

CONFIDENTIAL

ID	Task Name	Start	Finish	Resource Names	Weekend		
					T	F	S
1	LA Health Plan Implementation	Fri 4/22/11	Wed 3/7/12				
2	State coordination	Mon 7/25/11	Wed 12/7/11				
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	Pre Implementation Planning Phase	Fri 4/22/11	Fri 12/30/11	Nelson			
12	Project team Meetings	Fri 4/22/11	Thu 5/12/11	Nelson			
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	Post Award SharePoint site for Document Storage	Tue 7/26/11	Mon 9/5/11	Nelson			
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	Post Award Transition Team Kick of and Meetings	Tue 7/26/11	Fri 12/30/11	Nelson			
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	Implementation by functional Area Phase	Mon 7/25/11	Tue 3/6/12				
31	Human Capital / Staffing Model	Tue 7/26/11	Fri 11/25/11	Reince			
32	Human Capital Planning	Tue 7/26/11	Fri 8/12/11				
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				
34	Verify variable Staffing and/or sub contractor needs	Tue 7/26/11	Mon 8/1/11				

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					T	F	S
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	Human Capital Implementation	Tue 7/26/11	Fri 11/25/11				
39	Recruiting	Tue 7/26/11	Mon 10/24/11	Reince			
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	Training and Development	Tue 10/25/11	Fri 11/25/11				
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	Real Estate Implementation	Tue 7/26/11	Wed 11/23/11	DeKeyser			
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	Regulatory/Compliance	Tue 7/26/11	Mon 11/28/11	Norman			
60	Member Communications	Fri 10/14/11	Mon 11/28/11				
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				
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	HIPAA Compliance documentation compilation	Tue 9/20/11	Mon 11/28/11	Norman			

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					T	F	S
65	HIPAA Plan training	Tue 9/20/11	Mon 11/28/11				
66	New employee on board hiring curriculum and compliance introduction setup	Tue 7/26/11	Fri 11/25/11	Norman			
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	Review Learnwell issued cultural competency training for service line reps	Tue 7/26/11	Fri 9/23/11	Norman			
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	Finance	Tue 7/26/11	Tue 3/6/12	Skobel			
80	Financial and Membership Targets	Tue 7/26/11	Tue 10/18/11				
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	Membership Reporting / Analysis	Tue 7/26/11	Thu 11/24/11	Skobel			
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	Capitation, Fee & Other Revenue	Tue 7/26/11	Mon 9/26/11	Skobel			
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	Medical Expense Reporting/Analysis	Tue 7/26/11	Mon 12/12/11	Skobel			
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				

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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	Sales, General & Administrative Exp.	Tue 7/26/11	Mon 9/19/11	Skobel			
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	Standard Reporting/Analysis	Tue 7/26/11	Mon 1/23/12	Skobel			
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				
123	Qtrly Stats by CO/Prod/TOS by DOS	Tue 11/29/11	Mon 1/23/12				
124	Regulatory/Stat/ (NAIC) Reporting	Tue 10/18/11	Tue 3/6/12	Skobel			
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				

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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	Medical Network	Mon 7/25/11	Fri 11/4/11	Wedin			
134	Determine Development Team members on point for project	Tue 7/26/11	Mon 9/26/11				
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	Develop Recruitment Packet for providers	Wed 7/27/11	Tue 9/13/11				
141	Cover letter	Wed 7/27/11	Tue 8/16/11				
142	Amendment Cover Letter	Wed 7/27/11	Tue 8/16/11				
143	Review revisions/ Legal	Wed 7/27/11	Tue 8/16/11				
144	New Agreement Cover Letter	Wed 7/27/11	Tue 8/16/11				
145	Review revisions/ Legal	Wed 7/27/11	Tue 8/16/11				
146	Letter of Intent	Wed 7/27/11	Thu 8/4/11				
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	Develop Internal Reference Documents	Wed 7/27/11	Wed 8/10/11				
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	Set up Development Reporting Package	Wed 7/27/11	Wed 8/17/11				
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				
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	Training Post Award	Wed 7/27/11	Tue 8/9/11				
160	Update FAQ/Quick Reference Guides	Wed 7/27/11	Tue 8/9/11				
161	Development Team Transition	Wed 7/27/11	Tue 9/6/11				
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	AmeriChoice	Wed 7/27/11	Wed 8/3/11				

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					T	F	S
165	Set up ongoing conference call to bring entire team together	Wed 7/27/11	Wed 8/3/11				
166	UHN	Wed 7/27/11	Tue 9/13/11				
167	Staffing	Wed 7/27/11	Tue 9/13/11				
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	Network Management	Tue 7/26/11	Thu 11/3/11				
176	Reporting Package	Wed 7/27/11	Thu 11/3/11				
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	Contracting Strategy	Wed 7/27/11	Tue 8/23/11				
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	Network Gap Analysis	Tue 7/26/11	Tue 10/18/11				
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				
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	Contracts-development	Tue 7/26/11	Mon 10/17/11				
195	Contract development	Tue 7/26/11	Mon 10/17/11				
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				

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					T	F	S
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	Contract Pricing	Tue 7/26/11	Thu 8/25/11				
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	Out of Network case rate negotiation	Tue 7/26/11	Wed 8/31/11				
209	Establish process	Tue 7/26/11	Wed 8/31/11				
210	Network Development	Mon 7/25/11	Tue 10/11/11				
211	Physicians	Mon 7/25/11	Tue 10/11/11				
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				
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				

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234	Facilities & Ancillaries	Tue 7/26/11	Mon 9/26/11				
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	UHN Network Operations	Mon 7/25/11	Fri 11/4/11	Burns			
249	Credentialing	Mon 7/25/11	Wed 8/31/11				
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				
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	Configuration, Loading, and Testing	Tue 8/9/11	Fri 11/4/11				
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				

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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	Tie Providers to fee schedules	Tue 8/9/11	Mon 10/31/11				
276	Provider Quality Check on Contract and Fee schedule load	Tue 8/9/11	Fri 11/4/11				
277	Vision	Wed 7/27/11	Fri 11/18/11	Denton			
278	Confirm Benefits:	Wed 7/27/11	Mon 8/22/11				
279	Execute Inter-Segment Agreement	Wed 7/27/11	Wed 8/10/11				
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	Provider Recruitment (if needed)	Wed 7/27/11	Mon 10/24/11				
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				
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	Account Installation:	Wed 7/27/11	Tue 9/6/11				
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	Eligibility File:	Wed 7/27/11	Fri 11/18/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
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	Provider File:	Wed 7/27/11	Mon 10/24/11				
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	Encounter File:	Wed 7/27/11	Tue 10/25/11				
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	Customer Service:	Wed 7/27/11	Tue 11/1/11				
315	Customer Service Training	Wed 7/27/11	Tue 11/1/11				
316	Physical Medical (PT/OT/ST) and Chiropractic	Wed 7/27/11	Thu 12/1/11	Denton			
317	Project/Program Initiation	Wed 7/27/11	Wed 8/17/11				
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				
322	Legal & Regulatory Management	Thu 7/28/11	Wed 9/28/11				
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 wih C&S to determine legal & regulatory provider documents	Thu 7/28/11	Wed 8/3/11				
326	C&S to creat elegal and regulatoryprovider 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	Fee Schedule Management	Thu 7/28/11	Wed 8/10/11				
329	Work with PNM to identify fee sched 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	System Set-Up	Thu 8/18/11	Wed 11/30/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
336	Create fee schedule structure in the system (if applicable)	Thu 9/8/11	Wed 11/30/11				
337	Provider Notification and/or Recruitment	Wed 8/17/11	Thu 12/1/11				
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	Operations Management	Thu 8/11/11	Fri 9/16/11				
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	Provider Loading	Mon 10/3/11	Thu 12/1/11				
349	Load providers in to OPH/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	Nurseline	Wed 7/27/11	Thu 12/8/11	Denton			
352	Planning	Wed 7/27/11	Mon 11/28/11				
353	Notify all internal departments of the award of business	Wed 7/27/11	Wed 7/27/11				
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	Call Center	Wed 7/27/11	Tue 11/22/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
370	Test the vendor phone numbers provided by Plan	Wed 7/27/11	Mon 11/14/11				
371	Eligibility loaded into system	Wed 7/27/11	Thu 12/8/11				
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	Phone Lines Tested	Wed 7/27/11	Mon 11/14/11				
385	Verify that eligibility has loaded the file in the HC3/Facets system	Wed 7/27/11	Mon 11/14/11				
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	Medical Management and Care Coordination	Tue 7/26/11	Tue 11/29/11	Mahler			
390	Strategy Development	Wed 7/27/11	Tue 10/18/11				
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	Utilization Management	Wed 7/27/11	Tue 11/29/11				
394	Utilization Management Program	Wed 7/27/11	Fri 10/14/11				
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	Standard Operating Procedures (SOPs)	Wed 7/27/11	Fri 10/14/11				
402	Review SOPs to verify they meet State requirements	Wed 7/27/11	Fri 8/26/11				
403	Update SOPs to reflect State requirements - if applicable	Wed 7/27/11	Mon 9/12/11				

ID	Task Name	Start	Finish	Resource Names	T	F	S
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	Utilization Management Systems	Wed 7/27/11	Mon 11/14/11				
410	Work with systems and Care One group for setup with Facets	Wed 7/27/11	Mon 11/14/11				
411	Continuity of Care - UM	Wed 7/27/11	Tue 11/29/11				
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	Define members with open authorizations at time of transition:	Wed 7/27/11	Mon 10/10/11				
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				
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	Inpatient Concurrent Review	Wed 7/27/11	Tue 11/29/11				
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	Emergency Room	Wed 7/27/11	Tue 10/4/11				
428	Define ER Diversion Program thru Franchise model	Wed 7/27/11	Tue 10/4/11				
429	Care Management (General Case Management, Disease Management)	Tue 7/26/11	Fri 10/21/11	Mahler			
430	Program Description	Wed 7/27/11	Wed 9/21/11				
431	Care Coordination	Wed 7/27/11	Wed 9/21/11				
432	Review of the Care Coordination programs to verify it meet state i	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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
436	Care management	Wed 7/27/11	Wed 9/21/11				
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	Policies	Wed 7/27/11	Wed 9/21/11				
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	Standard Operation Procedures (SOPs)	Tue 7/26/11	Wed 9/21/11				
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				
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	Personal Care Model (PCM)	Wed 7/27/11	Fri 10/21/11				
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	Continuity of Care - Case Management	Wed 7/27/11	Mon 10/17/11				
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	Medical Management Operations	Tue 7/26/11	Wed 10/5/11	Mahler			
464	Reporting	Wed 7/27/11	Wed 10/5/11				
465	Utilization Management	Wed 7/27/11	Wed 10/5/11				
466	Regulatory	Wed 7/27/11	Wed 10/5/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
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	Operations	Wed 7/27/11	Mon 8/15/11				
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	CareManagement	Wed 7/27/11	Wed 9/21/11				
478	Regulatory	Wed 7/27/11	Wed 9/21/11				
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	Operations	Wed 7/27/11	Mon 8/15/11				
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 line of 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	Systems Access (User IDs, passwords, etc.)	Wed 7/27/11	Tue 9/6/11				
490	Determine to which systems/applications staff will need access	Wed 7/27/11	Tue 9/6/11				
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	Request access to systems/application	Wed 7/27/11	Thu 8/11/11				
498	Submit SATS requests	Wed 7/27/11	Thu 8/11/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
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	Training	Tue 7/26/11	Wed 8/31/11				
502	Utilization Management	Tue 7/26/11	Wed 8/31/11				
503	Job-Specific	Tue 7/26/11	Wed 8/31/11				
504	Identify any additional job-specific training needs	Wed 7/27/11	Wed 8/31/11				
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				
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	Preceptor	Wed 7/27/11	Wed 8/31/11				
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	Care Management	Tue 7/26/11	Wed 8/31/11	Mahler			
520	New Employee Orientation (NEO)	Tue 7/26/11	Wed 8/31/11				
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	Job-Specific	Tue 7/26/11	Wed 8/31/11				
525	Identify any additional job-specific training needs	Wed 7/27/11	Wed 8/31/11				
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	Preceptor	Wed 7/27/11	Wed 8/31/11				
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	Prior Authorization	Wed 7/27/11	Wed 10/19/11				
541	Policies	Wed 7/27/11	Mon 10/17/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
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	Standard Operating Procedures (SOPs)	Wed 7/27/11	Wed 10/19/11				
547	Review SOPs to verify they meet State requirements	Wed 7/27/11	Mon 8/15/11				
548	Update SOPs to reflect State requirements - if applicable	Tue 8/16/11	Tue 9/27/11				
549	Types of services requests	Tue 8/16/11	Fri 9/2/11				
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	Transition of Members	Fri 8/19/11	Thu 1/19/12				
558	Prior Authorization	Fri 8/26/11	Wed 10/19/11				
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	Identify individuals with especially critical ongoing service	Fri 8/19/11	Wed 10/19/11				
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	Transition Grace period	Tue 9/20/11	Thu 11/17/11				
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	Care Plan	Thu 9/29/11	Thu 1/19/12				
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	Appeals & Grievances	Wed 7/27/11	Thu 11/10/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
573	Validate Appeals setup	Wed 7/27/11	Thu 11/10/11				
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				
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	Volume & Membership Capacity Analysis	Wed 7/27/11	Thu 7/28/11				
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	Document Regulatory & Compliance Rules	Wed 7/27/11	Fri 8/26/11				
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	Medical Director Involvement	Wed 7/27/11	Mon 9/26/11				
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	Define MRU interdependency with GA Appeals	Wed 7/27/11	Fri 10/14/11				
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	Build Letter Templates for Client Letter	Wed 7/27/11	Mon 9/26/11				
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	Quality Management	Wed 7/27/11	Fri 11/25/11	Jones			
605	QM Operations	Wed 7/27/11	Fri 11/25/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
609	Set up/implement Credentialing Process	Wed 7/27/11	Mon 8/29/11				
610	QM Committees:	Wed 7/27/11	Wed 9/21/11				
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				
615	QM Outreach and Performance Improvement	Wed 7/27/11	Tue 10/25/11	Jones			
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	Member and Provider Service Operations	Wed 7/27/11	Wed 11/30/11	Payne			
628	Membership & Enrollment	Wed 7/27/11	Wed 11/30/11				
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	Provider Services	Wed 7/27/11	Mon 11/14/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
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				
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	Member Services	Wed 7/27/11	Mon 11/14/11	Payne			
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	Claims Operations	Wed 7/27/11	Thu 11/24/11	Policky			
662	Transactions	Wed 7/27/11	Thu 11/24/11				
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	Claims rules Set Up	Wed 7/27/11	Thu 10/27/11				
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
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				
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	Member and Provider Outreach	Tue 7/26/11	Mon 1/2/12				
687	Membership Materials	Tue 7/26/11	Wed 11/30/11				
688	Welcome Letter & New Member Packets	Tue 7/26/11	Wed 11/30/11				
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	Member Handbook	Tue 7/26/11	Fri 11/25/11				
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	Member ID Card	Tue 7/26/11	Tue 10/4/11				
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	Provider Directory	Fri 7/29/11	Tue 10/4/11	Hurdley			
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				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
714	Post to website and Print and send to Broker	Tue 10/4/11	Tue 10/4/11				
715	Welcome Kit Mail production	Tue 7/26/11	Fri 11/18/11				
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	Participate/Sponsor upon State Approval in Community Awareness Events	Tue 7/26/11	Thu 11/10/11				
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	Initiate Statewide Partnerships	Tue 7/26/11	Fri 9/9/11				
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	HARC - Member Welcome calls	Tue 7/26/11	Mon 1/2/12	Kreiling			
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	Mon 10/3/11	Mon 1/2/12				
740	Provider and Member Website	Tue 7/26/11	Thu 11/3/11				
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	Obtain 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	Establish Member and provider advocacy groups	Tue 7/26/11	Mon 10/17/11				
748	Identify Provider Association Advisory Committee members	Tue 7/26/11	Mon 8/15/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	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	Whole IT Project	Fri 4/22/11	Wed 3/7/12				
754	Discovery & Feasibility	Fri 5/13/11	Wed 9/14/11	Vijay D'Souza			
755	Project Planning	Fri 5/13/11	Thu 7/21/11	Vijay D'Souza			
756	Determine target start, finish dates for project	Fri 5/13/11	Wed 6/1/11				
757	Define project teams and resource allocation	Tue 6/7/11	Fri 6/24/11	Vijay S'Souza			
758	Get approval for additional resources if necessary	Tue 6/7/11	Mon 6/13/11				
759	Obtain resources and work space if necessary	Tue 6/14/11	Mon 6/20/11				
760	Define core team roles and responsibilities	Tue 6/21/11	Fri 6/24/11				
761	Create initial project scope document	Thu 7/14/11	Fri 7/15/11				
762	Create preliminary project plan	Mon 7/18/11	Mon 7/18/11				
763	Prepare needs assessment package to send to Health Plan	Tue 7/19/11	Wed 7/20/11				
764	Meet with Analysts to discuss implementation strategy, site visit	Thu 7/21/11	Thu 7/21/11				
765	Preliminary Requirements Analysis	Fri 7/22/11	Thu 9/1/11	Vijay D'Souza			
766	Send pre visit needs assessment materials to plan	Fri 7/22/11	Fri 7/22/11				
767	Send letter advising plan of analyst visit, request documentation, etc.	Fri 7/22/11	Fri 7/22/11				
768	Request additional pre visit information as needed	Fri 7/22/11	Fri 7/22/11				
769	Request copy of state contract	Fri 7/22/11	Fri 7/22/11				
770	Request copies of provider-specific contracts	Fri 7/22/11	Fri 7/22/11				
771	Request copies of Plan Policies & Procedures	Fri 7/22/11	Fri 7/22/11				
772	Request copies of reports	Fri 7/22/11	Fri 7/22/11				
773	Schedule project team specific meetings	Fri 7/22/11	Thu 8/4/11				
774	Meet with Care management team to discuss implementation project	Fri 8/5/11	Thu 8/18/11				
775	validate instance set-up	Fri 7/22/11	Fri 7/22/11				
776	Validate maccess set-up	Fri 7/22/11	Fri 7/22/11				
777	Plan response	Fri 8/19/11	Thu 9/1/11				
778	Needs assessment	Fri 8/19/11	Wed 8/24/11				
779	contracts	Fri 8/19/11	Thu 9/1/11				
780	policy and procedure	Fri 8/19/11	Thu 9/1/11				
781	Business Analysis	Fri 8/19/11	Wed 9/14/11				
782	Kick-Off Meeting With Health Plan	Fri 8/19/11	Fri 9/2/11				
783	On Site Review of Needs Assessment and Project Plan	Fri 8/19/11	Thu 8/25/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
784	Determine plan resource involvement, allocation	Thu 8/25/11	Fri 8/26/11				
785	Interview Plan subject matter experts	Thu 8/25/11	Fri 8/26/11				
786	Determine reports done off system	Thu 8/25/11	Fri 8/26/11				
787	Have Plan continue provider file clean-up, making contract copies	Mon 8/29/11	Fri 9/2/11				
788	Needs Assessment Analysis	Thu 8/25/11	Thu 9/8/11				
789	Receive completed need assessments from Plan, Eau Claire SME's	Thu 8/25/11	Wed 8/31/11				
790	Do in depth needs assessment analysis	Fri 9/2/11	Wed 9/7/11				
791	Document any mandatory or contractual reports, interfaces, specific tir	Thu 9/8/11	Thu 9/8/11				
792	Create preliminary gap analysis based on assessments	Thu 9/8/11	Thu 9/8/11				
793	Follow up to review gaps, issues, processes, etc.	Thu 9/8/11	Mon 9/12/11				
794	Get copy of claims pre-process rules	Thu 9/8/11	Mon 9/12/11				
795	Gather other source documents and process flows as necessary	Thu 9/8/11	Mon 9/12/11				
796	Create Implementation Artifacts	Tue 9/13/11	Wed 9/14/11				
797	Create Issues Log	Tue 9/13/11	Wed 9/14/11				
798	Create Decisions Log	Tue 9/13/11	Wed 9/14/11				
799	Recommendations	Thu 9/8/11	Thu 9/15/11				
800	Core team meet to review and finalize project scope, conversion plan, prel	Thu 9/8/11	Thu 9/15/11				
801	Discuss any open issues resulting from gap analysis	Thu 9/8/11	Thu 9/15/11				
802	Confirm project dates and overall design plan	Thu 9/8/11	Thu 9/15/11				
803	Discuss training requirements	Thu 9/8/11	Thu 9/15/11				
804	Discuss possible cultural changes that might impact Plan and/or project	Thu 9/8/11	Thu 9/15/11				
805	Update Project approach document	Thu 9/8/11	Thu 9/8/11				
806	Update project plan and save as baseline	Fri 9/9/11	Mon 9/12/11				
807	Get sign-off/approval from team members on project plan, scope, etc.	Tue 9/13/11	Tue 9/13/11				
808	Get sign-off/approval from Health Plan on project plan, scope, etc.	Wed 9/14/11	Wed 9/14/11				
809	Get sign-off/approval from Senior Management	Thu 9/15/11	Thu 9/15/11				
810	Business/System Requirements and Detail Design	Fri 4/22/11	Mon 10/24/11				
811	Line of Business, Plan Codes, Group Codes	Fri 9/9/11	Tue 9/13/11				
812	Requirements and Design Documents	Fri 9/9/11	Tue 9/13/11				
813	Create Reqts/Design Documents	Fri 9/9/11	Mon 9/12/11				
814	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Tue 9/13/11	Tue 9/13/11				
815	Obtain Plan Signoff (Reqts/Design Documents)	Tue 9/13/11	Tue 9/13/11				
816	Vendor	Fri 9/9/11	Tue 9/20/11				
817	Requirements and Design Documents	Fri 9/9/11	Wed 9/14/11				
818	Create Reqts/Design Documents	Fri 9/9/11	Mon 9/12/11				
819	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Tue 9/13/11	Tue 9/13/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
820	Obtain Plan Signoff (Reqs/Design Documents)	Wed 9/14/11	Wed 9/14/11				
821	Conversions/data loading	Tue 9/13/11	Mon 9/19/11				
822	Define initial vendor conversion/extract strategy	Tue 9/13/11	Thu 9/15/11				
823	Document conversion strategy for go-live	Fri 9/16/11	Mon 9/19/11				
824	Define data staging/scrub process	Fri 9/16/11	Mon 9/19/11				
825	Create vendor conversion detail design document	Fri 9/16/11	Mon 9/19/11				
826	Testing Documents	Tue 9/13/11	Tue 9/20/11				
827	Create High Level Testing Design	Tue 9/13/11	Wed 9/14/11				
828	Create Detailed Testing Design	Thu 9/15/11	Fri 9/16/11				
829	Obtain Signoff on Test Scenarios	Mon 9/19/11	Tue 9/20/11				
830	Provider	Fri 9/9/11	Wed 9/21/11				
831	Requirements and Design Documents	Fri 9/9/11	Fri 9/16/11				
832	Create Reqs/Design Documents	Fri 9/9/11	Tue 9/13/11				
833	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Wed 9/14/11	Wed 9/14/11				
834	Obtain Plan Signoff (Reqs/Design Documents)	Thu 9/15/11	Fri 9/16/11				
835	Determine how provider taxonomy codes will be loaded (and when)	Fri 9/9/11	Mon 9/12/11				
836	Interfaces including NDB	Wed 9/14/11	Tue 9/20/11				
837	Review business rules	Wed 9/14/11	Thu 9/15/11				
838	Work with UT and/or Ovations IT if required	Fri 9/16/11	Fri 9/16/11				
839	Create provider interface detail design document	Mon 9/19/11	Tue 9/20/11				
840	Conversions/data loading	Wed 9/14/11	Tue 9/20/11				
841	Define initial provider conversion/extract strategy	Wed 9/14/11	Thu 9/15/11				
842	Define data staging/scrub process	Wed 9/14/11	Wed 9/14/11				
843	Document conversion strategy for go-live	Wed 9/14/11	Thu 9/15/11				
844	Create provider conversion detail design document	Fri 9/16/11	Tue 9/20/11				
845	Testing Documents	Wed 9/14/11	Wed 9/21/11				
846	Create High Level Testing Design	Wed 9/14/11	Wed 9/14/11				
847	Create Detailed Testing Design	Thu 9/15/11	Fri 9/16/11				
848	Obtain Signoff on Test Scenarios	Mon 9/19/11	Wed 9/21/11				
849	PCP Auto-Assignment	Fri 9/9/11	Tue 9/20/11				
850	Requirements and Design Documents	Fri 9/9/11	Mon 9/19/11				
851	Create Reqs/Design Documents	Fri 9/9/11	Tue 9/13/11				
852	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Wed 9/14/11	Thu 9/15/11				
853	Obtain Plan Signoff (Reqs/Design Documents)	Fri 9/16/11	Mon 9/19/11				
854	Testing Documents	Wed 9/14/11	Tue 9/20/11				
855	Create High Level Testing Design	Wed 9/14/11	Wed 9/14/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
856	Create Detailed Testing Design	Thu 9/15/11	Fri 9/16/11				
857	Obtain Signoff on Test Scenarios	Fri 9/16/11	Tue 9/20/11				
858	Professional Contracts	Fri 9/9/11	Wed 9/21/11				
859	Requirements and Design Documents	Fri 9/9/11	Tue 9/20/11				
860	Define number of contracts	Fri 9/9/11	Mon 9/12/11				
861	Define contract/provider linkage	Tue 9/13/11	Wed 9/14/11				
862	Create Reqts/Design Documents	Tue 9/13/11	Thu 9/15/11				
863	Determine possible financial impact of chages and model results	Tue 9/13/11	Fri 9/16/11				
864	Review and approval of finacial impact by exec mgmt	Mon 9/19/11	Tue 9/20/11				
865	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Mon 9/19/11	Mon 9/19/11				
866	Obtain Plan Signoff (Reqts/Design Documents)	Tue 9/20/11	Tue 9/20/11				
867	Testing Documents	Fri 9/16/11	Wed 9/21/11				
868	Create High Level Testing Design	Fri 9/16/11	Fri 9/16/11				
869	Create Detailed Testing Design	Mon 9/19/11	Tue 9/20/11				
870	Obtain Signoff on Test Scenarios	Wed 9/21/11	Wed 9/21/11				
871	Institutional Contracts	Fri 9/9/11	Mon 10/10/11				
872	Requirements and Design Documents	Fri 9/9/11	Wed 10/5/11				
873	Review contracts for fit to std template or need to recontract confir	Fri 9/9/11	Thu 9/15/11				
874	If not, special approvals need to be documented and approved	Fri 9/16/11	Thu 9/22/11				
875	Create configuration grid	Fri 9/16/11	Thu 9/29/11				
876	Create Reqts/Design Documents	Fri 9/30/11	Mon 10/3/11				
877	Determine possible financial impact of chages and model results	Fri 9/30/11	Wed 10/5/11				
878	Review and approval of finacial impact by exec mgmt	Tue 10/4/11	Wed 10/5/11				
879	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Tue 10/4/11	Tue 10/4/11				
880	Obtain Plan Signoff (Reqts/Design Documents)	Wed 10/5/11	Wed 10/5/11				
881	Testing Documents	Tue 10/4/11	Mon 10/10/11				
882	Create High Level Testing Design	Tue 10/4/11	Tue 10/4/11				
883	Create Detailed Testing Design	Wed 10/5/11	Thu 10/6/11				
884	Obtain Signoff on Test Scenarios	Fri 10/7/11	Mon 10/10/11				
885	Member Enrollment	Fri 9/9/11	Fri 9/30/11				
886	Requirements and Design Documents	Fri 9/9/11	Tue 9/20/11				
887	Create Reqts/Design Documents	Fri 9/9/11	Tue 9/13/11				
888	Determine possible financial impact of chages and model results	Wed 9/14/11	Mon 9/19/11				
889	Review and approval of finacial impact by exec mgmt	Tue 9/20/11	Tue 9/20/11				
890	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Wed 9/14/11	Thu 9/15/11				
891	Obtain Plan Signoff (Reqts/Design Documents)	Fri 9/16/11	Mon 9/19/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
892	Interfaces including 834	Wed 9/14/11	Tue 9/20/11				
893	Review business rules	Wed 9/14/11	Fri 9/16/11				
894	Work with UT and/or Ovations IT if required	Wed 9/14/11	Thu 9/15/11				
895	Create member interface detail design document	Fri 9/16/11	Tue 9/20/11				
896	Data Mapping	Fri 9/16/11	Fri 9/30/11				
897	Conversions/data loading	Fri 9/16/11	Fri 9/30/11				
898	Define initial member conversion/extract strategy	Fri 9/16/11	Tue 9/20/11				
899	Define conversion strategy for go-live	Fri 9/16/11	Fri 9/16/11				
900	Define data staging/scrub process	Mon 9/19/11	Mon 9/19/11				
901	Create member conversion detail design document	Fri 9/16/11	Tue 9/20/11				
902	Testing Documents	Wed 9/14/11	Wed 9/21/11				
903	Create High Level Testing Design	Wed 9/14/11	Wed 9/14/11				
904	Create Detailed Testing Design	Thu 9/15/11	Fri 9/16/11				
905	Obtain Signoff on Test Scenarios	Mon 9/19/11	Wed 9/21/11				
906	Care Management (CareOne)	Fri 9/9/11	Wed 9/21/11				
907	Requirements and Design Documents	Fri 9/9/11	Mon 9/19/11				
908	Create Reqts/Design Documents	Fri 9/9/11	Tue 9/13/11				
909	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqts/Design I	Wed 9/14/11	Wed 9/14/11				
910	Determine possible financial impact of chages and model results	Wed 9/14/11	Mon 9/19/11				
911	Review and approval of finacial impact by exec mgmt	Wed 9/14/11	Wed 9/14/11				
912	Obtain Plan Signoff (Reqts/Design Documents)	Thu 9/15/11	Fri 9/16/11				
913	Determine how provider taxonomy codes will be loaded (and when)	Thu 9/15/11	Fri 9/16/11				
914	Interfaces (CareOne interfaces)	Wed 9/14/11	Tue 9/20/11				
915	Review business rules	Wed 9/14/11	Thu 9/15/11				
916	Work with UT and/or Ovations IT if required	Fri 9/16/11	Fri 9/16/11				
917	Create provider interface detail design document	Mon 9/19/11	Tue 9/20/11				
918	Conversions/data loading	Wed 9/14/11	Tue 9/20/11				
919	Define initial provider conversion/extract strategy	Wed 9/14/11	Thu 9/15/11				
920	Define data staging/scrub process	Wed 9/14/11	Thu 9/15/11				
921	Document conversion strategy for go-live	Wed 9/14/11	Thu 9/15/11				
922	Create provider conversion detail design document	Fri 9/16/11	Tue 9/20/11				
923	Testing Documents	Wed 9/14/11	Wed 9/21/11				
924	Create High Level Testing Design	Wed 9/14/11	Wed 9/14/11				
925	Create Detailed Testing Design	Thu 9/15/11	Fri 9/16/11				
926	Obtain Signoff on Test Scenarios	Mon 9/19/11	Wed 9/21/11				
927	Benefits	Fri 9/9/11	Thu 9/22/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
928	Requirements and Design Documents	Fri 9/9/11	Wed 9/21/11				
929	Create Reqs/Design Documents	Fri 9/9/11	Thu 9/15/11				
930	Determine possible financial impact of chages and model results	Fri 9/16/11	Wed 9/21/11				
931	Review and approval of finacial impact by exec mgmt	Fri 9/16/11	Fri 9/16/11				
932	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Fri 9/16/11	Fri 9/16/11				
933	Obtain Plan Signoff (Reqs/Design Documents)	Mon 9/19/11	Mon 9/19/11				
934	Testing Documents	Fri 9/16/11	Thu 9/22/11				
935	Create High Level Testing Design	Fri 9/16/11	Fri 9/16/11				
936	Create Detailed Testing Design	Mon 9/19/11	Tue 9/20/11				
937	Obtain Signoff on Test Scenarios	Wed 9/21/11	Thu 9/22/11				
938	Claims	Fri 4/22/11	Thu 10/6/11				
939	Review required business rules	Fri 9/9/11	Mon 9/26/11				
940	Front end - UFE	Thu 9/22/11	Fri 9/23/11				
941	Claims edits; auths matching	Fri 9/9/11	Tue 9/13/11				
942	ICES	Thu 9/22/11	Mon 9/26/11				
943	Requirements and Design Documents	Fri 4/22/11	Thu 9/29/11				
944	Create Reqs/Design Documents (claims)	Mon 9/26/11	Thu 9/29/11				
945	Create Reqs/Design Documents (ICES)	Mon 9/26/11	Thu 9/29/11				
946	Determine possible financial impact of chages and model results	Fri 4/22/11	Wed 4/27/11				
947	Review and approval of finacial impact by exec mgmt	Fri 4/22/11	Fri 4/22/11				
948	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Fri 4/22/11	Fri 4/22/11				
949	Obtain Plan Signoff (Reqs/Design Documents)	Mon 4/25/11	Mon 4/25/11				
950	Testing Documents	Fri 9/30/11	Thu 10/6/11				
951	Create High Level Testing Design	Fri 9/30/11	Fri 9/30/11				
952	Create Detailed Testing Design	Mon 10/3/11	Tue 10/4/11				
953	Obtain Signoff on Test Scenarios	Wed 10/5/11	Thu 10/6/11				
954	Finance	Fri 9/9/11	Thu 10/6/11				
955	Requirements and Design Documents	Fri 9/9/11	Fri 9/23/11				
956	Create Reqs/Design Documents	Fri 9/9/11	Fri 9/16/11				
957	Determine possible financial impact of chages and model results	Mon 9/19/11	Thu 9/22/11				
958	Review and approval of finacial impact by exec mgmt	Fri 9/23/11	Fri 9/23/11				
959	Obtain Internal Signoff from Proj Mgt, Config team QA (Reqs/Design I	Mon 9/19/11	Mon 9/19/11				
960	Obtain Plan Signoff (Reqs/Design Documents)	Tue 9/20/11	Tue 9/20/11				
961	Interfaces including FSDB and MRR	Mon 9/19/11	Thu 9/29/11				
962	Review business rules	Mon 9/19/11	Tue 9/20/11				
963	Determine what's needed for FSDB interface/load	Wed 9/21/11	Mon 9/26/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
964	Create Finance interface detail design document	Tue 9/27/11	Thu 9/29/11				
965	Testing Documents	Fri 9/30/11	Thu 10/6/11				
966	Create High Level Testing Design	Fri 9/30/11	Fri 9/30/11				
967	Create Detailed Testing Design	Mon 10/3/11	Tue 10/4/11				
968	Obtain Signoff on Test Scenarios	Wed 10/5/11	Thu 10/6/11				
969	iDRS Workflow Management	Mon 9/26/11	Thu 9/29/11				
970	Requirements and Design Documents	Mon 9/26/11	Thu 9/29/11				
971	Create Reqts/Design Documents	Mon 9/26/11	Tue 9/27/11				
972	Obtain Internal Signoff from Proj Mgt, MOT, DBM, QA (Reqts/Design D	Wed 9/28/11	Wed 9/28/11				
973	Obtain Plan Signoff (Reqts/Design Documents)	Thu 9/29/11	Thu 9/29/11				
974	Code sets	Mon 9/26/11	Fri 9/30/11				
975	Review status of baseline and update as needed	Mon 9/26/11	Mon 9/26/11				
976	Determine if any special state requirements	Mon 9/26/11	Tue 9/27/11				
977	Analysis, review and load codes into Facets	Mon 9/26/11	Fri 9/30/11				
978	Reports	Fri 9/9/11	Fri 10/7/11				
979	Requirements and Design Documents	Fri 9/9/11	Tue 10/4/11				
980	Create reports grid	Fri 9/9/11	Tue 9/27/11				
981	Update Reqts/Design Documents	Wed 9/28/11	Fri 9/30/11				
982	Obtain Plan Signoff (Reqts/Design Documents)	Mon 10/3/11	Tue 10/4/11				
983	Testing Documents	Mon 10/3/11	Fri 10/7/11				
984	Create High Level Testing Design	Mon 10/3/11	Mon 10/3/11				
985	Create Detailed Testing Design	Tue 10/4/11	Wed 10/5/11				
986	Obtain Signoff on Test Scenarios	Fri 10/7/11	Fri 10/7/11				
987	Existing Interfaces Analysis and Design	Fri 9/9/11	Mon 10/24/11				
988	Create interfaces grid	Fri 9/9/11	Mon 9/12/11				
989	Perform analysis and document results	Tue 9/13/11	Mon 9/26/11				
990	Analysis review session	Tue 9/27/11	Tue 9/27/11				
991	Document which interfaces need modifications	Wed 9/28/11	Tue 10/11/11				
992	New/Update Interfaces	Tue 9/27/11	Fri 9/30/11				
993	Vendor/provider Load to claims platform	Tue 9/27/11	Fri 9/30/11				
994	Specification	Tue 9/27/11	Fri 9/30/11				
995	Analysis and business requirements review	Tue 9/27/11	Tue 9/27/11				
996	Develop Specification and Flow Charts	Wed 9/28/11	Thu 9/29/11				
997	Design Review and Internal Signoff	Fri 9/30/11	Fri 9/30/11				
998	Covering provider	Tue 9/27/11	Mon 10/3/11				
999	Specification	Tue 9/27/11	Mon 10/3/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1000	Analysis and business requirements review	Tue 9/27/11	Wed 9/28/11				
1001	Develop Specification and Flow Charts	Thu 9/29/11	Fri 9/30/11				
1002	Design Review and Internal Signoff	Mon 10/3/11	Mon 10/3/11				
1003	Member Load to Claims platform	Tue 9/27/11	Thu 10/6/11				
1004	Specification	Tue 9/27/11	Thu 10/6/11				
1005	Analysis and business requirements review	Tue 9/27/11	Thu 9/29/11				
1006	Develop Specification and Flow Charts	Fri 9/30/11	Tue 10/4/11				
1007	Design Review and Internal Signoff	Wed 10/5/11	Thu 10/6/11				
1008	Auth load	Tue 9/27/11	Thu 10/6/11				
1009	Specification	Tue 9/27/11	Thu 10/6/11				
1010	Analysis and business requirements review	Tue 9/27/11	Thu 9/29/11				
1011	Develop Specification and Flow Charts	Fri 9/30/11	Tue 10/4/11				
1012	Design Review and Internal Signoff	Wed 10/5/11	Thu 10/6/11				
1013	CES/Member Locator feed	Tue 9/27/11	Mon 10/3/11				
1014	Specification	Tue 9/27/11	Mon 10/3/11				
1015	Develop Specification and Flow Charts	Tue 9/27/11	Tue 9/27/11				
1016	Design Review and Internal Signoff	Wed 9/28/11	Thu 9/29/11				
1017	Testing Documents	Wed 9/28/11	Mon 10/3/11				
1018	Create High Level Testing Design	Wed 9/28/11	Wed 9/28/11				
1019	Create Detailed Testing Design	Thu 9/29/11	Thu 9/29/11				
1020	Obtain Signoff on Test Scenarios	Fri 9/30/11	Fri 9/30/11				
1021	Data Warehouse	Tue 9/27/11	Wed 10/12/11				
1022	Specification	Tue 9/27/11	Wed 10/12/11				
1023	Develop interfaces/extracts for DW	Tue 9/27/11	Mon 10/10/11				
1024	Design Review and Internal Signoff	Tue 10/11/11	Wed 10/12/11				
1025	ICES	Tue 9/27/11	Thu 10/13/11				
1026	Specification	Tue 9/27/11	Fri 10/7/11				
1027	Review edits and document	Tue 9/27/11	Wed 10/5/11				
1028	Design Review and Internal Signoff	Thu 10/6/11	Fri 10/7/11				
1029	Testing Documents	Mon 10/10/11	Thu 10/13/11				
1030	Create High Level Testing Design	Mon 10/10/11	Mon 10/10/11				
1031	Create Detailed Testing Design	Tue 10/11/11	Wed 10/12/11				
1032	Obtain Signoff on Test Scenarios	Thu 10/13/11	Thu 10/13/11				
1033	Claims/Encounters extract to FI	Tue 9/27/11	Mon 10/24/11				
1034	Develop 837I specs	Tue 9/27/11	Mon 10/24/11				
1035	Develop 837P specs	Tue 9/27/11	Mon 10/24/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1036	Portal/Website (Provider/ member)	Fri 9/9/11	Fri 10/7/11				
1037	Requirements and Design Documents	Fri 9/9/11	Tue 10/4/11				
1038	Create reports grid	Fri 9/9/11	Tue 9/27/11				
1039	Update Reqts/Design Documents	Wed 9/28/11	Fri 9/30/11				
1040	Obtain Plan Signoff (Reqts/Design Documents)	Mon 10/3/11	Tue 10/4/11				
1041	Testing Documents	Mon 10/3/11	Fri 10/7/11				
1042	Create High Level Testing Design	Mon 10/3/11	Mon 10/3/11				
1043	Create Detailed Testing Design	Tue 10/4/11	Wed 10/5/11				
1044	Obtain Signoff on Test Scenarios	Fri 10/7/11	Fri 10/7/11				
1045	Development, Configuration and Set-Up	Fri 4/22/11	Mon 12/19/11				
1046	Validate Baseline configuration	Tue 9/13/11	Mon 10/10/11				
1047	Table Configurations - All Copy, Load Except Where Noted Manual En	Tue 9/13/11	Mon 10/10/11				
1048	Update Standard Master tables	Tue 9/13/11	Mon 10/10/11				
1049	Review, configure and load Plan specific tables	Tue 9/13/11	Mon 10/10/11				
1050	Group Data	Tue 9/13/11	Mon 9/26/11				
1051	Conversion Development and Data Load/Manual Config	Tue 9/13/11	Mon 9/26/11				
1052	Provider	Fri 4/22/11	Wed 11/16/11				
1053	Provider/Vendor Conversion Development	Fri 4/22/11	Wed 11/16/11				
1054	Vendor Conversion Load to TST	Fri 9/16/11	Wed 9/28/11				
1055	Provider Conversion Load to Test	Fri 9/16/11	Thu 10/13/11				
1056	Provider Pricing and contracts/Fee Schedules	Fri 4/22/11	Thu 6/2/11				
1057	Facility Contracts configuration (assume 20)	Thu 10/6/11	Wed 11/16/11				
1058	Covering Provider Load	Thu 9/15/11	Wed 9/21/11				
1059	Member Enrollment conversion	Tue 9/13/11	Tue 10/25/11				
1060	Get extract of data from source system	Tue 9/13/11	Mon 9/26/11				
1061	Member Enrollment Load to TST	Tue 9/27/11	Mon 10/10/11				
1062	Develop/update conversion pgm	Tue 10/11/11	Tue 10/25/11				
1063	Develop/update COB load	Tue 10/11/11	Tue 10/25/11				
1064	Load	Tue 10/11/11	Wed 10/12/11				
1065	MEMBR - Member Master Initial Conversion	Tue 10/11/11	Wed 10/12/11				
1066	MELIG - Member Elig History Initial Conversion	Tue 10/11/11	Wed 10/12/11				
1067	Unit Test in Test Region	Thu 10/13/11	Tue 10/25/11				
1068	Perform unit test	Thu 10/13/11	Wed 10/19/11				
1069	Approve test results	Thu 10/20/11	Thu 10/20/11				
1070	Review and validate unit test results with QA	Fri 10/21/11	Tue 10/25/11				
1071	Benefits config and claims config	Fri 9/16/11	Mon 11/7/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1072	Benefits	Fri 9/16/11	Thu 10/27/11				
1073	Claims Set Up	Tue 9/27/11	Mon 11/7/11				
1074	Authorization Set Up and Load	Tue 9/27/11	Mon 11/7/11				
1075	Finance	Tue 9/27/11	Fri 11/25/11				
1076	Capitation	Tue 9/27/11	Fri 11/25/11				
1077	Enter cap models	Tue 9/27/11	Mon 11/7/11				
1078	Unit test model and compare to existing system	Tue 11/8/11	Fri 11/25/11				
1079	Interface development	Wed 9/14/11	Fri 11/18/11				
1080	Provider (existing)	Wed 9/14/11	Tue 11/8/11				
1081	Set-up interface (components/filehandler)	Wed 9/14/11	Tue 9/27/11				
1082	Unit test	Wed 9/28/11	Tue 10/11/11				
1083	QA test	Wed 10/12/11	Tue 10/25/11				
1084	Create turnover packet	Wed 10/26/11	Tue 11/8/11				
1085	Member (existing)	Wed 9/14/11	Tue 11/8/11				
1086	Set-up interface (components/filehandler)	Wed 9/14/11	Tue 9/27/11				
1087	Unit test	Wed 9/28/11	Tue 10/11/11				
1088	QA test	Wed 10/12/11	Tue 10/25/11				
1089	Create turnover packet	Wed 10/26/11	Tue 11/8/11				
1090	Claims (existing, including sweeps)	Mon 9/26/11	Fri 11/18/11				
1091	Set-up interface (components/filehandler)	Mon 9/26/11	Fri 10/7/11				
1092	Unit test	Mon 10/10/11	Fri 10/21/11				
1093	QA test	Mon 10/24/11	Fri 11/4/11				
1094	Create turnover packet	Mon 11/7/11	Fri 11/18/11				
1095	Financial (existing)	Mon 9/19/11	Fri 11/11/11				
1096	Set-up interface (components/filehandler)	Mon 9/19/11	Fri 9/30/11				
1097	Unit test	Mon 10/3/11	Fri 10/14/11				
1098	QA test	Mon 10/17/11	Fri 10/28/11				
1099	Create turnover packet	Mon 10/31/11	Fri 11/11/11				
1100	Enrollment files - 834	Wed 9/14/11	Mon 10/24/11				
1101	Code	Wed 9/14/11	Mon 9/26/11				
1102	Unit test	Tue 9/27/11	Fri 10/7/11				
1103	walkthrough	Mon 10/10/11	Mon 10/10/11				
1104	QA test	Tue 10/11/11	Mon 10/17/11				
1105	Build filehandlers	Tue 10/18/11	Wed 10/19/11				
1106	install in other instances	Thu 10/20/11	Thu 10/20/11				
1107	create turnover packet	Fri 10/21/11	Mon 10/24/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1108	state specific interfaces (may be more than one)	Wed 9/14/11	Mon 11/7/11				
1109	Code	Wed 9/14/11	Tue 10/4/11				
1110	Unit test	Wed 10/5/11	Mon 10/17/11				
1111	walkthrough	Tue 10/18/11	Tue 10/18/11				
1112	QA test	Wed 10/19/11	Mon 10/31/11				
1113	Build filehandlers	Tue 11/1/11	Wed 11/2/11				
1114	install in other instances	Thu 11/3/11	Thu 11/3/11				
1115	create turnover packet	Fri 11/4/11	Mon 11/7/11				
1116	Vendor interfaces	Wed 9/14/11	Wed 10/19/11				
1117	Transportation	Wed 9/14/11	Fri 9/30/11				
1118	Make defined mods for plan (if necessary)	Wed 9/14/11	Tue 9/20/11				
1119	Set-up interface (components/filehandler)	Wed 9/21/11	Thu 9/22/11				
1120	Unit test	Fri 9/23/11	Mon 9/26/11				
1121	QA test	Tue 9/27/11	Wed 9/28/11				
1122	Create turnover packet	Thu 9/29/11	Fri 9/30/11				
1123	Vision	Mon 10/3/11	Wed 10/19/11				
1124	Make defined mods for plan (if necessary)	Mon 10/3/11	Fri 10/7/11				
1125	Set-up interface (components/filehandler)	Mon 10/10/11	Tue 10/11/11				
1126	Unit test	Wed 10/12/11	Thu 10/13/11				
1127	QA test	Fri 10/14/11	Mon 10/17/11				
1128	Create turnover packet	Tue 10/18/11	Wed 10/19/11				
1129	APCP architecture systems set-up	Wed 10/26/11	Mon 12/19/11				
1130	CareOne	Wed 10/26/11	Mon 12/19/11				
1131	Make defined mods for plan (if necessary)	Wed 10/26/11	Tue 11/22/11				
1132	Set-up interface (components/filehandler)	Wed 11/23/11	Tue 11/29/11				
1133	Unit test	Wed 11/30/11	Thu 12/1/11				
1134	QA test	Fri 12/2/11	Thu 12/15/11				
1135	Create turnover packet	Fri 12/16/11	Mon 12/19/11				
1136	RAM	Wed 10/26/11	Thu 11/17/11				
1137	Make defined mods for plan (if necessary)	Wed 10/26/11	Tue 11/8/11				
1138	Set-up interface (components/filehandler)	Wed 11/9/11	Thu 11/10/11				
1139	Unit test	Fri 11/11/11	Mon 11/14/11				
1140	QA test	Tue 11/15/11	Wed 11/16/11				
1141	Create turnover packet	Thu 11/17/11	Thu 11/17/11				
1142	FSDB	Wed 10/26/11	Tue 11/29/11				
1143	Make defined mods for plan (if necessary)	Wed 10/26/11	Tue 11/8/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1144	Set-up interface (components/filehandler)	Wed 11/9/11	Thu 11/10/11				
1145	Unit test	Fri 11/11/11	Fri 11/18/11				
1146	QA test	Mon 11/21/11	Mon 11/28/11				
1147	Create turnover packet	Tue 11/29/11	Tue 11/29/11				
1148	CustomerCare (Call center)	Wed 10/26/11	Tue 11/8/11				
1149	Make defined mods for plan (if necessary)	Wed 10/26/11	Fri 10/28/11				
1150	Set-up interface (components/filehandler)	Mon 10/31/11	Tue 11/1/11				
1151	Unit test	Wed 11/2/11	Thu 11/3/11				
1152	QA test	Fri 11/4/11	Mon 11/7/11				
1153	Create turnover packet	Tue 11/8/11	Tue 11/8/11				
1154	VIPS MedMeasures	Wed 10/26/11	Tue 11/8/11				
1155	Make defined mods for plan (if necessary)	Wed 10/26/11	Fri 10/28/11				
1156	Set-up interface (components/filehandler)	Mon 10/31/11	Tue 11/1/11				
1157	Unit test	Wed 11/2/11	Thu 11/3/11				
1158	QA test	Fri 11/4/11	Mon 11/7/11				
1159	Create turnover packet	Tue 11/8/11	Tue 11/8/11				
1160	UTD	Wed 10/26/11	Tue 11/8/11				
1161	Make defined mods for plan (if necessary)	Wed 10/26/11	Fri 10/28/11				
1162	Set-up interface (components/filehandler)	Mon 10/31/11	Tue 11/1/11				
1163	Unit test	Wed 11/2/11	Thu 11/3/11				
1164	QA test	Fri 11/4/11	Mon 11/7/11				
1165	Create turnover packet	Tue 11/8/11	Tue 11/8/11				
1166	ICES	Wed 10/26/11	Thu 12/15/11				
1167	Install system	Wed 10/26/11	Tue 11/22/11				
1168	unit test	Wed 11/23/11	Tue 11/29/11				
1169	QA	Wed 11/30/11	Tue 12/13/11				
1170	Create turnover packet	Wed 12/14/11	Thu 12/15/11				
1171	RMO	Mon 11/7/11	Fri 12/16/11				
1172	(insert plan)	Mon 11/7/11	Fri 12/16/11				
1173	Web Portal	Wed 10/26/11	Tue 11/8/11				
1174	Make defined mods for plan (if necessary)	Wed 10/26/11	Mon 10/31/11				
1175	unit test	Tue 11/1/11	Wed 11/2/11				
1176	QA test	Thu 11/3/11	Fri 11/4/11				
1177	Create turnover packet	Mon 11/7/11	Tue 11/8/11				
1178	Business Process additions/update	Wed 9/14/11	Tue 12/6/11				
1179	Create new/revised P&P and OI for business units	Wed 9/14/11	Mon 11/7/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1180	Provider	Wed 9/14/11	Tue 10/25/11				
1181	Member	Wed 9/14/11	Tue 10/25/11				
1182	auths	Tue 9/27/11	Mon 11/7/11				
1183	finance	Mon 9/19/11	Fri 10/28/11				
1184	claims	Tue 9/27/11	Mon 11/7/11				
1185	Contract updates	Wed 9/14/11	Tue 10/25/11				
1186	Security set-up	Wed 9/14/11	Tue 10/11/11				
1187	All users have Citrix access and logins/passwords	Wed 9/14/11	Fri 9/16/11				
1188	Request CSC grant access to Maccess for all required users	Wed 9/14/11	Fri 9/16/11				
1189	Reports Development	Wed 9/28/11	Tue 12/6/11				
1190	Set-up	Wed 9/28/11	Mon 10/10/11				
1191	Train users on Crystal Enterprise	Tue 10/11/11	Mon 10/17/11				
1192	Define all Crystal Enterprise Users and Security Profiles	Tue 10/18/11	Mon 10/24/11				
1193	Shared Reports	Wed 9/28/11	Tue 10/11/11				
1194	Set up standard report and test	Wed 9/28/11	Tue 10/11/11				
1195	New reports	Wed 9/28/11	Tue 12/6/11				
1196	(insert dev tasks for new reports if needed)	Wed 9/28/11	Tue 12/6/11				
1197	Training	Fri 10/28/11	Mon 12/5/11				
1198	Healthplans users	Fri 10/28/11	Thu 11/3/11				
1199	schedule classes	Fri 10/28/11	Fri 10/28/11				
1200	conduct sessions	Mon 10/31/11	Thu 11/3/11				
1201	UAT testers	Fri 10/28/11	Thu 11/3/11				
1202	schedule classes	Fri 10/28/11	Fri 10/28/11				
1203	conduct sessions	Mon 10/31/11	Thu 11/3/11				
1204	End users	Fri 11/4/11	Mon 12/5/11				
1205	schedule classes	Fri 11/4/11	Fri 11/4/11				
1206	conduct sessions	Mon 11/7/11	Mon 12/5/11				
1207	Testing (end to end, parallel, packet, UAT)	Fri 4/22/11	Wed 3/7/12				
1208	end to end testing	Wed 12/14/11	Thu 1/19/12				
1209	finalize script for test	Wed 12/14/11	Tue 12/20/11				
1210	establish testing environment (checklist)	Wed 12/21/11	Fri 12/23/11				
1211	Copy data from PRD	Mon 12/26/11	Mon 12/26/11				
1212	execute script	Mon 12/19/11	Fri 12/30/11				
1213	review results and correct defects	Mon 1/2/12	Fri 1/6/12				
1214	rerun portions of script required	Mon 1/9/12	Fri 1/13/12				
1215	document results	Mon 1/16/12	Wed 1/18/12				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1216	review and obtain signoff	Thu 1/19/12	Thu 1/19/12				
1217	Parallel testing prep	Fri 1/20/12	Tue 1/31/12				
1218	Baseline tables copied to PRD	Fri 1/20/12	Mon 1/23/12				
1219	Load vendor, provider demographics, shell contracts to PRD	Tue 1/24/12	Tue 1/24/12				
1220	Load fee schedules to PRD	Wed 1/25/12	Wed 1/25/12				
1221	Tie providers to fee schedules	Thu 1/26/12	Thu 1/26/12				
1222	QA test and validate vendors, providers, fee schedules in PRD	Fri 1/27/12	Fri 1/27/12				
1223	Obtain Current member file	Fri 1/27/12	Fri 1/27/12				
1224	load Members	Thu 1/26/12	Thu 1/26/12				
1225	Load auths	Fri 1/27/12	Fri 1/27/12				
1226	Pull historical claims from source system so compare can be done	Mon 1/30/12	Tue 1/31/12				
1227	Parallel Testing	Fri 4/22/11	Wed 3/7/12				
1228	Copy PRD to PRL	Wed 2/1/12	Wed 2/1/12				
1229	validate security	Thu 2/2/12	Thu 2/2/12				
1230	iDRS member and provider refresh	Fri 2/3/12	Mon 2/6/12				
1231	Load members and providers into iDRS	Tue 2/7/12	Tue 2/7/12				
1232	Get sign off when iDRS load complete	Wed 2/8/12	Wed 2/8/12				
1233	BSC parallel 1 testing	Fri 4/22/11	Thu 2/9/12				
1234	Load claims file to PRL & perform edit testing	Thu 2/9/12	Thu 2/9/12				
1235	Review results and modify config as needed	Fri 4/22/11	Thu 4/28/11				
1236	Reload claims if needed	Fri 4/29/11	Fri 4/29/11				
1237	Continue Parallel 1 testing	Mon 5/2/11	Thu 5/5/11				
1238	Automated compare	Fri 5/6/11	Mon 5/9/11				
1239	Run reports	Fri 5/6/11	Fri 5/6/11				
1240	Document results	Fri 5/6/11	Thu 5/12/11				
1241	additional parallel tests	Fri 5/6/11	Thu 5/19/11				
1242	Perform parallel 2 testing	Thu 2/9/12	Wed 2/15/12				
1243	Perform parallel 3 testing (incuding UB)	Thu 2/16/12	Wed 2/22/12				
1244	Perform parallel 4 testing (if first after 95%)	Thu 2/23/12	Wed 2/29/12				
1245	Perform Parallel 5 testing (ifnancial impact focus, after 95%)	Thu 3/1/12	Wed 3/7/12				
1246	Facility packet testing/creation	Thu 10/6/11	Mon 2/6/12				
1247	Identify groups of Facilities	Thu 10/6/11	Tue 10/18/11				
1248	Prepare Testing Environment and Data	Wed 10/19/11	Mon 10/31/11				
1249	Facility testing/scripts and packet creation	Tue 11/1/11	Mon 12/26/11				
1250	Group 1 Facility Testing (Tier 1) (6)	Thu 10/6/11	Mon 1/23/12				
1251	Finalized test scripts for group	Thu 10/6/11	Wed 10/12/11				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1252	perform tests	Tue 12/27/11	Mon 1/9/12				
1253	perform retests as needed after fixes	Tue 1/10/12	Mon 1/16/12				
1254	Create packets	Tue 1/17/12	Mon 1/23/12				
1255	Group 2 Testing	Tue 1/10/12	Mon 1/23/12				
1256	Group 3 facility testing (Non Standard)	Tue 1/24/12	Mon 2/6/12				
1257	Group 4 facility testing (Ancillary)	Tue 1/24/12	Mon 2/6/12				
1258	UAT testing	Mon 12/19/11	Fri 2/3/12				
1259	Finalize testing scenerios	Wed 12/21/11	Tue 1/3/12				
1260	establish testing environment (checklist)	Mon 12/26/11	Wed 12/28/11				
1261	Copy PRD to UAT instance	Thu 12/29/11	Thu 12/29/11				
1262	establish scorecard	Fri 12/30/11	Fri 12/30/11				
1263	testing groups	Fri 12/30/11	Wed 1/25/12				
1264	document final results for all UAT sections	Mon 12/19/11	Fri 2/3/12				
1265	obtain approval from end users	Mon 12/19/11	Fri 2/3/12				
1266	Provider	Mon 12/19/11	Mon 1/9/12				
1267	Execute tests	Mon 12/19/11	Tue 12/27/11				
1268	document results	Wed 12/28/11	Thu 12/29/11				
1269	correct defects	Fri 12/30/11	Thu 1/5/12				
1270	retest	Fri 1/6/12	Mon 1/9/12				
1271	member	Wed 12/28/11	Mon 1/23/12				
1272	auths	Wed 12/28/11	Mon 1/23/12				
1273	claims - professional (including ICES and duplicate claims)	Tue 1/10/12	Fri 2/3/12				
1274	claims - institutional (including duplicate claims)	Tue 1/10/12	Fri 2/3/12				
1275	finance	Tue 1/10/12	Fri 2/3/12				
1276	Capitation	Tue 1/10/12	Fri 2/3/12				
1277	Support system interfaces	Tue 1/10/12	Fri 2/3/12				
1278	Deployment for Go-Live	Tue 1/10/12	Fri 3/2/12				
1279	Production activation/load	Tue 1/10/12	Fri 2/10/12				
1280	Provider/Vendor/Covering Provider/Fee schedule connections	Tue 1/10/12	Thu 1/12/12				
1281	Activate Provider add/update in PRD	Tue 1/10/12	Wed 1/11/12				
1282	Run provider/vendor audits and review results	Thu 1/12/12	Thu 1/12/12				
1283	Member	Tue 1/24/12	Fri 2/10/12				
1284	Run member load to current	Tue 1/24/12	Wed 1/25/12				
1285	activate memembr maintenance	Thu 1/26/12	Fri 1/27/12				
1286	Run member audits and review results	Mon 1/30/12	Fri 2/3/12				
1287	Insert correction steps if needed	Mon 2/6/12	Fri 2/10/12				

ID	Task Name	Start	Finish	Resource Names			
					T	F	S
1288	Auths	Tue 1/24/12	Fri 2/10/12				
1289	Load auths to current	Tue 1/24/12	Wed 1/25/12				
1290	Activate Auth on-line interface	Thu 1/26/12	Fri 1/27/12				
1291	Audit load results	Mon 1/30/12	Fri 2/3/12				
1292	Insert corrective tasks if necessary	Mon 2/6/12	Fri 2/10/12				
1293	Production turnover	Tue 1/10/12	Fri 3/2/12				
1294	Establish production schedule	Tue 1/10/12	Fri 1/13/12				
1295	install file handler and interface components	Mon 2/6/12	Fri 3/2/12				
1296	test each componenet in PRD (do not update DB)	Mon 2/6/12	Fri 3/2/12				
1297	Decision making process	Tue 1/10/12	Tue 1/24/12				
1298	Develop go live script	Tue 1/10/12	Fri 1/13/12				
1299	Develop go live strategy	Tue 1/10/12	Wed 1/11/12				
1300	Obtain approval for strategy	Thu 1/12/12	Fri 1/13/12				
1301	Revisit finacial impact reviews done during requirements	Mon 1/16/12	Tue 1/17/12				
1302	prepare updated finacial impacts	Wed 1/18/12	Thu 1/19/12				
1303	prep material for go live decision ("Mercer" like audit)	Fri 1/20/12	Mon 1/23/12				
1304	review material in series of meetings	Tue 1/24/12	Tue 1/24/12				
1305	Conduct go live decision meeting	Thu 1/12/12	Mon 1/30/12				
1306	Activate External interfaces	Tue 1/24/12	Mon 1/30/12				
1307	Insert based on plan specific needs	Tue 1/24/12	Mon 1/30/12				
1308	Go Live Activities for plan	Thu 1/12/12	Thu 1/12/12				
1309	 Member	Thu 1/12/12	Thu 1/12/12				
1310	 Professinal claims	Thu 1/12/12	Thu 1/12/12				
1311	 Institutional claims	Thu 1/12/12	Thu 1/12/12				
1312	Post Deployment	Fri 1/13/12	Thu 2/23/12				
1313	Post go live activities	Fri 1/13/12	Thu 2/23/12				
1314	Change controls	Fri 1/13/12	Thu 2/23/12				
1315	remaining interfaces	Fri 1/13/12	Thu 2/23/12				
1316	Daily plan calls	Fri 1/13/12	Thu 1/19/12				
1317	Daily Vendor calls	Fri 1/13/12	Thu 1/26/12				
1318	Production Monitoring	Fri 1/13/12	Thu 2/23/12				
1319	Project Evaluation/lessons learned/closeout	Fri 1/13/12	Thu 1/19/12				