

APPENDIX B-1

LIST OF CONTRACT IMPLEMENTATION REQUIREMENTS AND DELIVERABLES

This list contains only those requirements for Contract implementation and deliverables due by or before the Contract Service Start Date (SSD). In the event of any omissions or inconsistency with the provisions of the Contract, the Contract shall prevail. EOHHS reserves the right to update this appendix to delineate ongoing or future deliverables for the Contractor.

	Deliverable	Contract Section	Due by...
	Work plan and timelines (initial and updates)	2.1.B.	Initially, by 14 days after notification of selection for Contract negotiation; updates every two weeks until SSD
	Description of telephone system, menu options, telephone number listing	9.7.A.4	One month prior to SSD
	Telephone systems, communication information operational	2.1.A.2, 2.1.D, 7.2.A, 7.3.A, 7.4.A, 9.7.A	By SSD
	Transfer of all necessary records, data	2.1.A.3	One month prior to SSD and directed by EOHHS
	Workplace requirements (office space and equipment)	2.1.B	By SSD
	Transfer of existing service authorizations, Claims payments, adjudications	2.1.C	As provided and directed by EOHHS
	Organizational chart	2.2.E	Two months prior to SSD and whenever a change occurs
	Key personnel (names, titles, CVs, job descriptions)	2.2.F	One month prior to SSD and whenever a change occurs
	Contract representative(s) and liaison(s) (names and titles)	2.2.F	Two months prior to SSD and whenever a change occurs
	Staff training curriculum	2.2.G	Prior to SSD
	Information on Material Subcontractors; Material Subcontractor Checklist; Federally Required Disclosure Forms	2.2.H, I	One month Prior to Contract execution
	Guarantee agreements from Contractor corporate Parent(s), and/or business partners	2.2.I	By Contract execution

	Work plan for TPL benefit coordination and recovery	2.3.C	By SSD
	Provider Network list (initial)	3.1.B.4	One months prior to SSD
	Provider Network from previous contract in place, including all ESPs, CSAs, CBHI providers	3.1.B, 3.5.C	By SSD
	Network Provider agreements in place	3.1.B.1	Prior to SSD
	Network Provider policies and procedures manual, including credentialing criteria and waiver processes for credentialing criteria.	3.7.B	One month Prior to SSD
	Produce Network Provider Directory	7.2.B	By SSD
	Claims handling procedures (denials, appeals)	3.7.F	One month Prior to SSD
	Service Authorization and UM policies and procedures	4.1.A	One month prior to SSD
	Care Management Program (Plan and Provider based) work plan and timelines, (including educational and informational materials; scripts for telephonic outreach., plan for Provider Network and PCC notification of existence of CMP and process for referral and support for CMP; process to work with MassHealth for notification of hospitalization and discharge (medical and BH admits); process for obtaining medical PA; UR, etc.).	6.2.B	Two months prior to SSD
	Transition of certain Enrollees to CMP, (including tier assignment and transition to PCMH).	6.2.J	Greater than or two weeks prior to SSD
	PCC Plan Management Support Services workplan and timelines (including announcement to PCCs of new Contract provisions).		One month prior to SSD
	Create Member and Provider Services Department, train CSRs.	7.1.A	Prior to SSD

	Contractor website	7.1.G	Website plan due two months prior to SSD; website launch by SSD
	QM program	8.1	By SSD
	Information System readiness review	2.1.D.1	Prior to SSD
	Form of and actual Performance bond/ guarantee	10.11.D	Prior to SSD
	Insurance Certifications	11.35	Prior to SSD