

APPENDIX B-1
CONTRACT IMPLEMENTATION, READINESS REVIEW REQUIREMENTS
AND DELIVERABLES

The Contractor will work with EOHHS during the transition and readiness review period.

The Contractor must provide a corrective action plan in response to any readiness review deficiency no later than 10 calendar days after notification of any such deficiency by EOHHS unless the Contractor documents to EOHHS' satisfaction that the deficiency has been corrected within 10 calendar days of notification of the deficiency.

In the event that the Contractor fails to submit all deliverables in accordance with the milestones and timeframes required by EOHHS or does not fully meet readiness review requirements established by EOHHS, EOHHS may, at its discretion, postpone the Contract Operational Start Date. EOHHS may also impose sanctions in accordance with the Contract for each day beyond January 1, 2023, that the Contractor is not operational.

The following table identifies specific readiness review requirements.

All Deliverables shall be provided in a format required or approved by EOHHS. EOHHS reserves the right to update this Appendix to delineate additional deliverables for the Contractor prior to the Operational Start Date. The Contractor shall refer to **Appendix E-1** for ongoing deliverables.

CONTRACT IMPLEMENTATION AND READINESS REVIEW DELIVERABLES

Operational Readiness Requirement	Contract Section	Due Date
Administration and Contract Management		
1. Designate and identify Key Personnel pursuant to Section 2.3.A.3. Provide résumés of each Key Personnel and the percent of allocated time each Key Personnel is dedicated to the Contract.	2.3.A.3	No later than the Operational Start Date. Additionally, the Contractor must notify EOHHS within five (5) business days of learning that any Key Personnel position is or will be vacant.
2. Submit a plan and description for training staff on contractual, state, and federal requirements specific to individual job functions required by this Contract.	2.3.A.4	No later than 30 days after the Operational Start Date.
3. Provide plan for Advisory Committees and Councils pursuant to Section 2.3.B.	2.3.B	No later than 30 days after the Operational Start Date
4. Submit policies and procedures for network management and oversight of Community Behavioral Health Centers (CBHCs) and Behavioral Health Urgent Care providers .	2.3.D.1	No later than the Operational Start Date
5. Provide all documentation required in Appendix B-2: Material Subcontractor Checklist for each new Material Subcontractor.	2.3.D.2	No later than the Operational Start Date or the date the Contractor expects to initially execute Material Subcontract, whichever is later.
6. Submit a compliance plan designed to guard against fraud, waste and abuse in accordance with 42 CFR 438.608.	2.3.D.3.b	No later than 30 days after the Operational Start Date
7. Submit an anti-fraud, waste, and abuse plan to detect and prevent fraud and abuse by Network Providers and Covered Individuals.	2.3.D.3.c	No later than 30 days after the Operational Start Date
Enrollment and Education Activities		
8. Submit plan for conducting Enrollee outreach, orientation and education.	2.4.C	No later than the Operational Start Date
9. Submit orientation and outreach materials and phone scripts.	2.4.C	No later than 30 days after the Operational Start Date
Care Delivery, Care Coordination, and Care Management		
10. Submit work plan for Integrated Care Management and Practice Based Care Management Programs.	2.5.C	No later than the Operational Start Date
11. Submit plan to support EOHHS' efforts to reduce the number of and time spent by Covered Individuals awaiting disposition in Emergency Departments.	2.5.K	No later than the Operational Start Date.
Covered Services		
12. Submit plan for providing utilization management services	2.6.C	No later than 30 days after the Operational Start Date

Operational Readiness Requirement	Contract Section	Due Date
Provider Contracts and Related Responsibilities		
13. Submit Network Provider directory website link	2.7.G	No later than 30 days after the Operational Start Date.
14. Submit the names, titles, roles, contact information, percent of FTE time, and role functions for those staff dedicated to support the CBHC system and Behavioral Health Urgent Care once fully operational.	2.7.H	No later than the Operational Start Date
15. Submit a readiness plan to oversee compliance with the program specifications of the new CBHC model of care	2.7.H.8	No later than the Operational Start Date
Provider Network and Network Management		
16. Submit updates to Provider Network list, if any.	2.8.A.4	No later than 30 days after the Operational Start Date.
17. Submit template of provider agreements that include provisions specified in the Contract.	2.8.A, 2.8.F	No later than 30 days after the Operational Start Date
18. Submit Network Provider policies and procedures manual, including credentialing criteria and waiver processes for credentialing criteria.	2.8.D	No later than 30 days after the Operational Start Date
Covered Individual Services		
19. Submit Covered Individual handbook for EOHHS approval if changed since most recent submission.	2.10.A.3	No later than 30 days after the Operational Start Date.
Inquiries, Ombudsman Services, Grievances, and Appeals		
20. Submit policies and procedures for the filling by Covered Individuals or Appeals representatives and the receipt, timely resolution, and documentation by the Contractor for any and all Grievances and Internal Appeals	2.12.B	No later than the Operational Start Date
Quality Management and Quality Improvement		
21. Submit current description of Quality Management/Quality Improvement (QM/QI) program that delineates structure, goals and objectives of Contractor's QM/QI initiatives.	2.13.B.4	No later than the Operational Start Date.
Data Management, Information Systems, and Reporting Requirements		
22. Demonstrate capability to accept all Contract-related files and data delivered by EOHHS in the format specified by	2.14.A	No later than the Operational Start Date

Operational Readiness Requirement	Contract Section	Due Date
EOHHS.		
23. Demonstrate compliance with Information System Design Requirements detailed in Section 2.14.F.	2.14.F	No later than the Operational Start Date
24. Submit plan, policies, and procedures for training, staffing, and maintaining all toll-free service call centers, in accordance with the Contract. At a minimum, documentation should include: 1) plan for ensuring sufficient capacity to handle incoming calls, 2) contingency plan to address overflow calls and maintain call center access standards set forth in the Contract and 3) specific training and staffing to support 24-7 toll-free crisis response line to respond to behavioral health care service needs.	2.14.J	No later than 30 days after the Operational Start Date.
Third-Party Liability Benefit Coordination		
25. Submit work plan for Third Party Liability benefit coordination and recovery.	2.18.A	No later than the Operational Start Date.
PCC Plan Management Support		
26. Submit operating policies and procedures for the PCC Plan Management Support Services program	2.19.A	No later than 30 days after the Operational Start Date