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Attachment 2 – Required Work Products

Enrollment Broker Implementation Phase			
Work Product #	Work Product	RFP Reference	Due Date
1	Integrated work plan that addresses all project phases	Section IV.E – Transition and Implementation	15 calendar days after contract award
2	Comprehensive test plan to identify, quantify, resolve, and retest defects	Section IV.E.3.e – QA and Monitoring	30 calendar days after contract award
3	Change management plan that documents the EB’s methodology, approach, and process for change management	Section IV.E.4.c – Change Management	30 calendar days after contract award
4	Human resources and staffing plan that addresses EB staffing for the transition/implementation and operational phases of the contract	Section IV.G.2.c – Staff Positions	30 calendar days after contract award
5	Final privacy and security management plan that includes how the EB will establish and maintain security and protect against unauthorized access	Section IV.K.7 – Information Security and Access Management	30 calendar days after contract award
6	Final disaster recovery plan and business continuity plan	Section IV.K – Systems and Technical Requirements	30 calendar days after contract award
7	Website materials about Heritage Health, the EB, and the MCOs	Section IV.C.3.c – Member Website	60 calendar days after contract award
8	Member mailings and other materials (print and multi-media)	Section IV.C.3.d– Written Materials	60 calendar days after contract award
9	Provider directory template	Section IV.C.3.e – Provider Directory for Members	60 calendar days after contract award
10	Choice counseling materials	Section IV.C.3.f – Choice	60 calendar days after contract award

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		Counseling Materials	
11	Member education plan that addresses member outreach, methods of communication, and ongoing member education. It must address the State's diversity, interpreter services, alternate communication mechanisms, and provide a list of subcontractors involved in member education	Section IV.C.5 – Member Education	60 calendar days after contract award
12	Policies and procedures related to call center staffing, staff training, hours of operations, access and response standards, choice counseling, member enrollment, monitoring of calls, and compliance with all RFP requirements; confidentiality of member information; staffing, including position descriptions; grievances; program integrity; and manual and automated information systems processes	Section IV.C.4 – Call Center Requirements; Section IV.D.11 – Confidentiality; Section IV.G.5 – Written Policies, Procedures, and Position Descriptions; Section IV. I.1 – General Requirements; Section IV. J. – Program Integrity; and Section IV.K.6 – System Documentation	60 calendar days after contract award
13	Initial data load specifications and mappings for all data sets	Section IV.E.5 – Data Conversion and Data Load	60 calendar days after contract award
14	Final internal quality assurance (QA) plan for monitoring and improving the enrollment process and the services provided to members and the MCOs	Section IV.E.3 – QA and Monitoring; Section IV.H – QA and Performance Measures	30 calendar days prior to operations start date
15	System documentation	Section IV.K.6 – System Documentation	30 calendar days prior to operations start date
16	Description of configuration management process	Section IV.K.9 – Configuration Management	30 calendar days prior to operations start date
17	Weekly status report that discusses the	Section IV.E.1 – Project Work	Close of business (COB) on Monday of

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	schedule's status, project activities and accomplishments, risk and issues, resource needs, and stakeholder engagement	Plan and Implementation Status Reports	each week through transition/ implementation phase
18	Monthly status report that discusses the project's status, milestones, risks and issues, and external communication activities	Section IV.E.1 – Project Work Plan and Implementation Status Reports	COB on 10 <sup>th</sup> calendar day of month following reporting month through transition/ implementation phase
19	Post-implementation report that describes hardware, network, software, and operational issues and their resolution	Section IV.E.8 – Implementation	45 calendar days following the initial enrollment launch
20	Policies and procedures not specified previously	Section IV.M – Contract Monitoring	60 calendar days prior to implementation
<b>NTRAC Portal Integration Phase</b>			
<b>Work Product #</b>	<b>Work Product</b>	<b>RFP Reference</b>	<b>Due Date</b>
21	Work plan that addresses NTRAC portal integration process	Section IV.E – Transition and Implementation	Prior to work beginning
22	Comprehensive test plan to identify, quantify, resolve, and retest defects	Section IV.E.3.e – QA and Monitoring	Per approved work plan
23	Change management plan that documents the EB's methodology, approach, and process for change management during the NTRAC portal integration phase	Section IV.E.4.c – Change Management	Per approved work plan
24	Human resources and staffing plan that addresses EB staffing for the NTRAC portal integration phase of the contract	Section IV.G.2.c – Staff Positions	Per approved work plan

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25	Systems documentation	Section IV.K.6 – System Documentation	Per approved work plan
26	Data load specifications and mappings for all data sets	Section IV.E.5 – Data Conversion and Data Load	Per approved work plan
27	Description of configuration management process	Section IV.K.9 – Configuration Management	Per approved work plan
28	Post-implementation report that describes hardware, network, software, and operational issues and their resolution	Section IV.E.8 – Implementation	Per approved work plan
29	Weekly status report that discusses the schedule’s status, project activities and accomplishments, risk and issues, resource needs, and stakeholder engagement	Section IV.E.1 – Project Work Plan and Implementation Status Reports	Close of business (COB) on Monday of each week through transition/ implementation phase
30	Monthly status report that discusses the project’s status, milestones, risks and issues, and external communication activities	Section IV.E.1 – Project Work Plan and Implementation Status Reports	COB on 10 <sup>th</sup> calendar day of month following reporting month through transition/ implementation phase
<b>Capitation Processing Implementation Phase</b>			
<b>Work Product #</b>	<b>Work Product</b>	<b>RFP Reference</b>	<b>Due Date</b>
31	Work plan that addresses capitation processing implementation process	Section IV.E – Transition and Implementation	Prior to work beginning
32	Comprehensive systems test plan to identify, quantify, resolve, and retest defects	Section IV.E.3.e – QA and Monitoring	Per approved work plan
33	Change management plan that documents the EB’s methodology,	Section IV.E.4.c – Change Management	Per approved work plan

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	approach, and process for change management during the capitation processing implementation phase		
34	Human resources and staffing plan that addresses EB staffing for the capitation processing implementation phase of the contract	Section IV.G.2.c – Staff Positions	Per approved work plan
35	Systems documentation	Section IV.K.6 – System Documentation	Per approved work plan
36	Data load specifications and mappings for all data sets	Section IV.E.5 – Data Conversion and Data Load	Per approved work plan
37	Description of configuration management process	Section IV.K.9 – Configuration Management	Per approved work plan
38	Post-implementation report that describes hardware, network, software, and operational issues and their resolution	Section IV.E.8 – Implementation	Per approved work plan
39	Weekly status report that discusses the schedule’s status, project activities and accomplishments, risk and issues, resource needs, and stakeholder engagement	Section IV.E.1 – Project Work Plan and Implementation Status Reports	Close of business (COB) on Monday of each week through transition/ implementation phase
40	Monthly status report that discusses the project’s status, milestones, risks and issues, and external communication activities	Section IV.E.1 – Project Work Plan and Implementation Status Reports	COB on 10 <sup>th</sup> calendar day of month following reporting month through transition/ implementation phase
<b>Initial Enrollment Period</b>			
<b>Work Product #</b>	<b>Work Product</b>	<b>RFP Reference</b>	<b>Due Date</b>

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41	Weekly status report that discusses the outreach activities and accomplishments, implementation issues and resolutions, stakeholder engagement, call center statistics, and self-selection numbers	Section IV.C.2.a – Initial Enrollment Period	COB on Monday of each week through initial enrollment phase
42	Monthly status report that discusses the outreach activities and accomplishments, implementation issues and resolutions, and stakeholder engagement, call center statistics, and self-selection numbers	Section IV.C.2.a – Initial Enrollment Period	COB on 10 <sup>th</sup> calendar day of month following reporting month through initial enrollment phase
43	Measure and report on performance measures	Section IV.H.2 –Performance Measures	COB on 10 <sup>th</sup> calendar day of month following reporting month
44	EB grievances received, actions taken, and follow-up completed	Section IV.I.1 – General Requirements	COB on 10 <sup>th</sup> calendar day of month following reporting month
45	Initial enrollment reporting dashboard that includes call center, mailing, choice counseling, and outreach statistics; web portal response times, and other measures identified by MLTC	Section IV.L.7 – Reporting Dashboard	COB on 10 <sup>th</sup> calendar day of month following reporting month through January 2017
<b>Operations</b>			
<b>Work Product #</b>	<b>Work Product</b>	<b>RFP Reference</b>	<b>Due Date</b>
46	Weekly status report that discusses the outreach activities and accomplishments, implementation issues and resolutions, stakeholder engagement, call center statistics, and self-selection numbers	Section IV.C.2.a – Initial Enrollment Period	COB on Monday of each week
47	Monthly status report that discusses the outreach activities and accomplishments, implementation issues and resolutions,	Section IV.C.2.a – Initial Enrollment Period	COB on 10 <sup>th</sup> calendar day of month following reporting month

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	and stakeholder engagement, call center statistics, and self-selection numbers		
48	Measure and report on performance measures	Section IV.H.2 –Performance Measures	COB on 10 <sup>th</sup> calendar day of month following reporting month
49	EB grievances received, actions taken, and follow-up completed	Section IV.I.1 – General Requirements	COB on 10 <sup>th</sup> calendar day of month following reporting month
50	Operational reporting dashboard that includes statistics related to member enrollment by MCO and PACE provider, assignment type, disenrollment numbers and reasons, call center numbers and reasons, performance measures, mailings, choice counseling and outreach, web portal response time, grievances, and other measures identified by MLTC	Section IV.L.7 – Reporting Dashboard	COB on 10 <sup>th</sup> calendar day of month following reporting month
51	Systems refresh plan	Section IV.K.14– Systems Refresh Plan	January 31 of each contract year, starting in 2017
52	Copy of EB’s audit report	Section IV. D.9.b – Audit Business Transactions	June 1 of each contract year, starting in 2018
53	Copy of engagement letter with CPA that will conduct annual audit	Section IV. D.9.b – Audit Business Transactions	December 1 of each contract year