

# CONFIDENTIAL

## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
1	<b>LA Health Plan Implementation</b>	<b>Fri 4/22/11</b>	<b>Tue 3/13/12</b>					
2	<b>State coordination</b>	<b>Mon 7/25/11</b>	<b>Wed 12/7/11</b>					
3	Notification of award	Mon 7/25/11	Mon 7/25/11	Bergesen				
4	Initial planning meetings with State	Tue 7/26/11	Thu 7/28/11	Bergesen and Lead Team				
5	Contract development and execution	Tue 7/26/11	Mon 8/22/11	Norman				
6	Identify Key Relationship Management Metrics	Fri 7/29/11	Thu 9/8/11	Nelson				
7	Finalize Implementation Plan with State staff that will be utilized to monitor progress	Fri 8/5/11	Thu 8/18/11	Nelson, Lead Team, State				
8	Establish business and technology update meetings with State	Fri 8/5/11	Thu 8/11/11	Nelson, D'Souza				
9	Agree on readiness review requirements	Fri 8/12/11	Thu 9/1/11	Nelson, Leadership, State				
10	Ongoing weekly state coordination meeting for implementation	Tue 8/16/11	Wed 12/7/11	Bergesen				
11	<b>Pre Implementation Planning Phase</b>	<b>Fri 4/22/11</b>	<b>Fri 12/30/11</b>	<b>Nelson</b>				
12	<b>Project team Meetings</b>	<b>Fri 4/22/11</b>	<b>Thu 5/12/11</b>	<b>Nelson</b>				
13	Identify Executive Steering Committee Members	Fri 4/22/11	Thu 5/5/11					
14	Identify functional leadership	Fri 5/6/11	Fri 5/6/11					
15	Schedule re-occurring Executive Steering Committee Meetings (weekly)	Fri 4/22/11	Thu 5/12/11					
16	Schedule weekly meetings with Functional Team	Fri 4/22/11	Thu 5/12/11					
17	<b>Post Award SharePoint site for Document Storage</b>	<b>Tue 7/26/11</b>	<b>Mon 9/5/11</b>	<b>Nelson</b>				
18	Establish SharePoint site	Tue 7/26/11	Mon 8/1/11					
19	Load standard folder scheme	Tue 7/26/11	Mon 8/8/11					
20	Identify site administrators/grant privileges	Tue 7/26/11	Mon 8/1/11					
21	Identify users/privilege level (Functional Leads, Sr. Executives)	Tue 7/26/11	Mon 8/15/11					
22	Grant access to users	Tue 7/26/11	Mon 9/5/11					
23	<b>Post Award Transition Team Kick of and Meetings</b>	<b>Tue 7/26/11</b>	<b>Fri 12/30/11</b>	<b>Nelson</b>				
24	Confirm attendee list	Tue 7/26/11	Tue 7/26/11					
25	Confirm technology resources and approval	Tue 7/26/11	Tue 7/26/11					
26	Schedule ongoing meeting/send meeting invitation (weekly)	Tue 7/26/11	Tue 7/26/11					
27	Prepare and approve agenda and other meeting documents	Wed 7/27/11	Wed 7/27/11					
28	Conduct/facilitate implementation meeting on going (weekly)	Thu 7/28/11	Tue 12/13/11					
29	Review Project Plan, Progress, Risks, Barriers and Mitigations	Fri 8/19/11	Fri 12/30/11					
30	<b>Implementation by functional Area Phase</b>	<b>Mon 7/25/11</b>	<b>Tue 3/6/12</b>					
31	<b>Human Capital / Staffing Model</b>	<b>Tue 7/26/11</b>	<b>Fri 11/25/11</b>	<b>Reince</b>				
32	<b>Human Capital Planning</b>	<b>Tue 7/26/11</b>	<b>Fri 8/12/11</b>					
33	Complete Detailed organizational chart including staffing and functions performed at the local, regional or corporate levels.	Tue 7/26/11	Mon 8/1/11					

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					T	F	S	Ap S
34	Verify variable Staffing and/or sub contractor needs	Tue 7/26/11	Mon 8/1/11					
35	Complete staffing plan including target start dates, physical location.	Tue 7/26/11	Mon 8/1/11					
36	Provide information on staffing levels, job descriptions, and qualifications for staff	Tue 8/2/11	Tue 8/9/11					
37	Provide a revised staffing plan reflecting any modifications made since proposal submission	Tue 7/26/11	Fri 8/12/11					
38	<b>Human Capital Implementation</b>	<b>Tue 7/26/11</b>	<b>Fri 11/25/11</b>					
39	<b>Recruiting</b>	<b>Tue 7/26/11</b>	<b>Mon 10/24/11</b>	<b>Reince</b>				
40	Complete recruitment marketing plan; prioritize positions	Mon 8/15/11	Fri 8/26/11					
41	Establish Diversity goals/Well Fare to Work etc.	Tue 7/26/11	Mon 8/8/11					
42	Execute recruitment marketing plan based on prioritized positions	Mon 8/29/11	Mon 8/29/11					
43	Post priority healthplan positions from staff model	Tue 7/26/11	Tue 8/30/11					
44	Post remaining positions from the staffing model	Fri 8/19/11	Fri 8/19/11					
45	Interview and Hire Priority roles	Tue 7/26/11	Thu 9/22/11					
46	Interview and hire remaining staff	Thu 8/18/11	Wed 10/19/11					
47	Prepare project plan for IT/Real Estate requirements for new hires	Mon 8/29/11	Mon 10/24/11					
48	<b>Training and Development</b>	<b>Tue 10/25/11</b>	<b>Fri 11/25/11</b>					
49	Execute Learnwell and New Hire Orientations	Tue 10/25/11	Tue 10/25/11					
50	Execute Change Management Plan	Tue 10/25/11	Fri 11/25/11					
51	<b>Real Estate Implementation</b>	<b>Tue 7/26/11</b>	<b>Wed 11/23/11</b>	<b>DeKeyser</b>				
52	Begin Transaction Management to Initiate Floor plan build	Tue 7/26/11	Mon 8/8/11					
53	Begin Programming and Planning	Tue 8/9/11	Fri 8/26/11					
54	Complete floor plan for the health plan	Mon 8/29/11	Fri 10/7/11					
55	Assign space to staff members	Mon 10/10/11	Fri 10/14/11					
56	Confirm and move required Furniture	Mon 10/17/11	Thu 11/3/11					
57	Begin Occupancy	Wed 10/19/11	Thu 10/20/11					
58	Project Closeout	Fri 11/4/11	Wed 11/23/11					
59	<b>Regulatory/Compliance</b>	<b>Tue 7/26/11</b>	<b>Mon 11/28/11</b>	<b>Norman</b>				
60	<b>Member Communications</b>	<b>Fri 10/14/11</b>	<b>Mon 11/28/11</b>					
61	Ensure Member handbook is prepared within contractual guidelines (7.12 & 10.7) and reading level of 6th grade or less for Board approval. Coordinate review with project lead TBD	Fri 10/21/11	Mon 11/28/11					
62	Ensure member id card is prepared for Board approval within design and data requirements referenced 10.6. Coordinate review with project lead TBD as well as Beth Ptak for UHG standardization fulfillment opportunities.	Fri 10/14/11	Mon 11/28/11					

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ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
63	Ensure provider directory is properly prepared and submit to Board for review. Coordinate review with project lead Deb Convertito.	Fri 10/14/11	Mon 11/28/11					
64	<b>HIPAA Compliance documentation compilation</b>	<b>Tue 9/20/11</b>	<b>Mon 11/28/11</b>	<b>Norman</b>				
65	HIPAA Plan training	Tue 9/20/11	Mon 11/28/11					
66	<b>New employee on board hiring curriculum and compliance introduction setup</b>	<b>Tue 7/26/11</b>	<b>Fri 11/25/11</b>	<b>Norman</b>				
67	Learnwell Helath plan training fulfillment setup for monitoring and reporting	Tue 7/26/11	Tue 10/25/11					
68	Obtain State contacts for Plan submission of communications for review as per 7.12	Tue 7/26/11	Tue 10/25/11					
69	Develop Plan document tracking document and retain documents and approvals on plan SharePoint for archival reference	Tue 7/26/11	Tue 10/25/11					
70	Setup process and Obtain from all Plan departments member and/or provider communications proposed for utilization by the Plan.	Tue 7/26/11	Tue 10/25/11					
71	Submit & review for compliance with regulations all Plan member and/or provider communications to the State for approval prior to utilization	Tue 7/26/11	Tue 10/25/11					
72	Maintain State documentation approvals on plan SharePoint for archival reference	Tue 7/26/11	Tue 10/25/11					
73	Obtain from State State developed materials referenced for usage in provider information package 7.12.2	Tue 7/26/11	Tue 10/25/11					
74	Obtain State and Plan approval on jointly developed provider communication plan	Tue 7/26/11	Tue 10/25/11					
75	Review all proposed materials for State logo or naming references and assurance of prior State approval prior to release	Fri 8/26/11	Fri 11/25/11					
76	<b>Review Learnwell issued cultural competency training for service line reps</b>	<b>Tue 7/26/11</b>	<b>Fri 9/23/11</b>	<b>Norman</b>				
77	Obtain from all Plan departments educational materials proposed for utilization by the Plan	Tue 7/26/11	Fri 9/23/11					
78	Review Learnwell issued Fraud and Abuse detection, prevention and reporting training	Tue 7/26/11	Mon 8/22/11					
79	<b>Finance</b>	<b>Tue 7/26/11</b>	<b>Tue 3/6/12</b>	<b>Skobel</b>				
80	<b>Financial and Membership Targets</b>	<b>Tue 7/26/11</b>	<b>Tue 10/18/11</b>					
81	2010 and 2011 budget development	Tue 7/26/11	Thu 8/18/11					
82	Review and asses consolidated 2010 budget vs. initial target assumptions for opportunities/risks	Fri 8/19/11	Thu 9/1/11					
83	Review of consolidated 2010 and 2011 Financial targets w/HP CEO	Fri 9/2/11	Tue 10/18/11					
84	<b>Membership Reporting / Analysis</b>	<b>Tue 7/26/11</b>	<b>Thu 11/24/11</b>	<b>Skobel</b>				
85	Membership recognition and reconciliation process	Tue 7/26/11	Mon 9/26/11					
86	Retro-enrollment process / membership adjustment process	Fri 9/23/11	Thu 11/24/11					
87	Membership Reporting	Tue 9/27/11	Mon 11/7/11					
88	<b>Capitation, Fee &amp; Other Revenue</b>	<b>Tue 7/26/11</b>	<b>Mon 9/26/11</b>	<b>Skobel</b>				

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ID		Task Name	Start	Finish	Resource Names				Ap
						T	F	S	S
89		fee revenue recognition and reconciliation process	Tue 7/26/11	Mon 9/26/11					
90		membership premium recognition and reconciliation process	Tue 7/26/11	Mon 9/26/11					
91		<b>Medical Expense Reporting/Analysis</b>	<b>Tue 7/26/11</b>	<b>Mon 12/12/11</b>	<b>Skobel</b>				
92		IBNR Process - RPS Package	Tue 7/26/11	Mon 10/17/11					
93		Internal Model - Reserving Process	Tue 7/26/11	Mon 9/26/11					
94		Medical Cost Reports	Tue 10/18/11	Mon 11/28/11					
95		Flash Reporting	Tue 10/18/11	Mon 10/31/11					
96		Flash Trend Analysis	Tue 11/1/11	Wed 11/2/11					
97		LOB MTD & YTD	Tue 10/18/11	Mon 11/28/11					
98		Restated Medical Report	Tue 10/18/11	Mon 11/28/11					
99		UM Scorecard	Tue 11/1/11	Mon 11/7/11					
100		Medical Trend Report	Tue 11/29/11	Mon 12/12/11					
101		Medical Cost Management Report	Tue 11/29/11	Mon 12/12/11					
102		UCRT - Unit Cost Reporting Template	Tue 7/26/11	Mon 8/1/11					
103		<b>Sales, General &amp; Administrative Exp.</b>	<b>Tue 7/26/11</b>	<b>Mon 9/19/11</b>	<b>Skobel</b>				
104		SG&A chargeback development and approval	Tue 7/26/11	Thu 7/28/11					
105		SG&A direct expense budget	Fri 7/29/11	Mon 8/8/11					
106		FTE Reporting	Tue 7/26/11	Mon 8/8/11					
107		SG&A Functional Reporting & Analysis	Tue 8/9/11	Mon 9/19/11					
108		SG&A Recap Reporting	Tue 8/9/11	Mon 9/19/11					
109		<b>Standard Reporting/Analysis</b>	<b>Tue 7/26/11</b>	<b>Mon 1/23/12</b>	<b>Skobel</b>				
110		Legal Dispute Log	Tue 7/26/11	Mon 9/19/11					
111		Top 100 Active Members by Spend	Mon 8/22/11	Fri 10/14/11					
112		Membership Summary	Mon 9/5/11	Fri 10/28/11					
113		Member Count by LOB/Product/DOS	Tue 11/8/11	Mon 1/2/12					
114		Top Providers by Service Date	Tue 11/29/11	Mon 1/23/12					
115		ER Trends by Market/County	Tue 11/29/11	Mon 1/23/12					
116		ER Member Frequency Report	Tue 11/29/11	Mon 1/23/12					
117		Top facilities by IP claim spend	Tue 11/29/11	Mon 1/23/12					
118		Top facilities by OP claim spend	Tue 11/29/11	Mon 1/23/12					
119		Top facilities by unit cost by TOS	Tue 11/29/11	Mon 1/23/12					
120		PCP cost & utilization by CO/LOB/TOS	Tue 11/29/11	Mon 1/23/12					
121		Claim Detail by Subscriber ID	Tue 11/29/11	Mon 1/23/12					
122		Denial reports	Tue 11/29/11	Mon 1/23/12					

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ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
123	Qtrly Stats by CO/Prod/TOS by DOS	Tue 11/29/11	Mon 1/23/12					
124	<b>Regulatory/Stat/ (NAIC) Reporting</b>	<b>Tue 10/18/11</b>	<b>Tue 3/6/12</b>	<b>Skobel</b>				
125	2010 Annual Statutory Filing	Tue 10/18/11	Mon 11/7/11					
126	Statement of Actuarial Opinion/Reliance Statement	Tue 11/8/11	Tue 3/6/12					
127	Supplemental Compensation Exhibit	Tue 11/8/11	Tue 2/14/12					
128	Investment Risk Interrogatories	Tue 11/8/11	Tue 2/14/12					
129	Certificate of Compliance for Advertising	Tue 11/8/11	Tue 2/14/12					
130	MSM Report	Tue 11/8/11	Tue 2/14/12					
131	Reconciliation from GAAP to SAP	Tue 11/8/11	Tue 2/14/12					
132	Risk Based Capital Report	Tue 11/8/11	Tue 2/14/12					
133	<b>Medical Network</b>	<b>Mon 7/25/11</b>	<b>Fri 11/4/11</b>	<b>Wedin</b>				
134	<b>Determine Development Team members on point for project</b>	<b>Tue 7/26/11</b>	<b>Mon 9/26/11</b>					
135	Determine Teams on Point for Project	Tue 7/26/11	Fri 8/5/11					
136	Populate Development Decision log	Mon 8/8/11	Thu 8/18/11					
137	Complete Development Market Profile	Fri 8/19/11	Wed 8/31/11					
138	Development Kick off Meeting with Market	Thu 9/1/11	Tue 9/13/11					
139	Development Team set up & facilitate bi-weekly meeting with Local Market & RDT	Wed 9/14/11	Mon 9/26/11					
140	<b>Develop Recruitment Packet for providers</b>	<b>Wed 7/27/11</b>	<b>Tue 9/13/11</b>					
141	<b>Cover letter</b>	<b>Wed 7/27/11</b>	<b>Tue 8/16/11</b>					
142	<b>Amendment Cover Letter</b>	<b>Wed 7/27/11</b>	<b>Tue 8/16/11</b>					
143	Review revisions/ Legal	Wed 7/27/11	Tue 8/16/11					
144	<b>New Agreement Cover Letter</b>	<b>Wed 7/27/11</b>	<b>Tue 8/16/11</b>					
145	Review revisions/ Legal	Wed 7/27/11	Tue 8/16/11					
146	<b>Letter of Intent</b>	<b>Wed 7/27/11</b>	<b>Thu 8/4/11</b>					
147	Review revisions/ Legal	Wed 7/27/11	Thu 8/4/11					
148	FAQ - External	Wed 7/27/11	Tue 8/2/11					
149	FAQ / Call Script - Internal	Wed 7/27/11	Tue 8/2/11					
150	<b>Develop Internal Reference Documents</b>	<b>Wed 7/27/11</b>	<b>Wed 8/10/11</b>					
151	Update General Quick Reference	Wed 7/27/11	Wed 8/10/11					
152	Create State Specific Quick Reference	Wed 7/27/11	Wed 8/10/11					
153	<b>Set up Development Reporting Package</b>	<b>Wed 7/27/11</b>	<b>Wed 8/17/11</b>					
154	Determine Reporting Needs for Project	Wed 7/27/11	Fri 8/5/11					
155	Define Reporting Needs Specifications	Wed 7/27/11	Fri 8/5/11					
156	Develop reporting package	Mon 8/8/11	Mon 8/15/11					

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ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
157	Pull Final RFP Bid Reporting Package	Tue 8/16/11	Wed 8/17/11					
158	Adjust Reporting Needs Based on Project Specific Needs	Wed 7/27/11	Wed 7/27/11					
159	<b>Training Post Award</b>	<b>Wed 7/27/11</b>	<b>Tue 8/9/11</b>					
160	Update FAQ/Quick Reference Guides	Wed 7/27/11	Tue 8/9/11					
161	<b>Development Team Transition</b>	<b>Wed 7/27/11</b>	<b>Tue 9/6/11</b>					
162	Prepare Development transition to local UHN	Wed 7/27/11	Tue 9/6/11					
163	Transition to local UHN	Wed 7/27/11	Tue 9/6/11					
164	<b>AmeriChoice</b>	<b>Wed 7/27/11</b>	<b>Wed 8/3/11</b>					
165	Set up ongoing conference call to bring entire team together	Wed 7/27/11	Wed 8/3/11					
166	<b>UHN</b>	<b>Wed 7/27/11</b>	<b>Tue 9/13/11</b>					
167	<b>Staffing</b>	<b>Wed 7/27/11</b>	<b>Tue 9/13/11</b>					
168	Determine Local Network Mgmt Staffing Model pre RFP	Wed 7/27/11	Tue 8/2/11					
169	Determine Rapid Deployment Team (RDT) to assist in project	Wed 7/27/11	Tue 8/2/11					
170	Determine Local Network Mgmt Staffing Model post RFP	Wed 7/27/11	Tue 8/9/11					
171	Prioritize positions (target start dates)	Wed 7/27/11	Tue 8/2/11					
172	Develop strategy to launch recruitment, candidate pipelining, interviewing (pre-award)	Wed 7/27/11	Tue 9/13/11					
173	Implement pre-award contingent offer process	Wed 7/27/11	Tue 9/13/11					
174	Launch post-award recruitment strategy	Wed 7/27/11	Tue 9/13/11					
175	<b>Network Management</b>	<b>Tue 7/26/11</b>	<b>Thu 11/3/11</b>					
176	<b>Reporting Package</b>	<b>Wed 7/27/11</b>	<b>Thu 11/3/11</b>					
177	Determine State Reporting Requirements	Wed 7/27/11	Mon 8/29/11					
178	Define Reporting Needs	Tue 8/30/11	Fri 9/30/11					
179	Develop reporting package	Mon 10/3/11	Thu 11/3/11					
180	<b>Contracting Strategy</b>	<b>Wed 7/27/11</b>	<b>Tue 8/23/11</b>					
181	Analyze Strennus Data	Wed 7/27/11	Tue 8/2/11					
182	Pull Mailing Data: NDB, Cosmos or Facets report: Contract & Mailing Demos	Wed 7/27/11	Mon 8/15/11					
183	Final Data Scrub	Tue 8/16/11	Mon 8/22/11					
184	Define Minimal Network	Tue 8/23/11	Tue 8/23/11					
185	Define Optimal Network	Tue 8/16/11	Tue 8/16/11					
186	<b>Network Gap Analysis</b>	<b>Tue 7/26/11</b>	<b>Tue 10/18/11</b>					
187	Initial gap analysis based on targeted network	Wed 8/17/11	Tue 10/18/11					
188	Gap analysis post initial recruiting wave	Wed 8/17/11	Tue 10/18/11					
189	Produce Overall AmeriChoice Network Strategy	Tue 7/26/11	Mon 9/26/11					
190	Identify where paper will reside	Tue 7/26/11	Mon 9/26/11					

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ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
191	Identify tasks associated with compliance of NPI	Tue 7/26/11	Mon 9/26/11					
192	Identify network development of specific contracting needs (i.e.: health clinics)	Tue 7/26/11	Mon 9/26/11					
193	Identification of ancillary contracting	Tue 7/26/11	Mon 9/26/11					
194	<b>Contracts-development</b>	<b>Tue 7/26/11</b>	<b>Mon 10/17/11</b>					
195	<b>Contract development</b>	<b>Tue 7/26/11</b>	<b>Mon 10/17/11</b>					
196	Develop Contract	Tue 7/26/11	Fri 8/12/11					
197	Create standard base contract templates (Draft SPA, MGA, facility and ancillary templates)	Tue 7/26/11	Mon 10/17/11					
198	Create regulatory appendix	Tue 7/26/11	Mon 10/17/11					
199	Create Payment appendix (FQHC Physician/ANC/Hospital)	Tue 7/26/11	Mon 10/17/11					
200	File with State, if applicable	Tue 7/26/11	Mon 8/8/11					
201	Review revisions/ Legal	Tue 7/26/11	Mon 9/5/11					
202	Finalize approved Contract and documents	Tue 9/6/11	Wed 9/7/11					
203	Build templates into Emptoris to make available for contracting	Tue 7/26/11	Thu 8/25/11					
204	<b>Contract Pricing</b>	<b>Tue 7/26/11</b>	<b>Thu 8/25/11</b>					
205	Development of Pricing Strategy	Tue 7/26/11	Wed 8/17/11					
206	Implement Contracting Checkbook from finance	Tue 7/26/11	Thu 8/25/11					
207	Load and test fee schedules in new platform	Tue 7/26/11	Thu 8/25/11					
208	<b>Out of Network case rate negotiation</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>					
209	Establish process	Tue 7/26/11	Wed 8/31/11					
210	<b>Network Development</b>	<b>Mon 7/25/11</b>	<b>Tue 10/11/11</b>					
211	<b>Physicians</b>	<b>Mon 7/25/11</b>	<b>Tue 10/11/11</b>					
212	Training of UHN Recruiters	Tue 7/26/11	Tue 7/26/11					
213	Identification of targeted providers for contracting	Wed 8/3/11	Fri 9/2/11					
214	Produce contract mailing	Tue 7/26/11	Mon 8/1/11					
215	Determine who is managed by Local vs. NCST	Tue 8/2/11	Tue 8/2/11					
216	NCST File Prep	Tue 7/26/11	Mon 9/26/11					
217	Create Local UHN a mass mailing file (addresses)	Tue 7/26/11	Mon 9/26/11					
218	Develop Mailing Package	Tue 7/26/11	Mon 9/5/11					
219	Prepare and send Mass Mailing to targeted providers-	Thu 9/8/11	Tue 10/11/11					
220	Conduct follow up phone calls to targeted providers in 2 week intervals	Tue 7/26/11	Mon 8/8/11					
221	Identification of key physician groups	Tue 8/9/11	Tue 8/9/11					
222	Create database for tracking	Wed 8/10/11	Wed 8/10/11					
223	Prioritize Provider Follow up	Tue 7/26/11	Tue 7/26/11					

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ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
224	Determine if follow up via mail vs. phone, and owners	Tue 7/26/11	Tue 7/26/11					
225	Secure Resources for Follow up	Tue 7/26/11	Fri 8/26/11					
226	Execute on Follow up Plan	Tue 7/26/11	Thu 9/22/11					
227	Submit contracts for credentialing	Mon 7/25/11	Wed 8/31/11					
228	Submit Contracts for Loading	Mon 7/25/11	Wed 8/31/11					
229	Follow up as applicable on missing information	Mon 7/25/11	Wed 8/31/11					
230	Confirm Launch Network	Mon 7/25/11	Wed 8/31/11					
231	Status of credentialing verified	Mon 7/25/11	Wed 8/31/11					
232	Welcome packet sent	Mon 7/25/11	Wed 8/31/11					
233	Submit Geo Access Reports bi-weekly	Mon 7/25/11	Wed 8/31/11					
234	<b>Facilities &amp; Ancillaries</b>	<b>Tue 7/26/11</b>	<b>Mon 9/26/11</b>					
235	Training of UHN Recruiters	Tue 7/26/11	Tue 7/26/11					
236	Identification of targeted providers contracting	Tue 7/26/11	Thu 8/25/11					
237	Produce mailing	Thu 9/8/11	Wed 9/14/11					
238	Create Local UHN a mass mailing file (addresses)	Tue 7/26/11	Mon 9/26/11					
239	Develop Mailing Package	Tue 7/26/11	Mon 9/5/11					
240	Prepare and send Mass Mailing to targeted providers-	Tue 7/26/11	Fri 8/26/11					
241	Establish UHN Infrastructure	Tue 7/26/11	Thu 9/15/11					
242	Establish Local UHN infrastructure to receive contracts, initiate follow-up phone calls	Tue 7/26/11	Mon 8/1/11					
243	Conduct follow up phone calls to targeted providers in 2 week intervals	Tue 7/26/11	Mon 8/8/11					
244	Identification of key physician groups	Tue 7/26/11	Tue 7/26/11					
245	Determine if follow up via mail vs. phone, and owners	Tue 7/26/11	Tue 7/26/11					
246	Secure Resources for Follow up	Tue 7/26/11	Fri 8/26/11					
247	Execute on Follow up Plan	Tue 7/26/11	Thu 9/22/11					
248	<b>UHN Network Operations</b>	<b>Mon 7/25/11</b>	<b>Fri 11/4/11</b>	<b>Burns</b>				
249	<b>Credentialing</b>	<b>Mon 7/25/11</b>	<b>Wed 8/31/11</b>					
250	Credentialing Requirements Researched in RFP	Mon 7/25/11	Wed 8/31/11					
251	AMC Compliance researches, interprets, takes a position, and supports in writing the RFP/State Medicaid credentialing requirements	Mon 7/25/11	Wed 8/31/11					
252	State-Specific Credentialing Requirements Grid reviewed, updated, and approved by AMC Compliance and the NCC.	Mon 7/25/11	Wed 8/31/11					
253	Make business determination on whether the Delegated Credentialing Agreement will be a Medicaid Appendix on Commercial Agreement or Separate AMC Agreement.	Mon 7/25/11	Wed 8/31/11					
254	Delegated Credentialing Agreement between Provider and AmeriChoice Written	Mon 7/25/11	Wed 8/31/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
255	Determine if Delegation Agreement needs to be filed with the state. Determine State Filing Organization.	Mon 7/25/11	Wed 8/31/11					
256	Provider File Report sent from UHN Network Management to NCC.	Mon 7/25/11	Wed 8/31/11					
257	Credentialing Status Report	Mon 7/25/11	Wed 8/31/11					
258	New Market Form completed. Market Number assigned.	Mon 7/25/11	Wed 8/31/11					
259	Obtain market number assignment from the technology team	Mon 7/25/11	Wed 8/31/11					
260	AmeriChoice specific Contract Code assigned in NDB	Mon 7/25/11	Wed 8/31/11					
261	Providers needing credentialing put into a credentialing cycle (ongoing)	Mon 7/25/11	Wed 8/31/11					
262	Determine AMC Credentialing Health Plan Contacts for NCC and NCD.	Mon 7/25/11	Wed 8/31/11					
263	<b>Configuration, Loading, and Testing</b>	<b>Tue 8/9/11</b>	<b>Fri 11/4/11</b>					
264	Develop workflow for UHN Negotiated contracts physicians and facilities	Fri 8/12/11	Fri 10/14/11					
265	Develop workflow for UHN Negotiated contracts- Ancillary	Fri 8/12/11	Fri 10/14/11					
266	Demo load	Fri 8/12/11	Fri 10/14/11					
267	Load all contracts as they are received	Fri 8/12/11	Fri 10/14/11					
268	Configure and load all contracts	Fri 8/12/11	Fri 10/14/11					
269	Testing	Fri 8/12/11	Fri 10/14/11					
270	Revision period	Fri 8/12/11	Fri 10/14/11					
271	Review and approve testing audit	Fri 8/12/11	Fri 10/14/11					
272	Review with facilities	Fri 8/12/11	Fri 10/14/11					
273	Build Physician Fee Schedules	Fri 8/12/11	Fri 10/14/11					
274	Build Facility and ancillary fee schedules	Fri 8/12/11	Fri 10/14/11					
275	<b>Tie Providers to fee schedules</b>	<b>Tue 8/9/11</b>	<b>Mon 10/31/11</b>					
276	Provider Quality Check on Contract and Fee schedule load	Tue 8/9/11	Fri 11/4/11					
277	<b>Vision</b>	<b>Wed 7/27/11</b>	<b>Fri 11/18/11</b>	<b>Denton</b>				
278	Confirm Benefits:	Wed 7/27/11	Mon 8/22/11					
279	<b>Execute Inter-Segment Agreement</b>	<b>Wed 7/27/11</b>	<b>Wed 8/10/11</b>					
280	Review Inter-Segment Agreement and Make Proposed Edits	Wed 7/27/11	Tue 8/2/11					
281	Review Inter-Segment Agreement with Client and receive Client Approval	Wed 8/3/11	Wed 8/10/11					
282	Execute Inter-Segment Agreement	Wed 7/27/11	Wed 8/3/11					
283	Assign Inter-Segment Agreement (Contract) Manager	Thu 8/4/11	Wed 8/10/11					
284	<b>Provider Recruitment (if needed)</b>	<b>Wed 7/27/11</b>	<b>Mon 10/24/11</b>					
285	Incorporate Network Strategy into Plan	Wed 7/27/11	Mon 8/1/11					
286	Run Geo-Access (center of zip code)	Wed 7/27/11	Wed 8/3/11					
287	Identify Gap areas in coverage	Thu 8/4/11	Tue 8/9/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID		Task Name	Start	Finish	Resource Names	Ap			
						T	F	S	S
288		Develop recruitment plan for Gap areas	Wed 8/10/11	Thu 8/18/11					
289		Execute Recruitment Plan	Fri 8/19/11	Tue 9/13/11					
290		Track Recruiting Efforts	Wed 8/31/11	Wed 10/5/11					
291		Confirm Launch Network	Thu 10/6/11	Mon 10/24/11					
292		<b>Account Installation:</b>	<b>Wed 7/27/11</b>	<b>Tue 9/6/11</b>					
293		Complete Account Installation forms	Wed 7/27/11	Fri 7/29/11					
294		Set-up Client in the AS400	Mon 8/1/11	Tue 8/2/11					
295		Attach Provider incl/excl file	Wed 7/27/11	Tue 9/6/11					
296		Activate Account	Wed 7/27/11	Wed 7/27/11					
297		<b>Eligibility File:</b>	<b>Wed 7/27/11</b>	<b>Fri 11/18/11</b>					
298		Determine file layout/FTP process	Wed 7/27/11	Wed 8/24/11					
299		Determine Mapping into Client/Sub-code	Wed 7/27/11	Wed 8/24/11					
300		Test Eligibility file process	Mon 8/29/11	Fri 10/14/11					
301		Receive Live file	Tue 11/1/11	Tue 11/1/11					
302		Load Live File	Tue 11/1/11	Tue 11/1/11					
303		Verify eligibility/signoff	Thu 11/17/11	Fri 11/18/11					
304		<b>Provider File:</b>	<b>Wed 7/27/11</b>	<b>Mon 10/24/11</b>					
305		Determine file layout/FTP process	Wed 7/27/11	Wed 8/24/11					
306		Test Provider File Process	Thu 8/25/11	Wed 10/12/11					
307		Send Provider File	Thu 10/13/11	Mon 10/17/11					
308		Sign-off on Provider File	Tue 10/18/11	Mon 10/24/11					
309		<b>Encounter File:</b>	<b>Wed 7/27/11</b>	<b>Tue 10/25/11</b>					
310		Determine file layout/FTP process	Wed 7/27/11	Wed 8/24/11					
311		Test Encounter File	Thu 8/25/11	Wed 10/12/11					
312		Send Encounter File	Thu 10/13/11	Mon 10/17/11					
313		Sign-off on Encounter File	Tue 10/18/11	Tue 10/25/11					
314		<b>Customer Service:</b>	<b>Wed 7/27/11</b>	<b>Tue 11/1/11</b>					
315		Customer Service Training	Wed 7/27/11	Tue 11/1/11					
316		<b>Physical Medical (PT/OT/ST) and Chiropractic</b>	<b>Wed 7/27/11</b>	<b>Thu 12/1/11</b>	<b>Denton</b>				
317		<b>Project/Program Initiation</b>	<b>Wed 7/27/11</b>	<b>Wed 8/17/11</b>					
318		Receive program notification of the award	Wed 7/27/11	Wed 7/27/11					
319		Create program initiation documentation	Thu 7/28/11	Wed 8/10/11					
320		DELETE TASK Develop & assess initial network analysis	Thu 7/28/11	Fri 8/12/11					
321		Notify internal functional areas of program	Wed 8/17/11	Wed 8/17/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
322	<b>Legal &amp; Regulatory Management</b>	<b>Thu 7/28/11</b>	<b>Wed 9/28/11</b>					
323	Work with C&S to create intersegment agreement and obtain approval from	Thu 7/28/11	Wed 8/17/11					
324	C&S to submit/file intersegment agreement with state offices and obtain approval	Thu 8/18/11	Wed 9/21/11					
325	Work with C&S to determine legal & regulatory provider documents	Thu 7/28/11	Wed 8/3/11					
326	C&S to create legal and regulatory provider documents	Thu 8/4/11	Wed 8/24/11					
327	C&S to submit/file legal and regulatory provider documents	Thu 8/25/11	Wed 9/28/11					
328	<b>Fee Schedule Management</b>	<b>Thu 7/28/11</b>	<b>Wed 8/10/11</b>					
329	Work with PNM to identify fee schedule and CPT codes and confirm with HP	Thu 7/28/11	Tue 8/2/11					
330	Communicate fee schedule & CPT codes (if necessary) internally	Wed 8/3/11	Wed 8/3/11					
331	Assess whether new a fee schedule is required	Thu 8/4/11	Wed 8/10/11					
332	<b>System Set-Up</b>	<b>Thu 8/18/11</b>	<b>Wed 11/30/11</b>					
333	Determine appropriate program & fee schedule system set-up needs & submit needed requests	Thu 8/18/11	Wed 8/24/11					
334	Create program structure in the system	Thu 8/25/11	Wed 8/31/11					
335	Create provider structure in the system	Thu 9/1/11	Wed 9/7/11					
336	Create fee schedule structure in the system (if applicable)	Thu 9/8/11	Wed 11/30/11					
337	<b>Provider Notification and/or Recruitment</b>	<b>Wed 8/17/11</b>	<b>Thu 12/1/11</b>					
338	Determine network dev strategy/segmentation	Wed 8/17/11	Wed 8/31/11					
339	Develop & assess initial network analysis	Wed 8/17/11	Wed 8/31/11					
340	Generate mailing and geo access provider list	Thu 9/1/11	Fri 9/30/11					
341	Create provider program documents & obtain approval from the HealthPlan	Thu 9/1/11	Mon 10/3/11					
342	Process & send provider program documents	Tue 11/1/11	Mon 11/7/11					
343	Manage provider network by managing provider responses & contacting non responders	Tue 11/1/11	Thu 12/1/11					
344	<b>Operations Management</b>	<b>Thu 8/11/11</b>	<b>Fri 9/16/11</b>					
345	Create operations process flow & obtain internal approval	Thu 8/11/11	Fri 9/16/11					
346	Review operations process flow with the HealthPlan and obtain approval	Thu 8/11/11	Fri 9/16/11					
347	Create summary process flow and obtain internal approval	Thu 8/11/11	Fri 9/16/11					
348	<b>Provider Loading</b>	<b>Mon 10/3/11</b>	<b>Thu 12/1/11</b>					
349	Load providers in to OHPH/ACN network management system	Mon 10/3/11	Thu 12/1/11					
350	Generate FINAL provider file transfer prior to network readiness	Mon 10/3/11	Thu 12/1/11					
351	<b>Nurseline</b>	<b>Wed 7/27/11</b>	<b>Thu 12/8/11</b>	<b>Denton</b>				
352	<b>Planning</b>	<b>Wed 7/27/11</b>	<b>Mon 11/28/11</b>					
353	Notify all internal departments of the award of business	Wed 7/27/11	Wed 7/27/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
354	Notify all implementation stakeholders of the award of business	Wed 7/27/11	Tue 8/9/11					
355	Set up or participate in Sales Debrief meeting with Sales Director/SAE and all other internal stakeholders	Wed 7/27/11	Wed 11/16/11					
356	Determine and define plan eligibility for service(s)	Wed 7/27/11	Tue 9/27/11					
357	Schedule weekly implementation team meetings	Wed 7/27/11	Tue 11/22/11					
358	Provide detailed implementation project plan	Wed 7/27/11	Mon 11/28/11					
359	Complete kickoff meeting with Plan and consultant	Tue 8/2/11	Fri 10/21/11					
360	<b>Call Center</b>	<b>Wed 7/27/11</b>	<b>Tue 11/22/11</b>					
361	Provide standard eligibility/provider data file layout to the Plan	Wed 7/27/11	Wed 11/16/11					
362	Determine telecom requirements; identify any potential special needs including scripting requirements	Wed 7/27/11	Wed 11/16/11					
363	Send the Account Implementation Worksheet to the Plan contact or USS/UHC Client Service Manager in order to obtain account detail	Wed 7/27/11	Wed 11/16/11					
364	Identify any regulatory issues related to program administration	Wed 7/27/11	Tue 11/22/11					
365	Ensure that all confidentiality agreements are finalized	Wed 7/27/11	Mon 11/14/11					
366	Identify telecom lead	Wed 7/27/11	Tue 8/9/11					
367	Identify all telecom needs, including inbound and outbound call capabilities	Wed 7/27/11	Tue 8/30/11					
368	Determine if custom scripting is required	Wed 7/27/11	Tue 8/23/11					
369	Plan sign-off on call flow	Wed 7/27/11	Tue 9/13/11					
370	Test the vendor phone numbers provided by Plan	Wed 7/27/11	Mon 11/14/11					
371	<b>Eligibility loaded into system</b>	<b>Wed 7/27/11</b>	<b>Thu 12/8/11</b>					
372	Complete Eligibility/ Install Notification and Analyst spreadsheet to obtain an eligibility analyst	Wed 7/27/11	Mon 11/28/11					
373	Complete eligibility/ provider data feed meetings	Wed 7/27/11	Thu 12/8/11					
374	Receive confirmation email that includes the File Format sign off from Client/ Client Vendor	Wed 7/27/11	Tue 10/4/11					
375	Receive eligibility/provider test data file	Wed 7/27/11	Wed 10/5/11					
376	Receive confirmation email that includes the File Format sign off from Client/ Client Vendor	Wed 7/27/11	Wed 10/5/11					
377	Receive eligibility/provider test data file	Mon 8/8/11	Fri 10/7/11					
378	Receive eligibility/provider production data file	Fri 10/7/11	Mon 10/17/11					
379	Receive Load Count report from Eligibility to verify membership counts look accurate	Wed 7/27/11	Wed 11/9/11					
380	Create DIV code & Eligibility load information	Wed 7/27/11	Fri 12/2/11					
381	Send FTP questionnaire to Plan if the data feed is being sent via FTP	Wed 7/27/11	Mon 11/28/11					
382	Receive FTP Questionnaire(s) from Plan and/or vendor(s)	Wed 7/27/11	Mon 11/14/11					
383	Verify the FTP process is set up	Wed 7/27/11	Mon 11/14/11					
384	<b>Phone Lines Tested</b>	<b>Wed 7/27/11</b>	<b>Mon 11/14/11</b>					
385	Verify that eligibility has loaded the file in the HC3/Facets system	Wed 7/27/11	Mon 11/14/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
386	Internal & external training readiness	Wed 7/27/11	Mon 11/14/11					
387	Pre-Launch Checklist completed	Wed 7/27/11	Mon 11/14/11					
388	Mitigate and reviewed all known open issues	Wed 7/27/11	Mon 11/14/11					
389	<b>Medical Management and Care Coordination</b>	<b>Tue 7/26/11</b>	<b>Tue 11/29/11</b>	<b>Mahler</b>				
390	<b>Strategy Development</b>	<b>Wed 7/27/11</b>	<b>Tue 10/18/11</b>					
391	Determine Organizational Structure as it aligns with Franchise Model	Wed 7/27/11	Tue 10/18/11					
392	Determine Medical Management system	Wed 7/27/11	Tue 10/18/11					
393	<b>Utilization Management</b>	<b>Wed 7/27/11</b>	<b>Tue 11/29/11</b>					
394	<b>Utilization Management Program</b>	<b>Wed 7/27/11</b>	<b>Fri 10/14/11</b>					
395	Review UM Program Description	Wed 7/27/11	Tue 9/6/11					
396	Policies	Wed 7/27/11	Thu 9/29/11					
397	Review UM and PA policies to verify they meet State requirements	Wed 7/27/11	Fri 8/26/11					
398	Update policies to reflect State requirements - if applicable	Wed 7/27/11	Wed 9/21/11					
399	Submit UM Policy and Procedures to State	Wed 7/27/11	Mon 8/1/11					
400	Obtain approval of UM Policy and Procedure	Wed 7/27/11	Mon 9/12/11					
401	<b>Standard Operating Procedures (SOPs)</b>	<b>Wed 7/27/11</b>	<b>Fri 10/14/11</b>					
402	Review SOPs to verify they meet State requirements	Wed 7/27/11	Fri 8/26/11					
403	<b>Update SOPs to reflect State requirements - if applicable</b>	<b>Wed 7/27/11</b>	<b>Mon 9/12/11</b>					
404	Submit SOPs to State for approval	Wed 7/27/11	Mon 8/1/11					
405	Obtain approval of SOPs from State	Wed 7/27/11	Mon 9/12/11					
406	Create job aides specific to State market	Wed 7/27/11	Mon 9/12/11					
407	Provide copies of revised SOPs to the trainer so she can prepare training materials for staff	Tue 9/13/11	Fri 9/16/11					
408	Implement SOPs/Processes	Wed 7/27/11	Fri 10/14/11					
409	<b>Utilization Management Systems</b>	<b>Wed 7/27/11</b>	<b>Mon 11/14/11</b>					
410	Work with systems and Care One group for setup with Facets	Wed 7/27/11	Mon 11/14/11					
411	<b>Continuity of Care - UM</b>	<b>Wed 7/27/11</b>	<b>Tue 11/29/11</b>					
412	Define process for open authorizations at time of acquisition (Transition of Care)	Wed 7/27/11	Mon 10/10/11					
413	Review electronic file and determines order of priority	Wed 7/27/11	Wed 8/10/11					
414	<b>Define members with open authorizations at time of transition:</b>	<b>Wed 7/27/11</b>	<b>Mon 10/10/11</b>					
415	Inpatient, including transplants	Wed 7/27/11	Mon 10/10/11					
416	Prior Auth Inpatient	Wed 7/27/11	Mon 10/10/11					
417	Identify members currently receiving outpatient services such as home health PT, OT, ST and arrange for assessments to determine need for ongoing treatment	Wed 7/27/11	Mon 10/10/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
418	Sort identified members for referral to HFS, CM, inpatient and precert for auth entry.	Wed 7/27/11	Mon 10/10/11					
419	Initiate contact with members to be transitioned, identifying members currently under inpatient care, case management, awaiting transplants (transition coord.)	Wed 7/27/11	Tue 10/18/11					
420	<b>Inpatient Concurrent Review</b>	<b>Wed 7/27/11</b>	<b>Tue 11/29/11</b>					
421	Research non PAR hospital payment re: DRG, State fee schedule	Wed 7/27/11	Tue 10/18/11					
422	Notify telephonic review hospitals of concurrent review process / expectations	Wed 7/27/11	Tue 11/29/11					
423	Run test reports	Wed 7/27/11	Mon 11/14/11					
424	Implement internal daily flash process	Wed 7/27/11	Mon 8/22/11					
425	Implement bi-weekly flash report to Corporate	Wed 7/27/11	Mon 8/22/11					
426	Implement full monthly flash for month closing	Wed 7/27/11	Mon 8/22/11					
427	<b>Emergency Room</b>	<b>Wed 7/27/11</b>	<b>Tue 10/4/11</b>					
428	Define ER Diversion Program thru Franchise model	Wed 7/27/11	Tue 10/4/11					
429	<b>Care Management (General Case Management, Disease Management)</b>	<b>Tue 7/26/11</b>	<b>Fri 10/21/11</b>	<b>Mahler</b>				
430	<b>Program Description</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					
431	<b>Care Coordination</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					
432	Review of the Care Coordination programs to verify it meet state r	Wed 7/27/11	Fri 8/26/11					
433	Update Care Coordination program description(s) to reflect State requirements - if applicable	Wed 7/27/11	Wed 9/21/11					
434	Submit program description(s) to State for approval	Wed 7/27/11	Mon 8/1/11					
435	Obtain approval program description(s) from State	Wed 7/27/11	Mon 9/12/11					
436	<b>Care management</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					
437	Review CM program description(s) to verify it meets State require	Wed 7/27/11	Fri 8/26/11					
438	Update CM program description(s) to reflect State requirements - if applicable	Wed 7/27/11	Wed 9/21/11					
439	Submit CM program description(s) to State for approval	Wed 7/27/11	Mon 8/1/11					
440	Obtain approval CM program description(s) from State	Wed 7/27/11	Mon 9/12/11					
441	<b>Policies</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					
442	Review policies to verify they meet State requirements	Wed 7/27/11	Fri 8/26/11					
443	Update policies to reflect State requirements - if applicable	Wed 7/27/11	Wed 9/21/11					
444	Submit policies to State for approval	Wed 7/27/11	Mon 8/1/11					
445	Obtain approval of policies from State	Wed 7/27/11	Mon 9/12/11					
446	<b>Standard Operation Procedures (SOPs)</b>	<b>Tue 7/26/11</b>	<b>Wed 9/21/11</b>					
447	Review SOPs to verify they meet State requirements	Wed 7/27/11	Fri 8/26/11					
448	Update SOPs to reflect State requirements - if applicable	Wed 7/27/11	Wed 9/21/11					
449	Submit SOPs to State for approval	Wed 7/27/11	Mon 8/1/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
450	Obtain approval of SOPs from State	Wed 7/27/11	Mon 9/12/11					
451	Provide copies of revised SOPs to the trainer so she can prepare training materials for staff	Tue 7/26/11	Tue 7/26/11					
452	<b>Personal Care Model (PCM)</b>	<b>Wed 7/27/11</b>	<b>Fri 10/21/11</b>					
453	Research community resource directory in state market service area(s)	Wed 7/27/11	Tue 10/18/11					
454	Obtain community resource directory	Wed 7/27/11	Fri 10/21/11					
455	Identify community-based organizations that support medical management initiatives (e.g. OB, Diabetes, Asthma, etc.)	Wed 7/27/11	Fri 10/21/11					
456	Meet with agencies on strategy to work together in medical management initiatives (if applicable)	Wed 7/27/11	Fri 10/21/11					
457	<b>Continuity of Care - Case Management</b>	<b>Wed 7/27/11</b>	<b>Mon 10/17/11</b>					
458	Review current case management programs to determine acuity levels and associated case management activities	Wed 7/27/11	Mon 8/15/11					
459	Identify members currently under case management	Tue 8/16/11	Mon 10/17/11					
460	Identify which, if any pregnant members will be transitioned to plan	Wed 7/27/11	Tue 9/27/11					
461	Identify which, if any transplant members will be transitioned to new CI	Wed 7/27/11	Tue 9/27/11					
462	Evaluate transplant benefits	Wed 7/27/11	Tue 9/27/11					
463	<b>Medical Management Operations</b>	<b>Tue 7/26/11</b>	<b>Wed 10/5/11</b>	<b>Mahler</b>				
464	<b>Reporting</b>	<b>Wed 7/27/11</b>	<b>Wed 10/5/11</b>					
465	<b>Utilization Management</b>	<b>Wed 7/27/11</b>	<b>Wed 10/5/11</b>					
466	<b>Regulatory</b>	<b>Wed 7/27/11</b>	<b>Wed 10/5/11</b>					
467	Gather reporting requirements for UM reporting for line of business (e.g. Mortality, Low Birth Weight, etc.)	Wed 7/27/11	Wed 9/21/11					
468	Evaluate current suite of reports to see if any and/or all meet State reporting requirements	Thu 9/22/11	Wed 10/5/11					
469	Submit request(s) for new required reports that are not part of the existing suite of reports and/or enhancements to existing reports	Wed 7/27/11	Tue 8/9/11					
470	Perform User Acceptance Testing (UAT)	Wed 7/27/11	Mon 8/15/11					
471	Provide sign-off	Wed 7/27/11	Tue 8/2/11					
472	<b>Operations</b>	<b>Wed 7/27/11</b>	<b>Mon 8/15/11</b>					
473	Evaluate current suite of operations reports to see if any and/or all meet reporting requirements for State (e.g. Daily Census, Flash, etc.)	Wed 7/27/11	Tue 8/9/11					
474	Submit request(s) for enhancements to existing reports (add State line of business to data set)	Wed 7/27/11	Tue 8/9/11					
475	Perofrm User Acceptance Testing (UAT)	Wed 7/27/11	Mon 8/15/11					
476	Provide sign-off	Wed 7/27/11	Tue 8/2/11					
477	<b>CareManagement</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					
478	<b>Regulatory</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
479	Gather reporting requirements for UM reporting for State	Wed 7/27/11	Wed 9/21/11					
480	Evaluate current suite of reports to see if any and/or all meet State reporting requirements	Wed 7/27/11	Tue 8/9/11					
481	Submit request(s) for new required reports that are not part of the existing suite of reports and/or enhancements to existing reports	Wed 7/27/11	Tue 8/9/11					
482	Perofrm User Acceptance Testing (UAT)	Wed 7/27/11	Mon 8/15/11					
483	Provide sign-off	Wed 7/27/11	Tue 8/2/11					
484	<b>Operations</b>	<b>Wed 7/27/11</b>	<b>Mon 8/15/11</b>					
485	Evaluate current suite of operations reports to see if any and/or all meet State reporting requirements (e.g. Daily Census, Flash, etc.)	Wed 7/27/11	Tue 8/9/11					
486	Submit request(s) for enhancements to existing reports (add State lineof business to data set)	Wed 7/27/11	Tue 8/9/11					
487	Perofrm User Acceptance Testing (UAT)	Wed 7/27/11	Mon 8/15/11					
488	Provide sign-off	Wed 7/27/11	Tue 8/2/11					
489	<b>Systems Access (User IDs, passwords, etc.)</b>	<b>Wed 7/27/11</b>	<b>Tue 9/6/11</b>					
490	<b>Determine to which systems/applications staff will need access</b>	<b>Wed 7/27/11</b>	<b>Tue 9/6/11</b>					
491	MS Domain	Wed 7/27/11	Tue 9/6/11					
492	Outlook	Wed 7/27/11	Tue 9/6/11					
493	Citrix	Wed 7/27/11	Tue 9/6/11					
494	CareOne	Wed 7/27/11	Tue 9/6/11					
495	Milliman USA (clinical staff only)	Wed 7/27/11	Tue 9/6/11					
496	RightFax	Wed 7/27/11	Tue 9/6/11					
497	<b>Request access to systems/application</b>	<b>Wed 7/27/11</b>	<b>Thu 8/11/11</b>					
498	Submit SATS requests	Wed 7/27/11	Thu 8/11/11					
499	Obtain access to systems/applications	Wed 7/27/11	Thu 8/11/11					
500	Distribute User IDs and passwords to staff (if applicable)	Wed 7/27/11	Thu 8/11/11					
501	<b>Training</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>					
502	<b>Utilization Management</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>					
503	<b>Job-Specific</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>					
504	<b>Identify any additional job-specific training needs</b>	<b>Wed 7/27/11</b>	<b>Wed 8/31/11</b>					
505	UM Policies and Procedures	Wed 7/27/11	Wed 8/31/11					
506	UM Process	Wed 7/27/11	Wed 8/31/11					
507	UM Workflows	Wed 7/27/11	Wed 8/31/11					
508	Plan benefits	Wed 7/27/11	Wed 8/31/11					
509	Personal Care Model	Wed 7/27/11	Wed 8/31/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
510	Discharge planning	Wed 7/27/11	Wed 8/31/11					
511	UM Clinical Management System (CareOne) - this training is included in the AMC GA Medicaid	Wed 7/27/11	Wed 8/31/11					
512	United training: HRDirect, Concur	Wed 7/27/11	Wed 8/31/11					
513	Schedule job-specific training	Tue 7/26/11	Tue 7/26/11					
514	Conduct job-specific training	Wed 7/27/11	Wed 8/31/11					
515	<b>Preceptor</b>	<b>Wed 7/27/11</b>	<b>Wed 8/31/11</b>					
516	Identify any additional preceptor training needs	Wed 7/27/11	Wed 8/31/11					
517	Schedule preceptor training	Wed 7/27/11	Wed 8/31/11					
518	Conduct preceptor training	Wed 7/27/11	Wed 8/31/11					
519	<b>Care Management</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>	<b>Mahler</b>				
520	<b>New Employee Orientation (NEO)</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>					
521	Identify any additional NEO training needs	Wed 7/27/11	Wed 8/31/11					
522	Schedule NEO training (coordinate dates with AmeriChoice national NEO training schedule)	Tue 7/26/11	Tue 7/26/11					
523	Conduct NEO training	Wed 7/27/11	Wed 8/31/11					
524	<b>Job-Specific</b>	<b>Tue 7/26/11</b>	<b>Wed 8/31/11</b>					
525	<b>Identify any additional job-specific training needs</b>	<b>Wed 7/27/11</b>	<b>Wed 8/31/11</b>					
534	Schedule job-specific training	Tue 7/26/11	Tue 7/26/11					
535	Conduct job-specific training	Wed 7/27/11	Wed 8/31/11					
536	<b>Preceptor</b>	<b>Wed 7/27/11</b>	<b>Wed 8/31/11</b>					
537	Identify any additional preceptor training needs	Wed 7/27/11	Wed 8/31/11					
538	Schedule preceptor training	Wed 7/27/11	Wed 8/31/11					
539	Conduct preceptor training	Wed 7/27/11	Wed 8/31/11					
540	<b>Prior Authorization</b>	<b>Wed 7/27/11</b>	<b>Wed 10/19/11</b>					
541	<b>Policies</b>	<b>Wed 7/27/11</b>	<b>Mon 10/17/11</b>					
542	Review policies to verify they meet State requirements	Wed 7/27/11	Mon 8/15/11					
543	Update policies to reflect State requirements - if applicable	Tue 8/16/11	Fri 9/2/11					
544	Submit policies to State for approval	Mon 9/5/11	Mon 9/5/11					
545	Obtain approval of policies from State	Tue 9/6/11	Mon 10/17/11					
546	<b>Standard Operating Procedures (SOPs)</b>	<b>Wed 7/27/11</b>	<b>Wed 10/19/11</b>					
547	Review SOPs to verify they meet State requirements	Wed 7/27/11	Mon 8/15/11					
548	<b>Update SOPs to reflect State requirements - if applicable</b>	<b>Tue 8/16/11</b>	<b>Tue 9/27/11</b>					
549	Types of services requests	Tue 8/16/11	Fri 9/2/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
550	Notification to providers/members of decisions	Tue 8/16/11	Fri 9/2/11					
551	Submit SOPs to State for approval	Tue 8/16/11	Tue 8/16/11					
552	Obtain approval of SOPs from State	Wed 8/17/11	Tue 9/27/11					
553	Create job aides specific to State market	Wed 9/28/11	Tue 10/4/11					
554	Obtain approval on job aides specific to State market from local management	Wed 10/5/11	Tue 10/11/11					
555	Provide copies of revised SOPs to the trainer so she can prepare training materials for staff	Wed 10/12/11	Wed 10/12/11					
556	Implement SOPs/Processes	Thu 10/13/11	Wed 10/19/11					
557	<b>Transition of Members</b>	<b>Fri 8/19/11</b>	<b>Thu 1/19/12</b>					
558	<b>Prior Authorization</b>	<b>Fri 8/26/11</b>	<b>Wed 10/19/11</b>					
559	Obtain information on approved prior authorizations	Fri 8/26/11	Mon 9/5/11					
560	Enter Prior Authorization into CareOne	Tue 9/20/11	Wed 10/19/11					
561	<b>Identify individuals with especially critical ongoing service</b>	<b>Fri 8/19/11</b>	<b>Wed 10/19/11</b>					
562	Receive membership information from the state	Fri 8/19/11	Fri 8/26/11					
563	Prioritize assessments based on level	Fri 8/26/11	Fri 9/9/11					
564	Contact providers regarding transition period.	Fri 9/9/11	Wed 10/19/11					
565	<b>Transition Grace period</b>	<b>Tue 9/20/11</b>	<b>Thu 11/17/11</b>					
566	Authorize an Enrollee's existing out-of-network providers for medically necessary or functionally necessary services until the Enrollee's records, clinical information, and care can be transferred to a network provider.	Tue 9/20/11	Wed 10/19/11					
567	Waive prior authorization requirements during grace period for medical necessary covered services.	Thu 11/17/11	Thu 11/17/11					
568	<b>Care Plan</b>	<b>Thu 9/29/11</b>	<b>Thu 1/19/12</b>					
569	Schedule and complete enrollee face-to-face Comprehensive Needs Assessment with his or her care coordinator,	Thu 9/29/11	Thu 1/19/12					
570	Establish care plan developed	Thu 10/20/11	Thu 1/19/12					
571	Confirm enrollee has seen by the assigned PCP who has authorized a course of treatme	Thu 10/20/11	Thu 1/19/12					
572	<b>Appeals &amp; Grievances</b>	<b>Wed 7/27/11</b>	<b>Thu 11/10/11</b>					
573	<b>Validate Appeals setup</b>	<b>Wed 7/27/11</b>	<b>Thu 11/10/11</b>					
574	Define Compliance Requirements	Wed 7/27/11	Wed 10/12/11					
575	Validate Existing fields for reporting	Thu 10/13/11	Thu 11/10/11					
576	Valid issue Types and Compliance Table	Wed 7/27/11	Wed 10/12/11					
577	Define Product/Line of Business	Wed 7/27/11	Wed 10/12/11					
578	Define Legal Entities	Wed 7/27/11	Wed 10/12/11					
579	Queues -submit to UT	Wed 7/27/11	Wed 10/12/11					
580	Define in and out-of-scope issues	Wed 7/27/11	Thu 7/28/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
581	Identify Americhoice HP Compliance Lead	Wed 7/27/11	Wed 7/27/11					
582	Establish Reporting needs for HP reporting	Wed 7/27/11	Fri 8/26/11					
583	<b>Volume &amp; Membership Capacity Analysis</b>	<b>Wed 7/27/11</b>	<b>Thu 7/28/11</b>					
584	Obtain membership forecasting	Wed 7/27/11	Thu 7/28/11					
585	Establish Operations Capacity plan for Appeals	Wed 7/27/11	Thu 7/28/11					
586	<b>Document Regulatory &amp; Compliance Rules</b>	<b>Wed 7/27/11</b>	<b>Fri 8/26/11</b>					
587	Define Valid Appeal and Grievance Classifications	Wed 7/27/11	Fri 8/26/11					
588	Define Provider Appeal Rights in State	Wed 7/27/11	Fri 8/26/11					
589	Define ProviderLiability Administrative Appeals	Wed 7/27/11	Fri 8/26/11					
590	<b>Medical Director Involvement</b>	<b>Wed 7/27/11</b>	<b>Mon 9/26/11</b>					
591	Identify Medical Director to review Clinical	Wed 7/27/11	Mon 9/26/11					
592	Obtain electronic signatures	Wed 7/27/11	Mon 9/26/11					
593	Submit Signature for Client letter Load	Wed 7/27/11	Mon 9/26/11					
594	Establish IDRS access & training for MD	Wed 7/27/11	Mon 9/26/11					
595	<b>Define MRU interdependency with GA Appeals</b>	<b>Wed 7/27/11</b>	<b>Fri 10/14/11</b>					
596	HP Communication	Wed 7/27/11	Wed 10/12/11					
597	Develop MRU process grid	Wed 7/27/11	Wed 10/12/11					
598	Assessment of Volumes & Types of appeals	Fri 7/29/11	Fri 10/14/11					
599	Development of Operation Instruction (OI) and MRU Grid	Wed 7/27/11	Wed 10/12/11					
600	Establish CareOne relationship with MRU and CEU	Wed 7/27/11	Wed 10/12/11					
601	<b>Build Letter Templates for Client Letter</b>	<b>Wed 7/27/11</b>	<b>Mon 9/26/11</b>					
602	Model after markets where applicable utilizing CL	Wed 7/27/11	Fri 8/26/11					
603	Submit to State for review and approval	Wed 7/27/11	Mon 9/26/11					
604	<b>Quality Management</b>	<b>Wed 7/27/11</b>	<b>Fri 11/25/11</b>	<b>Jones</b>				
605	<b>QM Operations</b>	<b>Wed 7/27/11</b>	<b>Fri 11/25/11</b>					
606	Develop QM Pgm Description and Workplan	Wed 7/27/11	Mon 9/26/11					
607	Develop QM P&Ps	Wed 7/27/11	Fri 11/25/11					
608	Set up/implement QOC/S Tracking Process	Wed 7/27/11	Mon 8/29/11					
609	Set up/implement Credentialing Process	Wed 7/27/11	Mon 8/29/11					
610	<b>QM Committees:</b>	<b>Wed 7/27/11</b>	<b>Wed 9/21/11</b>					
611	Identify BOD members	Wed 7/27/11	Fri 8/26/11					
612	Identify internal committee members	Wed 7/27/11	Thu 8/25/11					
613	Schedule QMC and other appropriate committees	Wed 7/27/11	Thu 8/25/11					
614	Identify PAS committee members	Wed 7/27/11	Wed 9/21/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
615	<b>QM Outreach and Performance Improvement</b>	<b>Wed 7/27/11</b>	<b>Tue 10/25/11</b>	<b>Jones</b>				
616	Develop Prevention and Wellness/Maternal program documents and workplan	Wed 7/27/11	Tue 10/25/11					
617	Prepare policies and SOPs for submission to appropriate committees	Wed 7/27/11	Tue 10/25/11					
618	Assess/complete any contract amendments needed for automated member calls/mailings	Wed 7/27/11	Tue 10/25/11					
619	Develop member outreach postcard mailers	Wed 7/27/11	Tue 10/25/11					
620	Develop member outreach scripts (automated calls)	Wed 7/27/11	Tue 10/25/11					
621	Obtain state approval on scripts, postcards, and/or web-based materials	Wed 7/27/11	Thu 8/25/11					
622	Submit request for inclusion of educational information in member and provider manuals.	Wed 7/27/11	Thu 8/25/11					
623	Submit project request for Universal Tracking Database (UTD) development.	Wed 7/27/11	Tue 8/9/11					
624	Complete requirements document for UTD for inclusion of all applicable HEDIS measure logic.	Wed 7/27/11	Thu 8/11/11					
625	Outreach database completion	Wed 7/27/11	Wed 9/7/11					
626	Implement Member Outreach program	Wed 7/27/11	Mon 8/29/11					
627	<b>Member and Provider Service Operations</b>	<b>Wed 7/27/11</b>	<b>Wed 11/30/11</b>	<b>Payne</b>				
628	<b>Membership &amp; Enrollment</b>	<b>Wed 7/27/11</b>	<b>Wed 11/30/11</b>					
629	Identify staffing requirements	Wed 7/27/11	Fri 9/9/11					
630	Hire Staff	Wed 7/27/11	Wed 11/30/11					
631	Procure Space for new staffing	Mon 8/1/11	Thu 9/15/11					
632	Procure Applications and Software for new staff	Wed 7/27/11	Mon 10/10/11					
633	Conduct Training	Mon 9/12/11	Thu 10/20/11					
634	Modify any processes per RFP	Thu 7/28/11	Fri 10/21/11					
635	Review & revise enrollment processing	Wed 7/27/11	Fri 10/7/11					
636	Contingency Plan/Staff for PCP and Return Mail Processing	Wed 7/27/11	Mon 8/15/11					
637	<b>Provider Services</b>	<b>Wed 7/27/11</b>	<b>Mon 11/14/11</b>					
638	Obtain 1-800 number (member and provider)	Wed 7/27/11	Tue 8/16/11					
639	Develop IVR flow	Wed 8/17/11	Wed 8/17/11					
640	Identify Staffing Requirements	Wed 7/27/11	Fri 8/12/11					
641	Develop Staffing Model	Mon 8/15/11	Wed 8/31/11					
642	Determine Location	Wed 7/27/11	Thu 9/22/11					
643	Create Job Descriptions	Wed 7/27/11	Fri 8/12/11					
644	Develop MS Recruitment Model	Wed 7/27/11	Thu 9/22/11					
645	Post New Requisitions	Mon 8/15/11	Mon 8/15/11					
646	Review and Update Call Flows	Wed 7/27/11	Tue 11/8/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID		Task Name	Start	Finish	Resource Names				
						T	F	S	Ap S
647		Review and Updated P&P's	Wed 7/27/11	Tue 11/8/11					
648		Conduct Hiring	Wed 7/27/11	Tue 10/4/11					
649		Training Class 1	Wed 10/5/11	Mon 11/14/11					
650		<b>Member Services</b>	<b>Wed 7/27/11</b>	<b>Mon 11/14/11</b>	<b>Payne</b>				
651		Identify Staffing Requirements	Wed 7/27/11	Fri 8/12/11					
652		Develop Staffing Model	Mon 8/15/11	Wed 8/31/11					
653		Determine Location	Wed 7/27/11	Thu 9/22/11					
654		Create Job Descriptions	Wed 7/27/11	Fri 8/12/11					
655		Develop MS Recruitment Model	Wed 7/27/11	Thu 9/22/11					
656		Post New Requisitions	Mon 8/15/11	Mon 8/15/11					
657		Review and Update Call Flows	Wed 7/27/11	Tue 11/8/11					
658		Review and Updated P&P's	Wed 7/27/11	Tue 11/8/11					
659		Conduct Hiring	Wed 7/27/11	Tue 10/4/11					
660		Training Class 1	Wed 10/5/11	Mon 11/14/11					
661		<b>Claims Operations</b>	<b>Wed 7/27/11</b>	<b>Thu 11/24/11</b>	<b>Policky</b>				
662		<b>Transactions</b>	<b>Wed 7/27/11</b>	<b>Thu 11/24/11</b>					
663		Identify Staffing Requirements	Wed 7/27/11	Tue 8/9/11					
664		Conduct Site restack needs assessment	Wed 8/10/11	Fri 10/14/11					
665		Post New Requisitions	Wed 7/27/11	Tue 8/16/11					
666		Review and Update Work Flows	Wed 7/27/11	Tue 8/30/11					
667		Review and Updated P&P's	Wed 7/27/11	Tue 8/30/11					
668		Conduct Hiring	Wed 8/17/11	Mon 9/19/11					
669		Processor Training Class 1	Fri 9/23/11	Thu 11/24/11					
670		Configuration sign-off	Wed 7/27/11	Mon 11/14/11					
671		Provider Appeals (determine owner & collateral requirements)	Wed 7/27/11	Mon 11/14/11					
672		<b>Claims rules Set Up</b>	<b>Wed 7/27/11</b>	<b>Thu 10/27/11</b>					
673		Review Benefit Configuration	Wed 7/27/11	Tue 9/6/11					
674		Design Benefit Rules	Wed 7/27/11	Thu 9/15/11					
675		Update/Review Claim P&P's	Wed 7/27/11	Tue 9/6/11					
676		Identify Enhancements Required for new RFP	Wed 7/27/11	Mon 9/5/11					
677		Test Benefits w/New Set Up	Wed 7/27/11	Mon 9/26/11					
678		Review System Setup and Parameters	Wed 7/27/11	Tue 10/18/11					
679		COB	Wed 7/27/11	Tue 10/18/11					
680		Duplicates	Wed 7/27/11	Tue 10/18/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
681	Authorization	Wed 7/27/11	Tue 10/18/11					
682	Claim Payment Timelines	Wed 7/27/11	Tue 10/18/11					
683	Timely Filing	Wed 7/27/11	Tue 10/18/11					
684	Review Testing	Wed 7/27/11	Tue 10/18/11					
685	Walk through and sign off on set up testing	Wed 7/27/11	Thu 10/27/11					
686	<b>Member and Provider Outreach</b>	<b>Tue 7/26/11</b>	<b>Fri 12/30/11</b>					
687	<b>Membership Materials</b>	<b>Tue 7/26/11</b>	<b>Wed 11/30/11</b>					
688	<b>Welcome Letter &amp; New Member Packets</b>	<b>Tue 7/26/11</b>	<b>Wed 11/30/11</b>					
689	Develop Welcome Letter & Packets	Tue 7/26/11	Mon 10/3/11					
690	Submit Letter to State for review	Tue 7/26/11	Mon 10/24/11					
691	Select or notify current vendor	Tue 7/26/11	Fri 9/2/11					
692	Mail out Welcome Letters and New member Packets	Tue 10/25/11	Thu 11/24/11					
693	Mail out PCP Assignment Letter	Fri 11/25/11	Wed 11/30/11					
694	Contingency Plan/Staff for PCP and Return Mail Processing	Tue 7/26/11	Thu 9/8/11					
695	<b>Member Handbook</b>	<b>Tue 7/26/11</b>	<b>Fri 11/25/11</b>					
696	Draft Member Handbook	Tue 7/26/11	Mon 10/24/11					
697	Validate Contact Phone #'s for Member Svs	Tue 7/26/11	Mon 9/19/11					
698	Determine Language Translations	Tue 7/26/11	Mon 8/29/11					
699	Submit to State for approval	Tue 10/25/11	Fri 11/11/11					
700	Submit to print Vendor	Mon 11/14/11	Fri 11/25/11					
701	<b>Member ID Card</b>	<b>Tue 7/26/11</b>	<b>Tue 10/4/11</b>					
702	Notify Personix of pending volume and timeline	Tue 7/26/11	Thu 7/28/11					
703	Review ID card requirements	Fri 7/29/11	Fri 8/5/11					
704	Determine IT requirements to support ID card	Fri 7/29/11	Fri 8/5/11					
705	Review draft copy of ID cards	Fri 8/5/11	Tue 8/9/11					
706	Submit ID Card to State for Review	Tue 8/9/11	Wed 8/24/11					
707	Test run of ID card for submission to State	Thu 8/25/11	Fri 8/26/11					
708	ID card file to personix for memember mailing	Tue 10/4/11	Tue 10/4/11					
709	<b>Provider Directory</b>	<b>Fri 7/29/11</b>	<b>Tue 10/4/11</b>	<b>Hurdley</b>				
710	Define Directory Requirements	Fri 7/29/11	Fri 8/26/11					
711	Provider Directory Data Pull and Validation	Mon 8/29/11	Fri 9/23/11					
712	Directory Pull and Submission	Mon 9/26/11	Fri 9/30/11					
713	Directory approval from state	Mon 10/3/11	Mon 10/3/11					
714	Post to website and Print and send to Broker	Tue 10/4/11	Tue 10/4/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
715	<b>Welcome Kit Mail production</b>	<b>Tue 7/26/11</b>	<b>Fri 11/18/11</b>					
716	Confirm ID card timing (Welcome kit linkage to ID Card)	Wed 10/5/11	Wed 10/5/11					
717	Select/Confirm Welcome kit vendor	Tue 7/26/11	Tue 8/9/11					
718	Confirm File of membership information to Mail vendor	Fri 11/4/11	Fri 11/4/11					
719	Confirm Directory and Welcome letter receipt by mail vendor	Fri 11/4/11	Fri 11/4/11					
720	Welcome letter out to Members (Welcome kit)	Tue 11/15/11	Fri 11/18/11					
721	<b>Participate/Sponsor upon State Approval in Community Awareness Events</b>	<b>Tue 7/26/11</b>	<b>Thu 11/10/11</b>					
722	Evaluate proposal based on goals	Tue 7/26/11	Fri 8/26/11					
723	Identify Tier 1, 2, & 3 Community Agencies to work with.	Tue 7/26/11	Fri 8/26/11					
724	Meet with Tier 1 Community agencies	Mon 8/29/11	Thu 10/13/11					
725	Meet with Tier 2 Community agencies	Mon 8/29/11	Fri 10/21/11					
726	Send letter to Tier 3 community agencies	Mon 8/29/11	Thu 11/10/11					
727	Develop Event Calendar	Tue 7/26/11	Fri 9/16/11					
728	Submit outreach events to the State for Approval	Mon 9/26/11	Fri 10/28/11					
729	<b>Initiate Statewide Partnerships</b>	<b>Tue 7/26/11</b>	<b>Fri 9/9/11</b>					
730	Determine Partnership list (Triple AAA, Alzheimer assoc...etc)	Tue 7/26/11	Wed 7/27/11					
731	Draft relationship & partnership approach recommendation	Tue 7/26/11	Wed 7/27/11					
732	Identify contacts	Tue 7/26/11	Wed 7/27/11					
733	Schedule meetings with key partners	Thu 9/8/11	Fri 9/9/11					
734	<b>HARC - Member Welcome calls</b>	<b>Tue 7/26/11</b>	<b>Fri 12/30/11</b>	<b>Kreiling</b>				
735	Member files to HARC	Wed 10/5/11	Wed 10/26/11					
736	HARC Scripting	Tue 7/26/11	Fri 9/23/11					
737	HARC Script approval	Mon 8/22/11	Mon 9/5/11					
738	HARC call center trained on process	Fri 10/7/11	Thu 10/20/11					
739	Complete membership welcome calls	Fri 9/30/11	Fri 12/30/11					
740	<b>Provider and Member Website</b>	<b>Tue 7/26/11</b>	<b>Thu 11/3/11</b>					
741	Develop state product content for the website	Thu 8/18/11	Fri 9/16/11					
742	Obtain required approvals	Tue 10/4/11	Tue 10/4/11					
743	Develop member specific content for the member site	Thu 8/18/11	Fri 9/16/11					
744	Develop provider specific content for the provider site	Thu 8/18/11	Fri 9/16/11					
745	Obtained Required approval	Tue 7/26/11	Fri 10/21/11					
746	Submit to IT to post approved content to the site	Thu 11/3/11	Thu 11/3/11					
747	<b>Establish Member and provider advocacy groups</b>	<b>Tue 7/26/11</b>	<b>Mon 10/17/11</b>					
748	Identify Provider Association Advisory Committee members	Tue 7/26/11	Mon 8/15/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
749	Establish Provider Association Advisory Committee schedule, meeting place, invitation, RSVP process, sign-in sheets, identify staff participants, agenda and extract mailing lists	Tue 8/16/11	Mon 9/26/11					
750	Mail invitations	Tue 9/27/11	Mon 10/3/11					
751	Conduct Provider Association Advisory Committees	Tue 10/4/11	Mon 10/17/11					
752	Identify visit key contacts with Medical Societies and Hospital Association	Tue 7/26/11	Mon 8/1/11					
753	<b>Whole IT Project</b>	<b>Fri 4/22/11</b>	<b>Tue 3/13/12</b>					
754	<b>Discovery &amp; Feasibility</b>	<b>Fri 4/22/11</b>	<b>Mon 9/19/11</b>	Vijay D'Souza				
755	<b>Project Planning</b>	<b>Fri 4/22/11</b>	<b>Tue 7/26/11</b>	Vijay D'Souza				
756	Determine target start, finish dates for project	Fri 5/13/11	Wed 6/1/11	Vijay D'Souza				
757	<b>Define project teams and resource allocation</b>	<b>Fri 4/22/11</b>	<b>Fri 6/24/11</b>					
758	Get approval for additional resources if necessary	Tue 6/7/11	Mon 6/13/11	Vijay D'Souza				
759		Tue 6/14/11	Mon 6/20/11	Vijay D'Souza				
761	Define core team roles and responsibilities	Tue 6/21/11	Fri 6/24/11	Vijay D'Souza				
762	Create initial project scope document	Thu 7/14/11	Fri 7/15/11	Vijay D'Souza				
763	Create preliminary project plan	Mon 7/18/11	Mon 7/18/11	Vijay D'Souza				
764	Prepare needs assessment package to send to Health Plan	Tue 7/19/11	Fri 7/22/11	Vijay D'Souza				
765	Meet with Analysts to discuss implementation strategy, site visit	Mon 7/25/11	Tue 7/26/11	Vijay D'Souza				
766	<b>Preliminary Requirements Analysis</b>	<b>Wed 7/27/11</b>	<b>Tue 9/6/11</b>					
767	<b>Send pre visit needs assessment materials to plan</b>	<b>Wed 7/27/11</b>	<b>Wed 7/27/11</b>					
768	Send letter advising plan of analyst visit, request documentation, etc.	Wed 7/27/11	Wed 7/27/11					
769	Request additional pre visit information as needed	Wed 7/27/11	Wed 7/27/11					
770	Request copy of state contract	Wed 7/27/11	Wed 7/27/11					
771	Request copy of standard fee schedules	Wed 7/27/11	Wed 7/27/11					
772	Request copies of provider-specific contracts	Wed 7/27/11	Wed 7/27/11					
773	Request copies of Plan Policies & Procedures	Wed 7/27/11	Wed 7/27/11					
774	Request copies of reports	Wed 7/27/11	Wed 7/27/11					
775	Schedule project team specific meetings	Wed 7/27/11	Tue 8/9/11					
776	Meet with Care management team to discuss implementation project	Wed 8/10/11	Tue 8/23/11					
777	validate instance set-up	Wed 7/27/11	Wed 7/27/11					
778	Validate maccess set-up	Wed 7/27/11	Wed 7/27/11					
779	<b>Plan response</b>	<b>Wed 8/24/11</b>	<b>Tue 9/6/11</b>					
780	Needs assessment	Wed 8/24/11	Mon 8/29/11					
781	fee schedules	Wed 8/24/11	Tue 9/6/11					
782	contracts	Wed 8/24/11	Tue 9/6/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
783	policy and procedure	Wed 8/24/11	Tue 9/6/11					
784	<b>Business Analysis</b>	<b>Wed 8/24/11</b>	<b>Mon 9/19/11</b>					
785	<b>Kick-Off Meeting With Health Plan</b>	<b>Wed 8/24/11</b>	<b>Wed 9/7/11</b>					
786	On Site Review of Needs Assessment and Project Plan	Wed 8/24/11	Tue 8/30/11					
787	Determine plan resource involvement, allocation	Tue 8/30/11	Wed 8/31/11					
788	Interview Plan subject matter experts	Tue 8/30/11	Wed 8/31/11					
789	Determine reports done off system	Tue 8/30/11	Wed 8/31/11					
790	Have Plan continue provider file clean-up, making contract copies	Thu 9/1/11	Wed 9/7/11					
791	<b>Needs Assessment Analysis</b>	<b>Tue 8/30/11</b>	<b>Tue 9/13/11</b>					
792	Receive completed need assessments from Plan, Eau Claire SME's	Tue 8/30/11	Mon 9/5/11					
793	Do in depth needs assessment analysis	Wed 9/7/11	Mon 9/12/11					
794	Document any mandatory or contractual reports, interfaces, specific tir	Tue 9/13/11	Tue 9/13/11					
795	Create preliminary gap analysis based on assessments	Tue 9/13/11	Tue 9/13/11					
796	<b>Follow up to review gaps, issues, processes, etc.</b>	<b>Tue 9/13/11</b>	<b>Thu 9/15/11</b>					
797	Get copy of claims rules	Tue 9/13/11	Thu 9/15/11					
798	Gather other source documents and process flows as necessary	Tue 9/13/11	Thu 9/15/11					
799	<b>Create Implementation Artifacts</b>	<b>Fri 9/16/11</b>	<b>Mon 9/19/11</b>					
800	Create Issues Log	Fri 9/16/11	Mon 9/19/11					
801	Create Decisions Log	Fri 9/16/11	Mon 9/19/11					
802	<b>Recommendations</b>	<b>Tue 9/13/11</b>	<b>Tue 9/20/11</b>					
803	<b>Core team meet to review and finalize project scope, conversion plan, prel</b>	<b>Tue 9/13/11</b>	<b>Tue 9/20/11</b>					
804	Discuss any open issues resulting from gap analysis	Tue 9/13/11	Tue 9/20/11					
805	Confirm project dates and overall design plan	Tue 9/13/11	Tue 9/20/11					
806	Discuss training requirements	Tue 9/13/11	Tue 9/20/11					
807	Discuss possible cultural changes that might impact Plan and/or project	Tue 9/13/11	Tue 9/20/11					
808	Update Project approach document	Tue 9/13/11	Tue 9/13/11					
809	Update project plan and save as baseline	Wed 9/14/11	Thu 9/15/11					
810	Get sign-off/approval from team members on project plan, scope, etc.	Fri 9/16/11	Fri 9/16/11					
811	Get sign-off/approval from Health Plan on project plan, scope, etc.	Mon 9/19/11	Mon 9/19/11					
812	Get sign-off/approval from Senior Management	Tue 9/20/11	Tue 9/20/11					
813	<b>Business/System Requirements and Detail Design</b>	<b>Wed 9/14/11</b>	<b>Thu 10/27/11</b>					
814	<b>Line of Business, Plan Codes, Group Codes</b>	<b>Wed 9/14/11</b>	<b>Fri 9/16/11</b>					
815	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Fri 9/16/11</b>					
816	Create Reqts/Design Documents	Wed 9/14/11	Thu 9/15/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
817	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Fri 9/16/11	Fri 9/16/11					
818	Obtain Plan Signoff (Reqs/Design Documents)	Fri 9/16/11	Fri 9/16/11					
819	<b>Vendor</b>	<b>Wed 9/14/11</b>	<b>Fri 9/23/11</b>					
820	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Mon 9/19/11</b>					
821	Create Reqs/Design Documents	Wed 9/14/11	Thu 9/15/11					
822	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Fri 9/16/11	Fri 9/16/11					
823	Obtain Plan Signoff (Reqs/Design Documents)	Mon 9/19/11	Mon 9/19/11					
824	<b>Conversions/data loading</b>	<b>Fri 9/16/11</b>	<b>Thu 9/22/11</b>					
825	Define initial vendor conversion/extract strategy	Fri 9/16/11	Tue 9/20/11					
826	Document conversion strategy for go-live	Wed 9/21/11	Thu 9/22/11					
827	Define data staging/scrub process	Wed 9/21/11	Thu 9/22/11					
828	Create vendor conversion detail design document	Wed 9/21/11	Thu 9/22/11					
829	<b>Testing Documents</b>	<b>Fri 9/16/11</b>	<b>Fri 9/23/11</b>					
830	Create High Level Testing Design	Fri 9/16/11	Mon 9/19/11					
831	Create Detailed Testing Design	Tue 9/20/11	Wed 9/21/11					
832	Obtain Signoff on Test Scenarios	Thu 9/22/11	Fri 9/23/11					
833	<b>Provider</b>	<b>Wed 9/14/11</b>	<b>Mon 9/26/11</b>					
834	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Wed 9/21/11</b>					
835	Create Reqs/Design Documents	Wed 9/14/11	Fri 9/16/11					
836	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Mon 9/19/11	Mon 9/19/11					
837	Obtain Plan Signoff (Reqs/Design Documents)	Tue 9/20/11	Wed 9/21/11					
838	Determine how provider taxonomy codes will be loaded (and when)	Wed 9/14/11	Thu 9/15/11					
839	<b>Interfaces including NDB</b>	<b>Mon 9/19/11</b>	<b>Fri 9/23/11</b>					
840	Review business rules	Mon 9/19/11	Tue 9/20/11					
841	Work with UT and/or Ovations IT if required	Wed 9/21/11	Wed 9/21/11					
842	Create provider interface detail design document	Thu 9/22/11	Fri 9/23/11					
843	<b>Conversions/data loading</b>	<b>Mon 9/19/11</b>	<b>Fri 9/23/11</b>					
844	Define initial provider conversion/extract strategy	Mon 9/19/11	Tue 9/20/11					
845	Define data staging/scrub process	Mon 9/19/11	Mon 9/19/11					
846	Document conversion strategy for go-live	Mon 9/19/11	Tue 9/20/11					
847	Create provider conversion detail design document	Wed 9/21/11	Fri 9/23/11					
848	<b>Testing Documents</b>	<b>Mon 9/19/11</b>	<b>Mon 9/26/11</b>					
849	Create High Level Testing Design	Mon 9/19/11	Mon 9/19/11					
850	Create Detailed Testing Design	Tue 9/20/11	Wed 9/21/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
851	Obtain Signoff on Test Scenarios	Thu 9/22/11	Mon 9/26/11					
852	<b>PCP Auto-Assignment</b>	<b>Wed 9/14/11</b>	<b>Fri 9/23/11</b>					
853	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Thu 9/22/11</b>					
854	Create Reqs/Design Documents	Wed 9/14/11	Fri 9/16/11					
855	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Mon 9/19/11	Tue 9/20/11					
856	Obtain Plan Signoff (Reqs/Design Documents)	Wed 9/21/11	Thu 9/22/11					
857	<b>Testing Documents</b>	<b>Mon 9/19/11</b>	<b>Fri 9/23/11</b>					
858	Create High Level Testing Design	Mon 9/19/11	Mon 9/19/11					
859	Create Detailed Testing Design	Tue 9/20/11	Wed 9/21/11					
860	Obtain Signoff on Test Scenarios	Wed 9/21/11	Fri 9/23/11					
861	<b>Standard Fee Schedules</b>	<b>Wed 9/14/11</b>	<b>Fri 9/30/11</b>					
862	<b>Design Documents</b>	<b>Wed 9/14/11</b>	<b>Fri 9/30/11</b>					
863	Review source data to system data for use	Wed 9/14/11	Fri 9/16/11					
864	Review and determine if changes will be made to simplify, standardize	Mon 9/19/11	Wed 9/21/11					
865	Determine process to build schedules	Mon 9/19/11	Tue 9/20/11					
866	Create Reqs/Design Documents	Mon 9/19/11	Wed 9/21/11					
867	Determine possible financial impact of chages and model results	Thu 9/22/11	Tue 9/27/11					
868	Review and approval of finacial impact by exec mgmt	Thu 9/22/11	Thu 9/22/11					
869	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Wed 9/28/11	Wed 9/28/11					
870	Obtain Plan Signoff (Reqs/Design Documents)	Thu 9/29/11	Fri 9/30/11					
871	<b>Testing Documents</b>	<b>Thu 9/22/11</b>	<b>Wed 9/28/11</b>					
872	Create High Level Testing Design	Thu 9/22/11	Thu 9/22/11					
873	Create Detailed Testing Design	Fri 9/23/11	Mon 9/26/11					
874	Obtain Signoff on Test Scenarios	Mon 9/26/11	Wed 9/28/11					
875	<b>Professional Contracts</b>	<b>Wed 9/14/11</b>	<b>Mon 9/26/11</b>					
876	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Fri 9/23/11</b>					
877	Define number of contracts	Wed 9/14/11	Thu 9/15/11					
878	Define contract/provider linkage	Fri 9/16/11	Mon 9/19/11					
879	Create Reqs/Design Documents	Fri 9/16/11	Tue 9/20/11					
880	Determine possible financial impact of chages and model results	Fri 9/16/11	Wed 9/21/11					
881	Review and approval of finacial impact by exec mgmt	Thu 9/22/11	Fri 9/23/11					
882	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Thu 9/22/11	Thu 9/22/11					
883	Obtain Plan Signoff (Reqs/Design Documents)	Fri 9/23/11	Fri 9/23/11					
884	<b>Testing Documents</b>	<b>Wed 9/21/11</b>	<b>Mon 9/26/11</b>					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
885	Create High Level Testing Design	Wed 9/21/11	Wed 9/21/11					
886	Create Detailed Testing Design	Thu 9/22/11	Fri 9/23/11					
887	Obtain Signoff on Test Scenarios	Mon 9/26/11	Mon 9/26/11					
888	<b>Institutional Contracts</b>	<b>Wed 9/14/11</b>	<b>Thu 10/13/11</b>					
889	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Mon 10/10/11</b>					
890	Review contracts for fit to std template or need to recontract confir	Wed 9/14/11	Tue 9/20/11					
891	If not, special approvals need to be documented and approved	Wed 9/21/11	Tue 9/27/11					
892	Create configuration grid	Wed 9/21/11	Tue 10/4/11					
893	Create Reqts/Design Documents	Wed 10/5/11	Thu 10/6/11					
894	Determine possible financial impact of chages and model results	Wed 10/5/11	Mon 10/10/11					
895	Review and approval of finacial impact by exec mgmt	Fri 10/7/11	Mon 10/10/11					
896	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Fri 10/7/11	Fri 10/7/11					
897	Obtain Plan Signoff (Reqts/Design Documents)	Mon 10/10/11	Mon 10/10/11					
898	<b>Testing Documents</b>	<b>Fri 10/7/11</b>	<b>Thu 10/13/11</b>					
899	Create High Level Testing Design	Fri 10/7/11	Fri 10/7/11					
900	Create Detailed Testing Design	Mon 10/10/11	Tue 10/11/11					
901	Obtain Signoff on Test Scenarios	Wed 10/12/11	Thu 10/13/11					
902	<b>Member Enrollment</b>	<b>Wed 9/14/11</b>	<b>Wed 10/5/11</b>					
903	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Fri 9/23/11</b>					
904	Create Reqts/Design Documents	Wed 9/14/11	Fri 9/16/11					
905	Determine possible financial impact of chages and model results	Mon 9/19/11	Thu 9/22/11					
906	Review and approval of finacial impact by exec mgmt	Fri 9/23/11	Fri 9/23/11					
907	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Mon 9/19/11	Tue 9/20/11					
908	Obtain Plan Signoff (Reqts/Design Documents)	Wed 9/21/11	Thu 9/22/11					
909	<b>Interfaces including 834</b>	<b>Mon 9/19/11</b>	<b>Fri 9/23/11</b>					
910	Review business rules	Mon 9/19/11	Wed 9/21/11					
911	Work with UT and/or Ovations IT if required	Mon 9/19/11	Tue 9/20/11					
912	Create member interface detail design document	Wed 9/21/11	Fri 9/23/11					
913	<b>Data Mapping</b>	<b>Wed 9/21/11</b>	<b>Wed 10/5/11</b>					
914	Conversions/data loading	Wed 9/21/11	Wed 10/5/11					
915	Define initial member conversion/extract strategy	Wed 9/21/11	Fri 9/23/11					
916	Define conversion strategy for go-live	Wed 9/21/11	Wed 9/21/11					
917	Define data staging/scrub process	Thu 9/22/11	Thu 9/22/11					
918	Create member conversion detail design document	Wed 9/21/11	Fri 9/23/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
919	<b>Testing Documents</b>	<b>Mon 9/19/11</b>	<b>Mon 9/26/11</b>					
920	Create High Level Testing Design	Mon 9/19/11	Mon 9/19/11					
921	Create Detailed Testing Design	Tue 9/20/11	Wed 9/21/11					
922	Obtain Signoff on Test Scenarios	Thu 9/22/11	Mon 9/26/11					
923	<b>Member TPL/COB</b>	<b>Wed 9/14/11</b>	<b>Wed 9/28/11</b>					
924	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Wed 9/21/11</b>					
925	Create Reqs/Design Documents	Wed 9/14/11	Thu 9/15/11					
926	Determine possible financial impact of chages and model results	Fri 9/16/11	Wed 9/21/11					
927	Review and approval of finacial impact by exec mgmt	Fri 9/16/11	Mon 9/19/11					
928	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Fri 9/16/11	Mon 9/19/11					
929	Obtain Plan Signoff (Reqs/Design Documents)	Tue 9/20/11	Tue 9/20/11					
930	<b>Interfaces</b>	<b>Tue 9/20/11</b>	<b>Thu 9/22/11</b>					
931	Review business rules	Tue 9/20/11	Wed 9/21/11					
932	Work with UT and/or Ovations IT if required	Tue 9/20/11	Tue 9/20/11					
933	Create member interface detail design document	Wed 9/21/11	Thu 9/22/11					
934	<b>Data Mapping</b>	<b>Wed 9/21/11</b>	<b>Wed 9/28/11</b>					
935	Conversions/data loading	Wed 9/21/11	Wed 9/28/11					
936	Define initial member conversion/extract strategy	Wed 9/21/11	Wed 9/21/11					
937	Define conversion strategy for go-live	Wed 9/21/11	Wed 9/21/11					
938	Define data staging/scrub process	Thu 9/22/11	Thu 9/22/11					
939	Create member conversion detail design document	Wed 9/21/11	Thu 9/22/11					
940	Data Mapping	Wed 9/21/11	Thu 9/22/11					
941	<b>Care Management (CareOne)</b>	<b>Wed 9/14/11</b>	<b>Mon 9/26/11</b>					
942	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Thu 9/22/11</b>					
943	Create Reqs/Design Documents	Wed 9/14/11	Fri 9/16/11					
944	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Mon 9/19/11	Mon 9/19/11					
945	Determine possible financial impact of chages and model results	Mon 9/19/11	Thu 9/22/11					
946	Review and approval of finacial impact by exec mgmt	Mon 9/19/11	Mon 9/19/11					
947	Obtain Plan Signoff (Reqs/Design Documents)	Tue 9/20/11	Wed 9/21/11					
948	Determine how provider taxonomy codes will be loaded (and when)	Tue 9/20/11	Wed 9/21/11					
949	<b>Interfaces (CareOne interfaces)</b>	<b>Mon 9/19/11</b>	<b>Fri 9/23/11</b>					
950	Review business rules	Mon 9/19/11	Tue 9/20/11					
951	Work with UT and/or Ovations IT if required	Wed 9/21/11	Wed 9/21/11					
952	Create provider interface detail design document	Thu 9/22/11	Fri 9/23/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
953	<b>Conversions/data loading</b>	<b>Mon 9/19/11</b>	<b>Fri 9/23/11</b>					
954	Define initial provider conversion/extract strategy	Mon 9/19/11	Tue 9/20/11					
955	Define data staging/scrub process	Mon 9/19/11	Tue 9/20/11					
956	Document conversion strategy for go-live	Mon 9/19/11	Tue 9/20/11					
957	Create provider conversion detail design document	Wed 9/21/11	Fri 9/23/11					
958	<b>Testing Documents</b>	<b>Mon 9/19/11</b>	<b>Mon 9/26/11</b>					
959	Create High Level Testing Design	Mon 9/19/11	Mon 9/19/11					
960	Create Detailed Testing Design	Tue 9/20/11	Wed 9/21/11					
961	Obtain Signoff on Test Scenarios	Thu 9/22/11	Mon 9/26/11					
962	<b>Benefits</b>	<b>Wed 9/14/11</b>	<b>Tue 9/27/11</b>					
963	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Mon 9/26/11</b>					
964	Create Reqts/Design Documents	Wed 9/14/11	Tue 9/20/11					
965	Determine possible financial impact of chages and model results	Wed 9/21/11	Mon 9/26/11					
966	Review and approval of finacial impact by exec mgmt	Wed 9/21/11	Wed 9/21/11					
967	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Wed 9/21/11	Wed 9/21/11					
968	Obtain Plan Signoff (Reqts/Design Documents)	Thu 9/22/11	Thu 9/22/11					
969	<b>Testing Documents</b>	<b>Wed 9/21/11</b>	<b>Tue 9/27/11</b>					
970	Create High Level Testing Design	Wed 9/21/11	Wed 9/21/11					
971	Create Detailed Testing Design	Thu 9/22/11	Fri 9/23/11					
972	Obtain Signoff on Test Scenarios	Mon 9/26/11	Tue 9/27/11					
973	<b>Claims</b>	<b>Wed 9/14/11</b>	<b>Tue 10/11/11</b>					
974	<b>Review required business rules</b>	<b>Wed 9/14/11</b>	<b>Thu 9/29/11</b>					
975	Front end - MACCESS EXP	Tue 9/27/11	Wed 9/28/11					
976	Auto adjudication	Tue 9/27/11	Thu 9/29/11					
977	Encounters edits	Wed 9/14/11	Fri 9/16/11					
978	Interest	Tue 9/27/11	Thu 9/29/11					
979	ICES	Tue 9/27/11	Thu 9/29/11					
980	HSS	Tue 9/27/11	Thu 9/29/11					
981	<b>Requirements and Design Documents</b>	<b>Thu 9/29/11</b>	<b>Mon 10/10/11</b>					
982	Create Reqts/Design Documents (claims)	Thu 9/29/11	Tue 10/4/11					
983	Create Reqts/Design Documents (ICES)	Thu 9/29/11	Tue 10/4/11					
984	Create Reqts/Design Documents (HSS)	Thu 9/29/11	Tue 10/4/11					
985	Determine possible financial impact of chages and model results	Wed 10/5/11	Mon 10/10/11					
986	Review and approval of finacial impact by exec mgmt	Wed 10/5/11	Wed 10/5/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
987	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Wed 10/5/11	Wed 10/5/11					
988	Obtain Plan Signoff (Reqs/Design Documents)	Thu 10/6/11	Thu 10/6/11					
989	<b>Testing Documents</b>	<b>Wed 10/5/11</b>	<b>Tue 10/11/11</b>					
990	Create High Level Testing Design	Wed 10/5/11	Wed 10/5/11					
991	Create Detailed Testing Design	Thu 10/6/11	Fri 10/7/11					
992	Obtain Signoff on Test Scenarios	Mon 10/10/11	Tue 10/11/11					
993	<b>Finance</b>	<b>Wed 9/14/11</b>	<b>Tue 10/11/11</b>					
994	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Wed 9/28/11</b>					
995	Create Reqs/Design Documents	Wed 9/14/11	Wed 9/21/11					
996	Determine possible financial impact of chages and model results	Thu 9/22/11	Tue 9/27/11					
997	Review and approval of finacial impact by exec mgmt	Wed 9/28/11	Wed 9/28/11					
998	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Thu 9/22/11	Thu 9/22/11					
999	Obtain Plan Signoff (Reqs/Design Documents)	Fri 9/23/11	Fri 9/23/11					
1000	<b>Interfaces including FSDB and MRR</b>	<b>Thu 9/22/11</b>	<b>Tue 10/4/11</b>					
1001	Review business rules	Thu 9/22/11	Fri 9/23/11					
1002	Determine what's needed for FSDB interface/load	Mon 9/26/11	Thu 9/29/11					
1003	Create Finance interface detail design document	Fri 9/30/11	Tue 10/4/11					
1004	<b>Testing Documents</b>	<b>Wed 10/5/11</b>	<b>Tue 10/11/11</b>					
1005	Create High Level Testing Design	Wed 10/5/11	Wed 10/5/11					
1006	Create Detailed Testing Design	Thu 10/6/11	Fri 10/7/11					
1007	Obtain Signoff on Test Scenarios	Mon 10/10/11	Tue 10/11/11					
1008	<b>MACCESS Workflow Management</b>	<b>Thu 9/29/11</b>	<b>Tue 10/4/11</b>					
1009	<b>Requirements and Design Documents</b>	<b>Thu 9/29/11</b>	<b>Tue 10/4/11</b>					
1010	Create Reqs/Design Documents	Thu 9/29/11	Fri 9/30/11					
1011	Obtain Internal Signoff from Proj Mgt, MOT, DBM, QA (Reqs/Design I	Mon 10/3/11	Mon 10/3/11					
1012	Obtain Plan Signoff (Reqs/Design Documents)	Tue 10/4/11	Tue 10/4/11					
1013	<b>Code sets</b>	<b>Thu 9/29/11</b>	<b>Wed 10/5/11</b>					
1014	Review status of baseline and update as needed	Thu 9/29/11	Thu 9/29/11					
1015	Determine if any special state requirements	Thu 9/29/11	Fri 9/30/11					
1016	Analysis, review and load codes into Facets	Thu 9/29/11	Wed 10/5/11					
1017	<b>Reports</b>	<b>Wed 9/14/11</b>	<b>Wed 10/12/11</b>					
1018	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Fri 10/7/11</b>					
1019	Create reports grid	Wed 9/14/11	Fri 9/30/11					
1020	Update Reqs/Design Documents	Mon 10/3/11	Wed 10/5/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
1021	Obtain Plan Signoff (Reqs/Design Documents)	Thu 10/6/11	Fri 10/7/11					
1022	<b>Testing Documents</b>	<b>Thu 10/6/11</b>	<b>Wed 10/12/11</b>					
1023	Create High Level Testing Design	Thu 10/6/11	Thu 10/6/11					
1024	Create Detailed Testing Design	Fri 10/7/11	Mon 10/10/11					
1025	Obtain Signoff on Test Scenarios	Wed 10/12/11	Wed 10/12/11					
1026	<b>Existing Interfaces Analysis and Design</b>	<b>Wed 9/14/11</b>	<b>Thu 10/27/11</b>					
1027	Create interfaces grid	Wed 9/14/11	Thu 9/15/11					
1028	Perform analysis and document results	Fri 9/16/11	Thu 9/29/11					
1029	Analysis review session	Fri 9/30/11	Fri 9/30/11					
1030	Document which interfaces need modifications	Mon 10/3/11	Fri 10/14/11					
1031	<b>New/Update Interfaces</b>	<b>Fri 9/30/11</b>	<b>Wed 10/5/11</b>					
1032	<b>Vendor/provider Load to claims platform</b>	<b>Fri 9/30/11</b>	<b>Wed 10/5/11</b>					
1033	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Wed 10/5/11</b>					
1034	Analysis and business requirements review	Fri 9/30/11	Fri 9/30/11					
1035	Develop Specification and Flow Charts	Mon 10/3/11	Tue 10/4/11					
1036	Design Review and Internal Signoff	Wed 10/5/11	Wed 10/5/11					
1037	<b>Covering provider</b>	<b>Fri 9/30/11</b>	<b>Thu 10/6/11</b>					
1038	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Thu 10/6/11</b>					
1039	Analysis and business requirements review	Fri 9/30/11	Mon 10/3/11					
1040	Develop Specification and Flow Charts	Tue 10/4/11	Wed 10/5/11					
1041	Design Review and Internal Signoff	Thu 10/6/11	Thu 10/6/11					
1042	<b>Member Load to Claims platform</b>	<b>Fri 9/30/11</b>	<b>Tue 10/11/11</b>					
1043	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Tue 10/11/11</b>					
1044	Analysis and business requirements review	Fri 9/30/11	Tue 10/4/11					
1045	Develop Specification and Flow Charts	Wed 10/5/11	Fri 10/7/11					
1046	Design Review and Internal Signoff	Mon 10/10/11	Tue 10/11/11					
1047	<b>Auth load</b>	<b>Fri 9/30/11</b>	<b>Tue 10/11/11</b>					
1048	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Tue 10/11/11</b>					
1049	Analysis and business requirements review	Fri 9/30/11	Tue 10/4/11					
1050	Develop Specification and Flow Charts	Wed 10/5/11	Fri 10/7/11					
1051	Design Review and Internal Signoff	Mon 10/10/11	Tue 10/11/11					
1052	<b>CES/Member Locator feed</b>	<b>Fri 9/30/11</b>	<b>Thu 10/6/11</b>					
1053	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Thu 10/6/11</b>					
1054	Develop Specification and Flow Charts	Fri 9/30/11	Fri 9/30/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
1055	Design Review and Internal Signoff	Mon 10/3/11	Tue 10/4/11					
1056	Testing Documents	Mon 10/3/11	Thu 10/6/11					
1057	Create High Level Testing Design	Mon 10/3/11	Mon 10/3/11					
1058	Create Detailed Testing Design	Tue 10/4/11	Tue 10/4/11					
1059	Obtain Signoff on Test Scenarios	Wed 10/5/11	Wed 10/5/11					
1060	<b>Data Warehouse</b>	<b>Fri 9/30/11</b>	<b>Mon 10/17/11</b>					
1061	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Mon 10/17/11</b>					
1062	Develop interfaces/extracts for DW	Fri 9/30/11	Thu 10/13/11					
1063	Design Review and Internal Signoff	Fri 10/14/11	Mon 10/17/11					
1064	<b>ICES</b>	<b>Fri 9/30/11</b>	<b>Tue 10/18/11</b>					
1065	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Wed 10/12/11</b>					
1066	Review edits and document	Fri 9/30/11	Mon 10/10/11					
1067	Design Review and Internal Signoff	Tue 10/11/11	Wed 10/12/11					
1068	<b>Testing Documents</b>	<b>Thu 10/13/11</b>	<b>Tue 10/18/11</b>					
1069	Create High Level Testing Design	Thu 10/13/11	Thu 10/13/11					
1070	Create Detailed Testing Design	Fri 10/14/11	Mon 10/17/11					
1071	Obtain Signoff on Test Scenarios	Tue 10/18/11	Tue 10/18/11					
1072	<b>HSS</b>	<b>Fri 9/30/11</b>	<b>Mon 10/24/11</b>					
1073	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Tue 10/18/11</b>					
1074	Review which rate files to be used, std or state specific	Fri 9/30/11	Mon 10/3/11					
1075	obtain files	Tue 10/4/11	Mon 10/17/11					
1076	Design Review and Internal Signoff	Tue 10/18/11	Tue 10/18/11					
1077	<b>Testing Documents</b>	<b>Wed 10/19/11</b>	<b>Mon 10/24/11</b>					
1078	Create High Level Testing Design	Wed 10/19/11	Wed 10/19/11					
1079	Create Detailed Testing Design	Thu 10/20/11	Fri 10/21/11					
1080	Obtain Signoff on Test Scenarios	Mon 10/24/11	Mon 10/24/11					
1081	<b>COB tracking</b>	<b>Fri 9/30/11</b>	<b>Wed 10/5/11</b>					
1082	<b>Specification</b>	<b>Fri 9/30/11</b>	<b>Wed 10/5/11</b>					
1083	Develop Specification and Flow Charts	Fri 9/30/11	Mon 10/3/11					
1084	Design Review and Internal Signoff	Tue 10/4/11	Wed 10/5/11					
1085	<b>Encounters</b>	<b>Fri 9/30/11</b>	<b>Thu 10/27/11</b>					
1086	Develop 837I specs encounters	Fri 9/30/11	Thu 10/27/11					
1087	Develop 837P specs for encounters	Fri 9/30/11	Thu 10/27/11					
1088	<b>Portal/Website (Provider/ member)</b>	<b>Wed 9/14/11</b>	<b>Wed 10/12/11</b>					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
1089	<b>Requirements and Design Documents</b>	<b>Wed 9/14/11</b>	<b>Fri 10/7/11</b>					
1090	Create reports grid	Wed 9/14/11	Fri 9/30/11					
1091	Update Reqts/Design Documents	Mon 10/3/11	Wed 10/5/11					
1092	Obtain Plan Signoff (Reqs/Design Documents)	Thu 10/6/11	Fri 10/7/11					
1093	<b>Testing Documents</b>	<b>Thu 10/6/11</b>	<b>Wed 10/12/11</b>					
1094	Create High Level Testing Design	Thu 10/6/11	Thu 10/6/11					
1095	Create Detailed Testing Design	Fri 10/7/11	Mon 10/10/11					
1096	Obtain Signoff on Test Scenarios	Wed 10/12/11	Wed 10/12/11					
1097	<b>Development, Configuration and Set-Up</b>	<b>Fri 9/16/11</b>	<b>Thu 12/22/11</b>					
1098	<b>Validate Baseline configuration</b>	<b>Fri 9/16/11</b>	<b>Thu 10/13/11</b>					
1099	<b>Table Configurations - All Copy, Load Except Where Noted Manual En</b>	<b>Fri 9/16/11</b>	<b>Thu 10/13/11</b>					
1100	<b>Update Standard Master tables</b>	<b>Fri 9/16/11</b>	<b>Thu 10/13/11</b>					
1101	Review, configure and load Plan specific tables	Fri 9/16/11	Thu 10/13/11					
1102	<b>Group Data</b>	<b>Fri 9/16/11</b>	<b>Thu 9/29/11</b>					
1103	Conversion Development and Data Load/Manual Config	Fri 9/16/11	Thu 9/29/11					
1104	<b>Provider</b>	<b>Tue 9/20/11</b>	<b>Mon 11/21/11</b>					
1105	<b>Provider/Vendor Conversion Development</b>	<b>Tue 9/20/11</b>	<b>Mon 11/21/11</b>					
1106	Vendor Conversion Load to TST	Wed 9/21/11	Mon 10/3/11					
1107	Provider Conversion Load to Test	Wed 9/21/11	Tue 10/18/11					
1108	Provider Pricing and contracts/Fee Schedules	Mon 10/3/11	Fri 11/11/11					
1109	Facility Contracts configuration (assume 20)	Tue 10/11/11	Mon 11/21/11					
1110	Covering Provider Load	Tue 9/20/11	Mon 9/26/11					
1111	<b>Member Enrollment conversion</b>	<b>Fri 9/16/11</b>	<b>Fri 10/28/11</b>					
1112	Get extract of data from source system	Fri 9/16/11	Thu 9/29/11					
1113	Member Enrollment Load to TST	Fri 9/30/11	Thu 10/13/11					
1114	<b>Develop/update conversion pgm</b>	<b>Fri 10/14/11</b>	<b>Fri 10/28/11</b>					
1115	<b>Develop/update COB load</b>	<b>Fri 10/14/11</b>	<b>Fri 10/28/11</b>					
1116	<b>Load</b>	<b>Fri 10/14/11</b>	<b>Mon 10/17/11</b>					
1117	MEMBR - Member Master Initial Conversion	Fri 10/14/11	Mon 10/17/11					
1118	MELIG - Member Elig History Initial Conversion	Fri 10/14/11	Mon 10/17/11					
1119	COBHS - COB History Initial Conversion (Manual Entry)	Fri 10/14/11	Mon 10/17/11					
1120	<b>Unit Test in Test Region</b>	<b>Tue 10/18/11</b>	<b>Fri 10/28/11</b>					
1121	Perform unit test	Tue 10/18/11	Mon 10/24/11					
1122	Approve test results	Tue 10/25/11	Tue 10/25/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
1123	Review and validate unit test results with QA	Wed 10/26/11	Fri 10/28/11					
1124	<b>Benefits config and claims config</b>	<b>Wed 9/21/11</b>	<b>Thu 11/10/11</b>					
1125	Benefits	Wed 9/21/11	Tue 11/1/11					
1126	Claims Set Up	Fri 9/30/11	Thu 11/10/11					
1127	Authorization Set Up and Load	Fri 9/30/11	Thu 11/10/11					
1128	<b>Finance</b>	<b>Fri 9/30/11</b>	<b>Wed 11/30/11</b>					
1129	<b>Capitation</b>	<b>Fri 9/30/11</b>	<b>Wed 11/30/11</b>					
1130	Enter cap models	Fri 9/30/11	Thu 11/10/11					
1131	Unit test model and compare to existing system	Fri 11/11/11	Wed 11/30/11					
1132	<b>Interface development</b>	<b>Mon 9/19/11</b>	<b>Wed 11/23/11</b>					
1133	<b>Provider (existing)</b>	<b>Mon 9/19/11</b>	<b>Fri 11/11/11</b>					
1134	Set-up interface (components/filehandler)	Mon 9/19/11	Fri 9/30/11					
1135	Unit test	Mon 10/3/11	Fri 10/14/11					
1136	QA test	Mon 10/17/11	Fri 10/28/11					
1137	Create turnover packet	Mon 10/31/11	Fri 11/11/11					
1138	<b>Member (existing)</b>	<b>Mon 9/19/11</b>	<b>Fri 11/11/11</b>					
1139	Set-up interface (components/filehandler)	Mon 9/19/11	Fri 9/30/11					
1140	Unit test	Mon 10/3/11	Fri 10/14/11					
1141	QA test	Mon 10/17/11	Fri 10/28/11					
1142	Create turnover packet	Mon 10/31/11	Fri 11/11/11					
1143	<b>Claims (existing, including sweeps)</b>	<b>Thu 9/29/11</b>	<b>Wed 11/23/11</b>					
1144	Set-up interface (components/filehandler)	Thu 9/29/11	Wed 10/12/11					
1145	Unit test	Thu 10/13/11	Wed 10/26/11					
1146	QA test	Thu 10/27/11	Wed 11/9/11					
1147	Create turnover packet	Thu 11/10/11	Wed 11/23/11					
1148	<b>Financial (existing)</b>	<b>Thu 9/22/11</b>	<b>Wed 11/16/11</b>					
1149	Set-up interface (components/filehandler)	Thu 9/22/11	Wed 10/5/11					
1150	Unit test	Thu 10/6/11	Wed 10/19/11					
1151	QA test	Thu 10/20/11	Wed 11/2/11					
1152	Create turnover packet	Thu 11/3/11	Wed 11/16/11					
1153	<b>Enrollment files - 834</b>	<b>Mon 9/19/11</b>	<b>Thu 10/27/11</b>					
1154	Code	Mon 9/19/11	Thu 9/29/11					
1155	Unit test	Fri 9/30/11	Wed 10/12/11					
1156	walkthrough	Thu 10/13/11	Thu 10/13/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
1157	QA test	Fri 10/14/11	Thu 10/20/11					
1158	Build filehandlers	Fri 10/21/11	Mon 10/24/11					
1159	install in other instances	Tue 10/25/11	Tue 10/25/11					
1160	create turnover packet	Wed 10/26/11	Thu 10/27/11					
1161	<b>state specific interfaces (may be more than one)</b>	<b>Mon 9/19/11</b>	<b>Thu 11/10/11</b>					
1162	Code	Mon 9/19/11	Fri 10/7/11					
1163	Unit test	Mon 10/10/11	Thu 10/20/11					
1164	walkthrough	Fri 10/21/11	Fri 10/21/11					
1165	QA test	Mon 10/24/11	Thu 11/3/11					
1166	Build filehandlers	Fri 11/4/11	Mon 11/7/11					
1167	install in other instances	Tue 11/8/11	Tue 11/8/11					
1168	create turnover packet	Wed 11/9/11	Thu 11/10/11					
1169	<b>Vendor interfaces</b>	<b>Mon 9/19/11</b>	<b>Mon 10/24/11</b>					
1170	<b>Transportation</b>	<b>Mon 9/19/11</b>	<b>Wed 10/5/11</b>					
1171	Make defined mods for plan (if necessary)	Mon 9/19/11	Fri 9/23/11					
1172	Set-up interface (components/filehandler)	Mon 9/26/11	Tue 9/27/11					
1173	Unit test	Wed 9/28/11	Thu 9/29/11					
1174	QA test	Fri 9/30/11	Mon 10/3/11					
1175	Create turnover packet	Tue 10/4/11	Wed 10/5/11					
1176	<b>Vision</b>	<b>Thu 10/6/11</b>	<b>Mon 10/24/11</b>					
1177	Make defined mods for plan (if necessary)	Thu 10/6/11	Wed 10/12/11					
1178	Set-up interface (components/filehandler)	Thu 10/13/11	Fri 10/14/11					
1179	Unit test	Mon 10/17/11	Tue 10/18/11					
1180	QA test	Wed 10/19/11	Thu 10/20/11					
1181	Create turnover packet	Fri 10/21/11	Mon 10/24/11					
1182	<b>APCP architecture systems set-up</b>	<b>Mon 10/31/11</b>	<b>Thu 12/22/11</b>					
1183	<b>CareOne</b>	<b>Mon 10/31/11</b>	<b>Thu 12/22/11</b>					
1184	Make defined mods for plan (if necessary)	Mon 10/31/11	Fri 11/25/11					
1185	Set-up interface (components/filehandler)	Mon 11/28/11	Fri 12/2/11					
1186	Unit test	Mon 12/5/11	Tue 12/6/11					
1187	QA test	Wed 12/7/11	Tue 12/20/11					
1188	Create turnover packet	Wed 12/21/11	Thu 12/22/11					
1189	<b>RAM</b>	<b>Mon 10/31/11</b>	<b>Tue 11/22/11</b>					
1190	Make defined mods for plan (if necessary)	Mon 10/31/11	Fri 11/11/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
1191	Set-up interface (components/filehandler)	Mon 11/14/11	Tue 11/15/11					
1192	Unit test	Wed 11/16/11	Thu 11/17/11					
1193	QA test	Fri 11/18/11	Mon 11/21/11					
1194	Create turnover packet	Tue 11/22/11	Tue 11/22/11					
1195	<b>FSDB</b>	<b>Mon 10/31/11</b>	<b>Fri 12/2/11</b>					
1196	Make defined mods for plan (if necessary)	Mon 10/31/11	Fri 11/11/11					
1197	Set-up interface (components/filehandler)	Mon 11/14/11	Tue 11/15/11					
1198	Unit test	Wed 11/16/11	Wed 11/23/11					
1199	QA test	Thu 11/24/11	Thu 12/1/11					
1200	Create turnover packet	Fri 12/2/11	Fri 12/2/11					
1201	<b>CustomerCare (Call center)</b>	<b>Mon 10/31/11</b>	<b>Fri 11/11/11</b>					
1202	Make defined mods for plan (if necessary)	Mon 10/31/11	Wed 11/2/11					
1203	Set-up interface (components/filehandler)	Thu 11/3/11	Fri 11/4/11					
1204	Unit test	Mon 11/7/11	Tue 11/8/11					
1205	QA test	Wed 11/9/11	Thu 11/10/11					
1206	Create turnover packet	Fri 11/11/11	Fri 11/11/11					
1207	<b>VIPS MedMeasures</b>	<b>Mon 10/31/11</b>	<b>Fri 11/11/11</b>					
1208	Make defined mods for plan (if necessary)	Mon 10/31/11	Wed 11/2/11					
1209	Set-up interface (components/filehandler)	Thu 11/3/11	Fri 11/4/11					
1210	Unit test	Mon 11/7/11	Tue 11/8/11					
1211	QA test	Wed 11/9/11	Thu 11/10/11					
1212	Create turnover packet	Fri 11/11/11	Fri 11/11/11					
1213	<b>UTD</b>	<b>Mon 10/31/11</b>	<b>Fri 11/11/11</b>					
1214	Make defined mods for plan (if necessary)	Mon 10/31/11	Wed 11/2/11					
1215	Set-up interface (components/filehandler)	Thu 11/3/11	Fri 11/4/11					
1216	Unit test	Mon 11/7/11	Tue 11/8/11					
1217	QA test	Wed 11/9/11	Thu 11/10/11					
1218	Create turnover packet	Fri 11/11/11	Fri 11/11/11					
1219	<b>ICES</b>	<b>Mon 10/31/11</b>	<b>Tue 12/20/11</b>					
1220	Install system	Mon 10/31/11	Fri 11/25/11					
1221	unit test	Mon 11/28/11	Fri 12/2/11					
1222	QA	Mon 12/5/11	Fri 12/16/11					
1223	Create turnover packet	Mon 12/19/11	Tue 12/20/11					
1224	<b>RMO</b>	<b>Thu 11/10/11</b>	<b>Wed 12/21/11</b>					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				Ap
					T	F	S	S
1225	(insert plan)	Thu 11/10/11	Wed 12/21/11					
1226	<b>Web Portal</b>	<b>Mon 10/31/11</b>	<b>Fri 11/11/11</b>					
1227	Make defined mods for plan (if necessary)	Mon 10/31/11	Thu 11/3/11					
1228	unit test	Fri 11/4/11	Mon 11/7/11					
1229	QA test	Tue 11/8/11	Wed 11/9/11					
1230	Create turnover packet	Thu 11/10/11	Fri 11/11/11					
1231	<b>Business Process additions/update</b>	<b>Mon 9/19/11</b>	<b>Fri 12/9/11</b>					
1232	<b>Create new/revised P&amp;P and OI for business units</b>	<b>Mon 9/19/11</b>	<b>Thu 11/10/11</b>					
1233	Provider	Mon 9/19/11	Fri 10/28/11					
1234	Member	Mon 9/19/11	Fri 10/28/11					
1235	auths	Fri 9/30/11	Thu 11/10/11					
1236	finance	Thu 9/22/11	Wed 11/2/11					
1237	claims	Fri 9/30/11	Thu 11/10/11					
1238	Fee schedule/contract updates	Mon 9/19/11	Fri 10/28/11					
1239	Security set-up	Mon 9/19/11	Fri 10/14/11					
1240	<b>All users have Citrix access and logins/passwords</b>	<b>Mon 9/19/11</b>	<b>Wed 9/21/11</b>					
1241	Request CSC grant access to Maccess for all required users	Mon 9/19/11	Wed 9/21/11					
1242	<b>Reports Development</b>	<b>Mon 10/3/11</b>	<b>Fri 12/9/11</b>					
1243	Set-up	Mon 10/3/11	Thu 10/13/11					
1244	Train users on Crystal Enterprise	Fri 10/14/11	Thu 10/20/11					
1245	Define all Crystal Enterprise Users and Security Profiles	Fri 10/21/11	Thu 10/27/11					
1246	<b>Shared Reports</b>	<b>Mon 10/3/11</b>	<b>Fri 10/14/11</b>					
1247	Set up standard report and test	Mon 10/3/11	Fri 10/14/11					
1248	<b>New reports</b>	<b>Mon 10/3/11</b>	<b>Fri 12/9/11</b>					
1249	(insert dev tasks for new reports if needed)	Mon 10/3/11	Fri 12/9/11					
1250	<b>Training</b>	<b>Fri 10/28/11</b>	<b>Mon 12/5/11</b>					
1251	<b>Healthplans users</b>	<b>Fri 10/28/11</b>	<b>Thu 11/3/11</b>					
1252	schedule classes	Fri 10/28/11	Fri 10/28/11					
1253	conduct sessions	Mon 10/31/11	Thu 11/3/11					
1254	<b>UAT testers</b>	<b>Fri 10/28/11</b>	<b>Thu 11/3/11</b>					
1255	schedule classes	Fri 10/28/11	Fri 10/28/11					
1256	conduct sessions	Mon 10/31/11	Thu 11/3/11					
1257	<b>End users</b>	<b>Fri 11/4/11</b>	<b>Mon 12/5/11</b>					
1258	schedule classes	Fri 11/4/11	Fri 11/4/11					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
1259	conduct sessions	Mon 11/7/11	Mon 12/5/11					
1260	<b>Testing (end to end, parallel, packet, UAT)</b>	<b>Tue 10/11/11</b>	<b>Tue 3/13/12</b>					
1261	<b>end to end testing</b>	<b>Mon 12/19/11</b>	<b>Tue 1/24/12</b>					
1262	finalize script for test	Mon 12/19/11	Fri 12/23/11					
1263	establish testing environment (checklist)	Mon 12/26/11	Wed 12/28/11					
1264	Copy data from PRD	Thu 12/29/11	Thu 12/29/11					
1265	execute script	Thu 12/22/11	Wed 1/4/12					
1266	review results and correct defects	Thu 1/5/12	Wed 1/11/12					
1267	rerun portions of script required	Thu 1/12/12	Wed 1/18/12					
1268	document results	Thu 1/19/12	Mon 1/23/12					
1269	review and obtain signoff	Tue 1/24/12	Tue 1/24/12					
1270	<b>Parallel testing prep</b>	<b>Wed 1/25/12</b>	<b>Fri 2/3/12</b>					
1271	Baseline tables copied to PRD	Wed 1/25/12	Thu 1/26/12					
1272	Load vendor, provider demographics, shell contracts to PRD	Fri 1/27/12	Fri 1/27/12					
1273	Load fee schedules to PRD	Mon 1/30/12	Mon 1/30/12					
1274	Tie providers to fee schedules	Tue 1/31/12	Tue 1/31/12					
1275	<b>QA test and validate vendors, providers, fee schedules in PRD</b>	<b>Wed 2/1/12</b>	<b>Wed 2/1/12</b>					
1276	Obtain Current member file	Wed 2/1/12	Wed 2/1/12					
1277	load Members	Tue 1/31/12	Tue 1/31/12					
1278	Load auths	Wed 2/1/12	Wed 2/1/12					
1279	Pull historical claims from source system so compare can be done	Thu 2/2/12	Fri 2/3/12					
1280	<b>Parallel Testing</b>	<b>Mon 2/6/12</b>	<b>Tue 3/13/12</b>					
1281	Copy PRD to PRL	Mon 2/6/12	Mon 2/6/12					
1282	validate security	Tue 2/7/12	Tue 2/7/12					
1283	Maccess member and provider refresh	Wed 2/8/12	Thu 2/9/12					
1284	Load members and providers into Maccess	Fri 2/10/12	Fri 2/10/12					
1285	Get sign off when Maccess load complete	Mon 2/13/12	Mon 2/13/12					
1286	<b>BSC parallel 1 testing</b>	<b>Tue 2/14/12</b>	<b>Tue 3/13/12</b>					
1287	Load claims file to PRL	Tue 2/14/12	Tue 2/14/12					
1288	Auto adjudication	Tue 2/14/12	Tue 2/14/12					
1289	Review results and modify config as needed	Wed 2/15/12	Tue 2/21/12					
1290	Reload claims if needed	Wed 2/22/12	Wed 2/22/12					
1291	Continue Parallel 1 testing	Thu 2/23/12	Tue 2/28/12					
1292	Check run	Wed 2/29/12	Wed 2/29/12					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names				
					T	F	S	Ap S
1293	Automated compare	Wed 2/29/12	Thu 3/1/12					
1294	Run reports	Wed 2/29/12	Wed 2/29/12					
1295	Document results	Wed 2/29/12	Tue 3/6/12					
1296	additional parallel tests	Wed 2/29/12	Tue 3/13/12					
1297	Perform parallel 2 testing	Tue 2/14/12	Mon 2/20/12					
1298	Perform parallel 3 testing (incuding UB)	Tue 2/21/12	Mon 2/27/12					
1299	Perform parallel 4 testing (if first after 95%)	Tue 2/28/12	Mon 3/5/12					
1300	Perform Parallel 5 testing (ifnancial impact focus, after 95%)	Tue 3/6/12	Mon 3/12/12					
1301	<b>Facility packet testing/creation</b>	<b>Tue 10/11/11</b>	<b>Thu 2/9/12</b>					
1302	Identify groups of Facilities	Tue 10/11/11	Fri 10/21/11					
1303	Prepare Testing Environment and Data	Mon 10/24/11	Thu 11/3/11					
1304	Facility testing/scripts and packet creation	Fri 11/4/11	Thu 12/29/11					
1305	<b>Group 1 Facility Testing (Tier 1) (6)</b>	<b>Tue 10/11/11</b>	<b>Thu 1/26/12</b>					
1306	Finalized test scripts for group	Tue 10/11/11	Mon 10/17/11					
1307	perform tests	Fri 12/30/11	Thu 1/12/12					
1308	perform retests as needed after fixes	Fri 1/13/12	Thu 1/19/12					
1309	Create packets	Fri 1/20/12	Thu 1/26/12					
1310	Group 2 Testing	Fri 1/13/12	Thu 1/26/12					
1311	Group 3 facility testing (Non Standard)	Fri 1/27/12	Thu 2/9/12					
1312	Group 4 facility testing (Ancillary)	Fri 1/27/12	Thu 2/9/12					
1313	<b>UAT testing</b>	<b>Thu 12/22/11</b>	<b>Wed 2/8/12</b>					
1314	Finalize testing scenerios	Mon 12/26/11	Fri 1/6/12					
1315	establish testing environment (checklist)	Thu 12/29/11	Mon 1/2/12					
1316	Copy PRD to UAT instance	Tue 1/3/12	Tue 1/3/12					
1317	establish scorecard	Wed 1/4/12	Wed 1/4/12					
1318	testing groups	Wed 1/4/12	Mon 1/30/12					
1319	<b>document final results for all UAT sections</b>	<b>Thu 12/22/11</b>	<b>Wed 2/8/12</b>					
1320	<b>obtain approval from end users</b>	<b>Thu 12/22/11</b>	<b>Wed 2/8/12</b>					
1321	<b>Provider</b>	<b>Thu 12/22/11</b>	<b>Thu 1/12/12</b>					
1322	Execute tests	Thu 12/22/11	Fri 12/30/11					
1323	document results	Mon 1/2/12	Tue 1/3/12					
1324	correct defects	Wed 1/4/12	Tue 1/10/12					
1325	retest	Wed 1/11/12	Thu 1/12/12					
1326	member	Mon 1/2/12	Thu 1/26/12					

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## Attachment C.4-- Work Plan (CCN-P)

ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
1327	auths	Mon 1/2/12	Thu 1/26/12					
1328	claims - professional (including ICES and duplicate claims)	Fri 1/13/12	Wed 2/8/12					
1329	claims - institutional (including duplicate claims)	Fri 1/13/12	Wed 2/8/12					
1330	finance	Fri 1/13/12	Wed 2/8/12					
1331	Capitation	Fri 1/13/12	Wed 2/8/12					
1332	Support system interfaces	Fri 1/13/12	Wed 2/8/12					
1333	<b>Deployment for Go-Live</b>	<b>Fri 1/13/12</b>	<b>Wed 3/7/12</b>					
1334	<b>Production activation/load</b>	<b>Fri 1/13/12</b>	<b>Wed 2/15/12</b>					
1335	<b>Provider/Vendor/Covering Provider/Fee schedule connections</b>	<b>Fri 1/13/12</b>	<b>Tue 1/17/12</b>					
1336	Activate Provider add/update in PRD	Fri 1/13/12	Mon 1/16/12					
1337	Run provider/vendor audits and review results	Tue 1/17/12	Tue 1/17/12					
1338	<b>Member</b>	<b>Fri 1/27/12</b>	<b>Wed 2/15/12</b>					
1339	Run member load to current	Fri 1/27/12	Mon 1/30/12					
1340	activate memembr maintenance	Tue 1/31/12	Wed 2/1/12					
1341	Run member audits and review results	Thu 2/2/12	Wed 2/8/12					
1342	Insert correction steps if needed	Thu 2/9/12	Wed 2/15/12					
1343	<b>Auths</b>	<b>Fri 1/27/12</b>	<b>Wed 2/15/12</b>					
1344	Load auths to current	Fri 1/27/12	Mon 1/30/12					
1345	Activate Auth on-line interface	Tue 1/31/12	Wed 2/1/12					
1346	Audit load results	Thu 2/2/12	Wed 2/8/12					
1347	Insert corrective tasks if necessary	Thu 2/9/12	Wed 2/15/12					
1348	<b>Production turnover</b>	<b>Fri 1/13/12</b>	<b>Wed 3/7/12</b>					
1349	Establish production schedule	Fri 1/13/12	Wed 1/18/12					
1350	install file handler and interface components	Thu 2/9/12	Wed 3/7/12					
1351	test each componenet in PRD (do not update DB)	Thu 2/9/12	Wed 3/7/12					
1352	<b>Decision making process</b>	<b>Fri 1/13/12</b>	<b>Fri 1/27/12</b>					
1353	Develop go live script	Fri 1/13/12	Wed 1/18/12					
1354	Develop go live strategy	Fri 1/13/12	Mon 1/16/12					
1355	Obtain approval for strategy	Tue 1/17/12	Wed 1/18/12					
1356	Revisit finacial impact reviews done during requirements	Thu 1/19/12	Fri 1/20/12					
1357	prepare updated finacial impacts	Mon 1/23/12	Tue 1/24/12					
1358	prep material for go live decision ("Mercer" like audit)	Wed 1/25/12	Thu 1/26/12					
1359	review material in series of meetings	Fri 1/27/12	Fri 1/27/12					
1360	<b>Conduct go live decision meeting</b>	<b>Tue 1/17/12</b>	<b>Thu 2/2/12</b>					

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ID	Task Name	Start	Finish	Resource Names	Ap			
					T	F	S	S
1361	<b>Activate External interfaces</b>	<b>Fri 1/27/12</b>	<b>Thu 2/2/12</b>					
1362	Insert based on plan specific needs	Fri 1/27/12	Thu 2/2/12					
1363	<b>Go Live Activities for plan</b>	<b>Tue 1/17/12</b>	<b>Tue 1/17/12</b>					
1364	Member	Tue 1/17/12	Tue 1/17/12					
1365	Professional claims	Tue 1/17/12	Tue 1/17/12					
1366	Institutional claims	Tue 1/17/12	Tue 1/17/12					
1367	<b>Post Deployment</b>	<b>Wed 1/18/12</b>	<b>Tue 2/28/12</b>					
1368	<b>Post go live activities</b>	<b>Wed 1/18/12</b>	<b>Tue 2/28/12</b>					
1369	Change controls	Wed 1/18/12	Tue 2/28/12					
1370	remaining interfaces	Wed 1/18/12	Tue 2/28/12					
1371	Daily plan calls	Wed 1/18/12	Tue 1/24/12					
1372	Daily Vendor calls	Wed 1/18/12	Tue 1/31/12					
1373	Production Monitoring	Wed 1/18/12	Tue 2/28/12					
1374	Project Evaluation/lessons learned/closeout	Wed 1/18/12	Tue 1/24/12					