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| **Contract Award Period** | **Description** | **Due Date** |
| Implementation Plan | Submit contract implementation plan as described in Section V.X - Transition and Implementation. | 30 days after contract award |
| **150 Days Prior to Contract Start Date** | **Description** | **Due Date** |
| Member Handbook | Submit member handbook for approval as described in Section V.F. – Member Services and Education. | 150 days prior to contract start date |

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| Marketing Plan | Submit plan detailing proposed marketing activities and materials as described in Section  V.G - Member Marketing and Section L. Care Management. | 150 days prior to contract start date |
| Welcome Packet Contents | Submit welcome packet materials as described in Section V.F - Member Services and Education | 150 days prior to contract start date |
| Welcome Call Script | Submit script for member welcome calls as described in Section V.F - Member Services and Education. | 150 days prior to contract start date |
| Member Education Plan | Submit member education plan as described in Section V.F - Member Services and Education. | 150 days prior to contract start date |
| Enrollment Broker | Submit policies and procedures for receiving file submissions from the Enrollment Broker as described in Section V.B - Eligibility and Enrollment. | 150 days prior to contract start date |
| **120 Days Prior to Contract Start Date** | **Description** | **Due Date** |
| Provider Network List | Submit list of all network providers via the provider enrollment file as described in Section  V.I - Provider Network. | 120 days prior to contract start date |
| Provider Network Sufficiency Attestation | Submit data and analysis attesting to the sufficiency of the MCOs network as described in Section V.I - Provider Network. | 120 days prior to contract start date |
| Subcontracts | Submit all subcontracts for the provision of any services for prior review and approval as described in Section V.K - Subcontracting. | 120 days prior to contract start date |
| MCO Provider Website | As detailed in Section V.J - Provider Services, the MCO's provider website is considered marketing material and must be submitted for review and approval. | 120 days prior to contract start date |

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| Provider Training Handbook and Training Schedule | Submit a copy of the provider training handbook and training schedule as described in Section  V.J - Provider Services | 120 days prior to contract start date |
| Provider Handbook | Submit provider handbook for approval as described in Section V.J - Provider Services | 120 days prior to contract start date |
| Pharmacy Claims | Submit policies and procedures for pharmacy claims | 120 days prior to contract start date |
| Pharmacy Pricing Rules and Algorithms | Submit pricing rules and algorithms for pharmacy claims as Section V.S - Claims Management. | 120 days prior to contract start date |
| MAC Pricing | Submit policies and procedures for MAC pricing as described in Section V.S - Claims Management. | 120 days prior to contract start date |
| Care Management Program | Submit program description, policies and procedures for Care Management as described in Section V.L - Care Management. | 120 days prior to contract start date |
| Continuity of Care | Submit policies and procedures for continuity of care as described in Section V.L - Care Management. | 120 days prior to contract start date |
| HCBS Coordination | Submit policies and procedures for coordinating with HCBS case managers as described in Section V.L - Case Management. | 120 days prior to contract start date |
| Pharmacy Coverage Policies and Procedures | Submit pharmacy coverage policies and procedures as described in Section V.E - Covered Services and Benefits. | 120 days prior to contract start date |
| Formulary | Submit formulary for review as described in Section V.E - Covered Services and Benefits. | 120 days prior to contract start date |

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| OTC Drug List | Submit list of covered OTC drugs as described in Section V.E - Covered Services and Benefits. | 120 days prior to contract start date |
| **90 Days Prior to Contract Start Date** | **Description** | **Due Date** |
| QAPI Committee Description | Submit a description and detail the composition of the QAPI Committee (QAPIC) as described in Section V.M - Quality Management. | 90 days prior to contract start date |
| QM Program Description and Goals | Submit overview of QM program as described in Section V.M - Quality Management | 90 days prior to contract start date |
| Remedial Action Policy and Procedures | Submit procedures for remedial action to address deficiencies as described in Section V.M - Quality Management. | 90 days prior to contract start date |
| Corrective Action Monitoring | Submit policies and procedures for evaluating corrective actions for in-network providers. | 90 days prior to contract start date |
| Provider Review | Submit procedures for provider review. | 90 days prior to contract start date |
| SHCN Care Quality Assessment | Submit procedures for assessing the quality and appropriateness of care furnished to members with SHCNs. | 90 days prior to contract start date |
| Clinical Advisory Committee | Submit plan for the development of the Clinical Advisory Committee as described in Section V.M  - Quality Management. | 90 days prior to contract start date |
| Member Advisory Committee | Submit plan for the development of the Member Advisory Committee including meetings schedule and objectives s described in Section V.M - Quality Management. | 90 days prior to contract start date |

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| Tribal Members Coordination | Submit policies and procedures for coordination and collaboration with qualified members as described in Section V.L - Care Management. | 90 days prior to contract start date |
| Coordination with Division of Family Services | Submit policies and procedures for coordinating with the DHHS Division of Children and Family Services as described in Section V.L - Care Management. | 90 days prior to contract start date |
| Health Risk Assessment Algorithms and Methodologies | Submit proposed methodology and algorithms for health risk assessment as described in Section  V.L - Care Management. | 90 days prior to contract start date |
| PBM Independence Assurance | Submit procedures and assurances regarding PBM independence as described in Section V.L  - Care Management. | 90 days prior to contract start date |
| PBM Oversight Plan | Submit plan for monitoring PBM performance as described in Section V.S - Claims Management. | 90 days prior to contract start date |
| Claims Dispute Process | Submit policies and procedures for addressing claims disputes as described in Section V.S - Claims Management. | 90 days prior to contract start date |
| Physician Incentive Plan Contract Templates | Submit contract templates for Physician Incentive Plan participants as described in Section V.Q - Provider Reimbursement. | 90 days prior to contract start date |
| Service Authorization | Submit policies and procedures for service authorization as described in Section V.N - Utilization Management. | 90 days prior to contract start date |
| Retrospective UR Functions | Submit policies for retrospective UR functions as described in Section V.N - Utilization Management. | 90 days prior to contract start date |
| Utilization Management Program Description | Submit UM program description as described in Section V.N - Utilization Management. | 90 days prior to contract start date |

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| Drug Utilization Review Program Guidelines | Submit guidelines for DUR program as described in Section V.N - Utilization Management. | 90 days prior to contract start date |
| Clinical Criteria for Drug Prior Authorization | Submit criteria for drug prior authorization | 90 days prior to contract start date |
| Grievances and Appeals | Submit policies and procedures for the handling of member/provider grievances and appeals as described in Section V.H - Grievances and Appeals. | 90 days prior to contract start date |
| **60 Days Prior to Contract Start Date** | **Description** | **Due Date** |
| Amount, Duration, and Scope Policies | Submit amount, duration and scope policies as described in Section V.E - Covered Services and Benefits. | 60 days prior to contract start date |
| Lab Services Authorization Policies | Submit policies for lab services authorization as described in Section V.E - Covered Services and Benefits. | 60 days prior to contract start date |
| Value-Added Services | Provide a description of the expanded services/benefits the MCO will provided as described in Section V.E - Covered Services and Benefits | 60 days prior to contract start date |
| Provider Complaint System | Submit policies and procedures detailing the MCO's provider complaint system as described in Section V.J - Provider Services. | 60 days prior to contract start date |
| Provider Directory Template | Submit templates for the provider directory as described in Section V.E - Members Services and Education. | 60 days prior to contract start date |
| Human Resources and Staffing Plan | Submit a plan detailing how the MCO will obtain and maintain appropriate staffing levels as described in Section V.D - Staffing. | 60 days prior to contract start date |

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| Key Staff List | Submit the names, resumes and contact info for all key staff as described in Section V.D - Staffing | 60 days prior to contract start date |
| Credentialing/Recredentialing | Submit policies and procedures for credentialing and recredentialing providers as described in Section V.I - Provider Network. | 60 days prior to contract start date |
| Provisional Credentialing for Behavioral Health | Submit policies and procedures for the provisional credentialing of behavioral health providers. | 60 days prior to contract start date |
| Network - Communication of Change | Submit procedures for communicating contractual and/or program changes to providers. | 60 days prior to contract start date |
| Network Compliance | Submit procedures for ensuring provider compliance with State and MCO policies as described in Section V.I - Provider Network. | 60 days prior to contract start date |
| Network Service | Submit procedures for evaluating the quality of services provided by the network. | 60 days prior to contract start date |
| Network Insufficiency | Submit policies and procedures for arranging for medically necessary services in the event of temporary network insufficiency as described in Section V.I - Provider Network. | 60 days prior to contract start date |
| Network Monitoring | Submit procedures for monitoring the adequacy, accessibility and availability of network providers as described in Section V.I - Provider Network. | 60 days prior to contract start date |
| Specialty Drug List | Submit list of specialty drugs as described in Section V.I - Provider Network. | 60 days prior to contract start date |
| Compliance Plan | Submit fraud, waste, abuse and erroneous payments compliance plan as described in Section V.O - Program Integrity. | 60 days prior to contract start date |

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| Fraud, Waste, Abuse and Erroneous Payments | Submit fraud, waste, abuse and erroneous payments policies as described in Section V.O - Program Integrity. | 60 days prior to contract start date |
| Advance Directives | Submit policies and procedures for Advance Directives as described in Section V.F - Member Services and Education | 60 days prior to contract start date |
| Timely Access | Submit policies and procedures for the monitoring of timely access requirements as described in Attachment 14 - Access Standards. | 60 days prior to contract start date |
| Selection and Retention of Providers | Submit policies for the selection and retention of providers as described in Section V.I - Provider Network. | 60 days prior to contract start date |
| Member Privacy | Submit policies and procedures for protecting member privacy | 60 days prior to contract start date |
| PCP Assignment | Submit policies and procedures for PCP assignment as described in Section V.B - Eligibility and Enrollment. | 60 days prior to contract start date |
| Second Opinions | Submit policies and procedures regarding ensuring member access to a second opinion. | 60 days prior to contract start date |
| Restricted Services | Submit policies and procedures for restricted services as described in Section V.N - Utilization Management | 60 days prior to contract start date |
| **45 Days Prior to Contract Start Date** | **Description** | **Due Date** |
| Subcontractor Evaluation | Submit copies of subcontractor evaluations as described in Section V.C - Business Requirements. | 45 days prior to contract start date |
| Third Party Liability | Submit procedures for identifying TPL and administrating payment | 45 days prior to contract start date |

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| Provider Preventable Conditions | Submit procedures for precluding payment to providers for provider preventable conditions as required in Section V.P - Provider Reimbursement. | 45 days prior to contract start date |
| Clinical Practice Guidelines | Submit clinical practice guidelines developed in accordance with requirements in Section V.N - Utilization Management. | 45 days prior to contract start date |
| Emergency Medical and Post- Stabilization Services. | Submit policies and procedures for emergency medical and post-stabilization services as described in Section V.E - Covered Services and Benefits. | 45 days prior to contract start date |
| Family Planning Services | Submit policies and procedures for family planning services as described in Section V.E - Covered Services and Benefits. | 45 days prior to contract start date |
| Indian Health Protections | Submit policies and procedures for Indian health protections as described in Section V.F - Members Services and Education. | 45 days prior to contract start date |
| Direct Access to Women's Health Specialists | Submit policies and procedures for guaranteeing female members direct access to women's health specialists as described in Section V.I - Provider Network. | 45 days prior to contract start date |
| EPSDT Services | Submit policies and procedures for EPSDT services as described in Section V.E - Covered Services and Benefits. | 45 days prior to contract start date |
| Staffing | Submit policies and procedures for staffing as described in Section V.D - Staffing. | 45 days prior to contract start date |
| Maintenance of Medical Records | Submit policies and procedures for the maintenance of medical records as described in Section V.E - Member Services and Education. | 45 days prior to contract start date |

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| Medical Record Confidentiality | Submit policies and procedures regarding maintaining the confidentiality of member medical records. | 45 days prior to contract start date |
| Transportation | Submit policies for transportation as described in Section V.E - Covered Services and Benefits. | 45 days prior to contract start date |
| Dual Eligibles | Submit policies and procedures for addressing needs of dual eligible members. | 45 days prior to contract start date |
| Member Calls | Submit policies and procedures for managing member calls as described in Section V.F - Member Services and Education. | 45 days prior to contract start date |
| Referrals | Submit policies and procedures on referrals for specialty care and other benefits not provided by the member's PCP. | 45 days prior to contract start date |
| Brand Name Products | Submit policies and procedures for brand name products as described in Section V.Q - Provider Reimbursement. | 45 days prior to contract start date |
| **After Contract Start Date** | **Description** | **Due Date** |
| PCMH Implementation Plan | Submit plan for PCMH implementation as described in Section V.I - Provider Network. | 90 days after contract start date |
| Value-Based Contracting Plan | Submit plan for implementing value-based purchasing agreements as described in Section  V.Q - Provider Reimbursement. | Due by December 17, 2024 |