and Information Set (HEDIS) Data Flow			
Identify downstream HEDIS score impacts	3/1/20	3/15/20	Darin Conn
Identify Changes to Metrics Dashboard	3/15/20	4/15/20	Darin Conn
Provider Engagement			
Determine education and gap closure	1/10/20	5/1/20	Michelle Weikel
Determine/Understand network and market quality provider engagement	1/10/20	5/1/20	Michelle Weikel
Review efficacy of current provider program initiatives and incentives	1/10/20	5/1/20	Michelle Weikel
Clinical Quality			
Understand contract Quality Improvement Committee (QIC) Requirements Changes	1/10/20	4/30/20	Audra Summers
Identify Organizational Structure Changes	1/10/20	5/31/20	Kristan Mowder/Audra Summers/Dr. Lisa Galloway
Enrollee Engagement			
Develop New Humana Initiatives for KY Enrollees	1/10/20	7/1/20	Kisa Fenn/Samantha Harrison
Quality Improvement (QI) Program			
QI Program Description Changes	1/1/20	6/1/20	Darin Conn/Audra Summers
QI Program Evaluation Changes	1/1/20	6/1/20	Darin Conn/Audra Summers
QI Program Work Plan Changes	1/1/20	6/1/20	Darin Conn/Audra Summers
QI Program P&Ps Changes as Needed	6/1/20	8/1/20	Darin Conn/Audra Summers
Quality Improvement Committee (QIC)			
Identify QIC MD Chair	2/1/20	2/1/20	Audra Summers
QI Charter Changes	2/1/20	2/1/20	Audra Summers
Develop New Minute Template for Quarterly DMS Report Submission if Needed	2/1/20	2/1/20	Audra Summers
Identify New QIC Meeting Room/Time for Quarterly Meetings	3/1/20	3/1/20	Audra Summers
Quality Member Access Committee (Enrollees and Consumer Advocacy Groups)			
Secure/Identify Centers/locations for Meetings in 2021	9/1/20	9/1/20	Bryan Kennedy
Develop Minute Template for Quarterly DMS Report Submission	7/1/20	7/15/20	Bryan Kennedy

Develop New Enrollee Invitations	7/15/20	8/1/20	Bryan Kennedy
Ensure Enrollee Handbook includes Advisory Committee Changes if Needed	7/1/20	8/1/20	Bryan Kennedy
Quality of Care Reviews			
Update P&Ps	6/1/20	7/31/20	Audra Summers
HEDIS			
Abstraction/Research completed by Humana nurses	1/1/21	3/31/21	Darin Conn
HEDIS improvement initiatives	3/1/21	12/31/21	Darin Conn
Kentucky Integration Initiatives	Start	Finish	Resource
Workforce Development Program			
Define strategy	5/1/19	2/1/20	Jeb Duke
Secure community and organizational partnerships	6/1/19	4/1/20	Kisa Fenn
Define P&Ps	4/1/20	8/1/20	Kisa Fenn
Define processes	4/1/20	8/1/20	Kisa Fenn
Update Materials	7/1/20	9/1/20	Kisa Fenn
Train applicable associates	8/1/20	9/30/20	Kisa Fenn
Medical Respite Program			
Define strategy	5/1/19	2/1/20	Jeb Duke
Develop P&Ps	4/1/20	8/1/20	Kisa Fenn
Update Materials	7/1/20	9/1/20	Kisa Fenn
Train applicable associates	8/1/20	9/30/20	Kisa Fenn
Go365 – KY program			
Define strategy	5/1/19	12/15/19	Jeb Duke
Define program details	1/1/20	3/1/20	Kristena Hubbard
Gather requirements for system development	3/1/20	3/15/20	Kristena Hubbard
Develop P&Ps	4/1/20	8/1/20	Kristena Hubbard
Update Materials	7/1/20	9/1/20	Kristena Hubbard
Promote Technology to Production	9/17/20	9/19/20	Kristena Hubbard
Accreditation for Peer Support Specialists			
Define strategy	5/1/19	2/1/20	Jeb Duke
Outline program Covered Services and target population	2/1/20	3/31/20	Kisa Fenn
Develop P&Ps	4/1/20	8/1/20	Kisa Fenn
Update Materials	7/1/20	9/1/20	Kisa Fenn
Pharmacy	Start	Finish	Resource
Sub Area Impacts Assessments			
Web Impacts	3/1/20	5/31/20	Mark Malone/Joe Vennari
Clinical Formulary	3/1/20	5/31/20	Mark Malone/Joe Vennari
Trade Relations	3/1/20	5/31/20	Mark Malone/Joe Vennari
Patient Safety + Medication Therapy Management (MTM)	3/1/20	5/31/20	Mark Malone/Joe Vennari
Humana Clinical Pharmacy Review (HCPR) support	3/1/20	5/31/20	Mark Malone/Joe Vennari
Pharmacy Networks	3/1/20	5/31/20	Mark Malone/Joe Vennari

Health Care Services (HCS) Benefits	3/1/20	5/31/20	Mark Malone/Joe Vennari
HCS Eligibility	3/1/20	5/31/20	Mark Malone/Joe Vennari
Humana Pharmacy (Mail Order)	3/1/20	5/31/20	Mark Malone/Joe Vennari
IntelligentRx (IRX)	3/1/20	5/31/20	Mark Malone/Joe Vennari
Pharmacy Operations	3/1/20	5/31/20	Mark Malone/Joe Vennari

Network Build

Work with Benefits to Load New Networks for Pharmacy if Needed	1/10/20	5/1/20	Mark Malone/Joe Vennari
Network Adequacy Review	5/1/20	Ongoing	Mark Malone/Joe Vennari
Add Pharmacies / New Contracting	6/1/20	Ongoing	Mark Malone/Joe Vennari

KY Grid RFP

Gather all New Covered Services from RFP	4/1/20	4/30/20	Mark Malone/Joe Vennari
Create Rx Decision Grid for Medicaid - KY - RFP	4/30/20	6/30/20	Mark Malone/Joe Vennari
Review Meeting	6/30/20	7/2/20	Mark Malone/Joe Vennari
Benefit Build in Humana Systems	7/2/20	8/31/20	Mark Malone/Joe Vennari
Benefit Build in Adjudication System (PROD)	9/17/20	9/17/20	Mark Malone/Joe Vennari

Formulary Build If Needed

Core Formulary Build

Draft Formulary Changes (Strategy for State)	1/10/20	4/30/20	Mark Malone/Joe Vennari
Design Core Formulary	1/10/20	5/30/20	Mark Malone/Joe Vennari
Approval from DMS	TBD	TBD	Mark Malone/Joe Vennari
Create CDL (context drug lists)	7/20/20	8/31/20	Mark Malone/Joe Vennari
Ready to Test Core Formulary (milestone)	8/31/20	8/31/20	Mark Malone/Joe Vennari

Supplemental Covered Services (If Applicable, i.e., OTC)

Design Supplemental Formulary Covered Services (If Needed)	1/10/20	4/30/20	Mark Malone/Joe Vennari
Approval from State	TBD	TBD	Mark Malone/Joe Vennari
Create DST Supplemental List	7/20/20	8/31/20	Mark Malone/Joe Vennari
Load Supplemental List in Adjudication System	8/31/20	8/31/20	Mark Malone/Joe Vennari
Ready to Test Supplemental Benefits	8/31/20	8/31/20	Mark Malone/Joe Vennari

Preferred Drug List Build

Formulary Build Complete	9/17/20	9/19/20	Mark Malone/Joe Vennari
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Pharmacy P&P updates

	6/1/20	9/1/20	Mark Malone/Joe Vennari
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Pharmacy Encounters

	Start	Finish	Resource
Planning For Changes As Needed	5/1/20	5/31/20	Courtney Hood
Design and Development	7/1/20	8/1/20	Courtney Hood
Testing	8/1/20	9/10/20	Courtney Hood
UAT Signoff Completed (milestone)	9/10/20	9/10/20	Courtney Hood
Delivery	9/17/20	9/19/20	Courtney Hood

Grievance and Appeals (G&A)/ Critical Inquiry (CI)

	Start	Finish	Resource
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Training

CI Training

Core Training Plan Developed	7/1/20	7/15/20	Amy Rott
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Identify Training Resource	7/15/20	7/30/20	Amy Rott
Identify Training Needs (All Areas)	7/15/20	7/30/20	Amy Rott
Core CI Training	8/1/20	8/15/20	Amy Rott
KY Medicaid Specific Training	8/15/20	8/31/20	Amy Rott
Provider Complaints, Correspondence, and Inquiry			
Core Training Plan Developed	7/1/20	7/15/20	Andrea Blackmon/Amy Herison
Identify Training Resources	7/15/20	7/30/20	Andrea Blackmon/Amy Herison
Core Training	8/1/20	8/15/20	Andrea Blackmon/Amy Herison
G&A Training			
Training Plan Developed	7/1/20	7/15/20	Amanda Chase
Identify Training Resource	7/15/20	7/30/20	Amanda Chase
Identify Training Needs (All Areas)	7/15/20	7/30/20	Amanda Chase
Core G&A Training	8/1/20	8/15/20	Amanda Chase
KY Medicaid Specific Training	8/15/20	8/31/20	Amanda Chase
Encounters (Non-Rx)	Start	Finish	Resource
Gather New Reporting Requirements	4/1/20	5/29/20	Schaka Davis
Obtain DMS's Duplicate Logic Changes	TBD	TBD	Schaka Davis
Develop New Reporting	6/1/20	7/31/20	Schaka Davis
Test Changes with DMS	7/31/20	8/30/20	Schaka Davis
Connectivity Approval	8/30/20	8/30/20	Schaka Davis
Online Presence - Digital Core Solutions	Start	Finish	Resource
Enrollee-Portal Release Updates			
Front-end/IT Design & Development, as needed	6/1/20	7/15/20	Mike Van Arsdale
SIT	7/15/20	8/15/20	Mike Van Arsdale
UAT	8/15/20	9/10/20	Mike Van Arsdale
Implementation/Prod Turn	9/17/20	9/19/20	Mike Van Arsdale
Provider Unsecured-Portal Release Updates			
Front-end/IT Design & Development, as needed	6/1/20	7/15/20	Mike Hazelwood
SIT	7/15/20	8/15/20	Mike Hazelwood
UAT	8/15/20	9/10/20	Mike Hazelwood
Implementation/Prod Turn	9/17/20	9/19/20	Mike Hazelwood
Marketing	Start	Finish	Resource
Develop New Marketing Strategy and Plan			
Statewide Marketing Plan	TBD	TBD	Karen Thompson/Brian Kennedy
Determine Open Enrollment Opportunity	5/1/20	5/30/20	Jeb Duke
Compliance, Legal, & Privacy	Start	Finish	Resource
Regulatory Impacts Identified	1/10/20	4/30/20	Kimberly Myers
Privacy Impacts Identified	1/10/20	4/30/20	David Rosa
Corporate Policies & Standards Impacts Identified	1/10/20	4/30/20	David Rosa

Delegation Compliance Impacts Identified	1/10/20	4/30/20	Michelle Phillips
Vendor Delegation - UM	1/10/20	4/30/20	Michelle Phillips
Vendor Delegation - Claims	1/10/20	4/30/20	Michelle Phillips
Vendor Delegation - Credentialing	1/10/20	4/30/20	Michelle Phillips
CMS/Contract Management Unit (CMU) Impacts Identified	1/10/20	4/30/20	Jess Sorrels
Legal Impacts Identified	1/10/20	4/30/20	David Rosa
Product Compliance Impacts Identified	1/10/20	4/30/20	Julie Stigers
Risk Management Impacts Identified	1/10/20	4/30/20	Marcy Joyce
Fraud, Waste, & Abuse (FWA) Impacts Identified	1/10/20	4/30/20	David Popik
Procurement Impacts Identified	1/10/20	4/30/20	Wes Whitmire
Enterprise Print Management	Start	Finish	Resource
Finalize strategy for Content of the New Welcome Kit	5/1/20	5/15/20	Tracy Thornton
Print vendor creates proofs for Humana to review	8/1/20	8/15/20	Tracy Thornton
Documents move into print production	8/15/20	8/15/20	Tracy Thornton
User Acceptance Testing (UAT) with test EMME file	8/15/20	8/20/20	Tracy Thornton
Initial Mailing of Welcome kits	11/1/20	11/5/20	Tracy Thornton
KY welcome kits arrive to Enrollee homes	11/5/20	11/15/20	Tracy Thornton
Workplace Solutions	Start	Finish	Resource
Define Additional Workplace Site Needs	5/1/20	5/31/20	Brian Omara
Select Additional Work Space, as Needed	6/1/20	6/15/20	Brian Omara
Build Additional Office Space and Infrastructure, as Needed	7/1/20	9/15/20	Brian Omara
Perform Site Walkthroughs	9/15/20	9/15/20	Brian Omara
Finalize All Additional Workspace	10/1/20	10/1/20	Brian Omara
Reporting	Start	Finish	Resource
Determine if there is a new process for transmission of files to state/Humana	5/1/20	5/31/20	Aaron Welenken/Barbara Pudlo
Set up new connectivity	5/15/20	6/15/20	Aaron Welenken/Barbara Pudlo
Test connectivity	6/15/20	7/1/20	Aaron Welenken/Barbara Pudlo
State Connectivity Changes Complete	7/1/20	8/1/20	Aaron Welenken/Barbara Pudlo
Define Internal Compliance Reporting Changes	2/15/20	4/15/20	Aaron Welenken/Barbara Pudlo
Finalize Internal Compliance Reporting Changes	4/15/20	8/15/20	Aaron Welenken/Barbara Pudlo
Define State Reporting Changes			
Review Appendix D	1/10/20	3/1/20	Aaron Welenken/Barbara Pudlo
Determine New Data Elements	3/1/20	4/1/20	Aaron Welenken/Barbara Pudlo
Finalize State Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo

Define Quality Withhold Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Finalize Quality Withhold Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Define Clinical Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Finalize Clinical Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Define Financial Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Finalize Financial Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Define Market Operational Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Finalize Market Operational Reporting Changes	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Medicaid Dashboard Changes Finalized As Needed	4/1/20	7/31/20	Aaron Welenken/Barbara Pudlo
Product Compliance - Enrollee Handbook	Start	Finish	Resource
Draft New Handbook	5/1/20	5/15/20	Cassidy Newland
Round 1 Draft and Reviews (Corporate)	5/15/20	5/30/20	Cassidy Newland
Final Draft	6/1/20	6/1/20	Cassidy Newland
Reviewed and Finalized	6/1/20	6/15/20	Cassidy Newland
Final Draft	7/15/20	7/15/20	Cassidy Newland
Provider Manual	Start	Finish	Resource
Break out New Content Buckets	3/1/20	3/15/20	Beverly Steen
Identify Content Owners	3/15/20	3/18/20	Beverly Steen
Develop New Content	3/20/20	4/20/20	Beverly Steen
Draft Provider Manual	5/1/20	6/1/20	Beverly Steen
Corporate Review Process	6/1/20	6/15/20	Beverly Steen
DMS Review Process	6/15/20	7/15/20	Beverly Steen
Post to Portal	10/1/20	10/1/20	Beverly Steen
Network Adequacy and Build	Start	Finish	Resource
Adequacy assessment calibration for 1/1/2021	1/1/20	2/1/20	Leah Brucchieri
Ongoing network adequacy review	Ongoing	Ongoing	Leah Brucchieri
Contract with additional providers, as necessary	Ongoing	Ongoing	Charles Beckman
Complete credentialing process	Ongoing	Ongoing	Ange Tomlinson
Load new contracts into Humana (HUM) systems	Ongoing	Ongoing	Stephanie Logsdon
Provider Education and Training	Start	Finish	Resource
Identify All Training Needs	4/1/20	4/15/20	Beverly Steen
Finalize Training Strategy	4/15/20	5/1/20	Beverly Steen
Develop Education Curriculum Based on Changes	5/1/20	7/1/20	Beverly Steen
Extensive Training for Provider Relations Associates	7/1/20	9/1/20	Beverly Steen
Finalize Training Materials for Providers and Submit to DMS	7/1/20	8/1/20	Beverly Steen

Provider Engagement and Training	9/1/20	12/1/20	Michelle Weikel
Conduct Business Readiness Validation (BRV)	Start	Finish	Resource
Create BRV Schedule and Plan	6/1/20	6/15/20	Al Wilkinson
Assign Owners to Each Item	6/15/20	6/25/20	Al Wilkinson
Conduct Validations	7/15/20	8/10/20	Various Leads
Review Feedback	8/10/20	8/15/20	David Rosa
Assign Owners to Outstanding Issues	8/15/20	8/20/20	Al Wilkinson
Re-Validation, as Applicable	8/20/20	9/5/20	Al Wilkinson
Participate in State Readiness Review	Start	Finish	Resource
Receive State Readiness Schedule From DMS	TBD	TBD	Jeb Duke
Assign Owners to Each Item on Readiness Schedule	TBD	TBD	Jess Sorrels
Desktop Readiness Review	9/15/20	10/15/20	Jess Sorrels
On-Site Readiness Review	9/15/20	10/15/20	Jess Sorrels
Obtain Readiness Review Feedback	TBD	TBD	Jess Sorrels
Determine Next Steps and Action Items	TBD	TBD	David Rosa
Plan Deployment	Start	Finish	Resource
Develop Transition Plan			
Set Up Command Center	12/1/20	2/25/21	Mark Stover
Warranty			
Monitor Operational Readiness and Execution	10/1/20	Ongoing	Tom Payne
GO-LIVE	1/1/21	1/1/21	
Monitor and Control	Start	Finish	Resource
Track Progress Against Schedule	3/1/20	1/31/21	David Rosa
Facilitate Post Go-Live Meetings	1/1/21	3/31/21	David Rosa
Attend On-Going State Operational Meetings	1/1/21	Ongoing	Various Leads
Attend On-Going Technical Advisory Committee (TAC) and Medicaid Advisory Committee (MAC) Meetings	1/1/21	Ongoing	Various Leads
Facilitate Project Management Meetings	2/7/20	2/25/21	David Rosa
Monitor Risks, Assumptions, Issues and Dependencies (RAID) Log	2/7/20	3/31/21	David Rosa
Generate Post Go-Live Status Updates to DMS	1/1/21	TBD	David Rosa
Participate in Post-Implementation Steering Committee Meetings	1/1/21	2/25/21	David Rosa
Establish Local Operating Committee	2/15/20	Ongoing	Jeb Duke
Ongoing Operations and Governance Meetings for Oversight	1/1/21	Ongoing	Jeb Duke
Close-Out	Start	Finish	Resource
Complete Project Activities	1/1/21	3/31/21	David Rosa
Conduct Lessons Learned	4/15/21	4/15/21	David Rosa