# Passport Health Plan Kentucky SKY Implementation Roadmap & Key Milestones

**FEB 2020**

## Initiation

### CLAIMS
- Medical Claims Processing **COMPLETE**
  - Finalize Net New Claims Requirements
  - Claims Solution Design Complete

### CUSTOMER SERVICE
- Provider & Member Portals **COMPLETE**
  - Call Centers **COMPLETE**
  - Finalize Net New Call Center Requirements

### ENROLLMENT & FINANCE
- Member Enrollment **COMPLETE**
  - Operational Finance **COMPLETE**
  - Finalize Net New Finance Requirements

### CLINICAL
- Existing Clinical Programs **COMPLETE**
  - Finalize Net New Clinical Program Design & Requirements

### RASQ
- Risk Adjustment **COMPLETE**
  - Quality Improvement Programs **COMPLETE**
  - Finalize Net New Quality Requirements & Design

### REPORTING & ANALYTICS
- Compliance and Management Reporting **COMPLETE**
  - Finalize Net New Reporting Requirements

### DATA INTEGRATION
- Historical Data **COMPLETE**
  - Finalize Net New Data Integration Requirements

### PLATFORM
- Management Information System: **COMPLETE**
  - Finalize Net New Platform Requirements

### OPERATIONAL & MARKET READINESS
- Market Operations Stand-Up **COMPLETE**
  - Finalize Net New Operations Requirements

## Requirements

### Execution (Design, Build & Configuration)

- **March 2020**
  - Finalize Net New Requirements
  - Claims Solution Design Complete

- **April 2020**
  - Finalize Net New Call Center Requirements

- **May 2020**
  - Finalize Net New Finance Requirements

- **June 2020**
  - Finalize Net New Clinical Program Design & Requirements

- **July 2020**
  - Finalize Net New Quality Requirements & Design

- **August 2020**
  - Finalize Net New Reporting Requirements

- **September 2020**
  - Historical Data Integration Complete

- **October 2020**
  - Management Information System Complete

## Testing & DMS Readiness

### Claims, Benefits & Encounters Testing Complete
- Finalize Net New Claims Requirements
- Provider & Member Portals Complete
- Call Centers Complete
- Provider Network Adequacy Review
- Compliance Engagement Begins

### Reporting Enhancement Build Complete
- New Reporting Specifications Complete
- Reporting Enhancement Complete
- External Tests With Vendor(s) Complete

### Operational Finance Complete
- Build & Test Complete
- New BH Providers

### Existing Clinical Programs Complete
- Solution Design Complete
- New BH Providers

### Compliance and Management Reporting Complete
- Build & Test Complete
- Mock Readiness Review Complete

### Data Integration Complete
- Build & Test Complete
- Solution Design Complete

### Platform Complete
- Build & Test Complete
- Platform Solution Design Complete

### Operations Readiness Audit Complete
- Provider Relations Training Complete
- Staff Training Complete

## Warranty/Transition to Operations (90 Days)

- Go-Live 1/1/2021
- Training & Operational Readiness Complete
- Initial Reporting Testing Complete
- Production Validation Of Reports
- Vendor(s) Approval / Sign-Off
- Model Office / UAT Complete

- Warranty/Transition to Operations (90 Days)
- New Membership Load & Validation Complete
- New Clinical Program Testing Complete
- Provider Network Adequacy Review
- Compliance Engagement Begins
- Complete Provider Network Expansion
- Build New P&Ps & Update Existing P&Ps Complete
- Communication / Change Management Plan Complete
- Readiness Audit Complete