

ID	Task Name	Resources Engaged	Duration	PRE									
					Q-1	Q1	Q2	Q3	Q4	Q5	Q6	Q7	
1	<b>Turnover Plan Template</b>		<b>361 days'</b>										
2	<b>Considerations</b>												
3	Start date TBD based on announcement of Decommission												
4	Durations adjusted if schedule compressed												
5	Update based on current contractual requirements												
6	Update based on current active systems												
7	Update based on current Model of Care												
8	<b>3 - 6 Months Ahead of Turnover</b>		<b>3 mons</b>										
9	<b>Member Care</b>	<b>Health Plan Leadership,Healthcare Services</b>	<b>3 mons</b>										
10	Develop Continuity of Care plans												
11	Develop Care Manager scripts of transition												
12	<b>Member Administration</b>	<b>Enrollment Accounting,Health Plan Leadership,Information Technology</b>	<b>3 mons</b>										
13	Resolve open enrollment accounting issues												
14	Model Disenrollment process (capacity, reporting, reconciliation)												
15	Determine cutoff for new enrollment												
16	Develop member data update model												
17	<b>Provider</b>	<b>Health Plan Leadership,Provider Administration</b>	<b>3 mons</b>										
18	Develop and administer provider communication												
19	Determine Provider contract disposition (sell off)												
20	<b>Regulatory</b>	<b>Govt Contracts,State Agency</b>	<b>3 mons</b>										
21	Research and publish guidance for contractual and regulatory processes and advice												
22	<b>Systems and Data</b>	<b>Govt Contracts,Health Plan Leadership,Information Technology</b>	<b>3 mons</b>										
23	Establish data and capacity impacts												
24	Determine decommission model												
25	Determine State data transfer requirements												

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26	Determine infrastructure decommission (if necessary)											
27	<b>Human Resources</b>	<b>Health Plan Leadership,Human Resources</b>	<b>3 mons</b>			☐						
28	Develop staffing model											
29	Develop retention plan											
30	Develop Staff Support and Transition Model											
31	Advise staff											
32	<b>Call Center</b>	<b>Contact Center</b>	<b>3 mons</b>			☐						
33	Develop updated call scripts											
34	Develop ramp down and coverage model											
35	<b>External Communications</b>	<b>Marketing,Govt Contracts,State Agency</b>	<b>3 mons</b>			☐						
36	Develop web site messaging											
37	Adjust media campaigns if necessary											
38	Secure approval with State Agency (if required)											
39	<b>Other Contracts</b>	<b>Health Plan Leadership,Facilities</b>	<b>3 mons</b>			☐						
40	Develop business partner (subcontractors, business partners, etc.) transition plan											
41	Advise and execute plan											
42	Determine if facility decommission plan is needed											
43	<b>Contingency Planning</b>	<b>Health Plan Leadership</b>	<b>3 mons</b>			☐						
44	Develop staff coverage options if Attrition is high											
45	Develop Extended Claims runout plan (post-site decommission)											
46	<b>Turnover Management</b>	<b>Program Management</b>	<b>3 mons</b>			☐						
47	Assign Turnover Leadership											
48	Develop Turnover plan											
49	Provision staff											
50	Provision budget											

ID	Task Name	Resources Engaged	Duration	PRE	Q1	Q2	Q3	Q4	Q5	Q6	Q7
51	Establish Communication model (internal, external, staff, business partner, state, etc)										
52	<b>0 - 3 Months Ahead of Turnover</b>		<b>3 mons</b>	<b>8</b>							
53	<b>Member Care</b>	<b>Govt Contracts,Health Plan Leadership,Healthcare Services,Information Technology,State Agency</b>	<b>3 mons</b>								
54	Determine member continuity of care plan										
55	Determine SPECIAL CASE member continuity of care plan (In-Patient, Complex Case, High Risk, etc.)										
56	Evaluate Utilization Management strategies										
57	Evaluate Prior Authorization strategies										
58	Update all Care Plans										
59	<b>Member Administration</b>	<b>Enrollment Accounting,Health Plan Leadership</b>	<b>3 mons</b>								
60	Send Comfort Letters										
61	Process Disenrollment transactions										
62	Bring Appeals and Grievance files current										
63	<b>Provider</b>	<b>Provider Administration</b>	<b>3 mons</b>								
64	Bring Appeals and Grievance files current										
65	Advise providers of Timely Filing rules										
66	Advise providers of runout process										
67	<b>External Communications</b>	<b>Marketing</b>	<b>3 mons</b>								
68	Activate Communication Plan										
69	Update Web Sites										
70	<b>Systems and Data</b>	<b>Information Technology</b>	<b>3 mons</b>								
71	Coordinate Pharmacy history transfer										
72	Coordinate with EDI for Date of Service rule enforcement										
73	<b>Turnover Management</b>	<b>Program Management</b>	<b>3 mons</b>								
74	Track, manage, report on progress (PM activities)										
75	<b>Turnover (Day 0)</b>		<b>1 day</b>	<b>52</b>							

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76	<b>Member Administration</b>	<b>Enrollment Accounting,Information Technology</b>	<b>1 day</b>										
77	Reconcile Disenrollment transactions												
78	Deactivate Member Portal												
79	<b>Contact Center</b>	<b>Contact Center</b>	<b>1 day</b>										
80	Activate revised scripting												
81	<b>External Communications</b>	<b>Marketing</b>	<b>1 day</b>										
82	Activate revised Web Site												
83	<b>0 - 3 Months Post Turnover</b>		<b>3 mons</b>	<b>75</b>									
84	<b>Member Administration</b>	<b>Health Plan Leadership</b>	<b>3 mons</b>										
85	Resolve open Appeals and Grievances												
86	<b>Member Care</b>	<b>Health Plan Leadership,Healthcare Services,Information Technology</b>	<b>3 mons</b>										
87	Ensure continuity of care and convert SPECIAL CASE members												
88	Transition Care Plans to new MCO												
89	<b>Contact Center</b>	<b>Contact Center</b>	<b>3 mons</b>										
90	Support member and provider contact centers												
91	<b>Regulatory</b>	<b>Compliance ,Govt Contracts,Reporting,State Agency</b>	<b>3 mons</b>										
92	Align Compliance Reporting if needed												
93	Support Reporting ramp down												
94	<b>External Communications</b>	<b>Marketing</b>	<b>3 mons</b>										
95	De-activate Member Portal												
96	<b>Turnover Management</b>	<b>Program Management</b>	<b>3 mons</b>										
97	Track, manage, report on progress (PM activities)												
98	<b>Beyond 3 months Post Turnover</b>	<b>Health Plan Leadership</b>	<b>12 mons</b>	<b>83</b>									
99	Ramp down member Contact Center												

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100	Support Provider Contact Center											
101	Support Provider Portal											
102	Support Claims Runout (up to 2 year support)											
103	Address staff ramp down											
104	Decommission office (if necessary)											
105	Activate alternative coverage plans if needed											

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