

125920 O3
Nebraska Medicaid Enrollment Broker
Attachment 4 – Deliverables, for Due Dates

Enrollment Broker Implementation Phase			
Work Product #	Work Product	RFP Reference	Due Date
1	Integrated work plan that addresses all project phases	Section V.M.1.a. – Transition and Implementation	30 calendar days after contract award
2	Comprehensive test plan to identify, quantify, resolve, and retest defects	Section V.M.3.e – Quality Assurance (QA) and Monitoring	60 calendar days after contract award
3	Change management plan that documents the Enrollment Broker's (EB) methodology, approach, and process for change management	Section V.M.4.c – Change Management	60 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 V.D.2.c – Staff Positions	60 calendar days after contract award
5	Disaster recovery plan and business continuity plan	Section V.O.7.c.x– Systems and Technical Requirements	60 calendar days after contract award
6	Website materials about Heritage Health, the EB, and the Managed Care Organization's (MCO)	Section V.B.3.c – Web Based-Enrollment	90 calendar days after contract award
7	Member mailings and other materials (print and multi-media)	Section V.B.3.d– Written Materials	90 calendar days after contract award
8	Provider directory template	Section V.B.3.e - Provider Directory for Members	90 calendar days after contract award
9	Choice counseling materials	Section V.B.3.f - Choice Counseling Material	90 calendar days after contract award

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10	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 V.B.3.a.ii.- Member Outreach and Education	90 calendar days after contract award
11	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 V.B.4- Oral Interpretation and Written Translation Services - Section V.C.11 Confidentiality; - Section V.D.5 - Written Policies, Procedures, and Position Descriptions; - Section V.G. - Program Integrity; and -Section V.O.9 - System Documentation	90 calendar days after contract award
12	Initial data load specifications and mappings for all data sets	Section V.M.5 - Data Conversion and Data Load	90 calendar days after contract award
13	Internal QA plan for monitoring and improving the enrollment process and the services provided to members and the MCOs	-Section V.M.3.e. - QA and Monitoring; - Section V.E.1.b - Internal QA Program	60 calendar days prior to operations start date
14	Weekly status report that discusses the schedule's status, project activities and accomplishments, risk and issues, and resource needs.	Section V.M.1.f. – Project Work Plan and Implementation Status Reports	Close of business (COB) on Monday of each week through transition/ implementation phase

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15	Monthly status report that discusses the project's status, milestones, risks and issues, and external communication activities	Section V.M.1.f. – Project Work Plan and Implementation Status Reports	COB on 10 th calendar day of month following reporting month through transition/ implementation phase
16	Post-implementation report that describes hardware, network, software, and operational issues and their resolution	Section V.M.8.c. – Implementation	45 calendar days following the initial enrollment launch
17	Policies and procedures not specified previously	Section V.M.1.. – Policies and Procedures	60 calendar days prior to implementation; Readiness Review
Go-live Period (October 1, 2027 to November 1, 2027)			
Work Product #	Work Product	RFP Reference	Due Date
18	Weekly status that includes statistics related to member enrollment by MCO, 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 the Nebraska DHHS, Division of Medicaid and Long-Term Care (MLTC).	Section V.L.e. – Additional Reporting Requirements	COB on Monday of each week
Open Enrollment (November 1, 2027 – December 15, 2027)			
Work Product #	Work Product	RFP Reference	Due Date
19	Weekly status that includes statistics related to member enrollment by MCO,	Section V.L.d. – Additional Reporting Requirements	COB on Monday of each week until December 24 th

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	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.		
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