

# Appendix L

## Draft Implementation Plan for NMMIP Network Transition

Timeline: October 1, 2024 – January 1, 2025

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### Introduction

The NMMIP Network Transition Implementation Plan outlines the key steps, timelines, and milestones necessary to ensure a smooth transition to a new network management vendor. This plan covers the period from October 1, 2024, through January 1, 2025, and provides a structured approach to managing the critical phases of the transition. Key dates include the RFP award, contract negotiations, and project planning, while milestones focus on system readiness, vendor preparation, vendor file transfers, testing and post-go-live monitoring. By adhering to this plan, NMMIP aims to maintain continuity of care for members, seamless communication with providers, and compliance with regulatory requirements, all while achieving a successful go-live on January 1, 2025.

### Key Dates

- **September 30, 2024:** Notice of RFP award.
- **October 15, 2024:** Protest Period end date.
- **October 16, 2024:** Send NDA/BAA to new network vendor to avoid delays in onboarding/implementation while negotiating the contract, performance standards, reporting, and scope.
- **October 16, 2024:** Begin negotiations of performance standards with new network vendor.
- **October 18, 2024:** Establish project team and define project scope.
- **November 1, 2024:** Initial Draft Contract due (template contract provided with RFP).
- **November 15, 2024:** Final executed contract due (main contract executed for go-live January 1st, otherwise NMMIP has discretion to select a different bidder if the timeline is not met).

### Milestones

- **November 15, 2024:** Final executed contract
- **December 1, 2024:** System and process testing completed without critical issues.
- **December 6, 2024:** Provider Communication
- **December 11, 2024:** Vendor Readiness Confirmations completed
- **December 15, 2024:** Vendor readiness confirmed for go-live.
- **January 1, 2025:** Go-live with new network vendor.
- **January 31, 2025:** Post-go-live monitoring and adjustments completed.

# DRAFT - NMMIP Network Implementation Plan

Deliverable	Milestone	Action	Start Date	End Date	Status	Key Risks	Notes
1 RFP Process Completion	◆	Assess timely completion of all required elements	08/23/24	09/27/24	●	Delays in selecting a vendor due to prolonged RFP processes.	
2 RFP Release		Release RFP	08/23/24	08/23/24	●		
3 Question Period		Questions Answered	08/23/24	09/06/24	●		
4 Bid Responses		Bid Responses Due 09/20/24	08/23/24	09/20/24	●		
5 Interviews		Finalist Interviews	09/23/24	09/27/24	●		
6 Contract Award Finalization	◆	Assess timely completion of all required elements	09/30/24	11/15/24	●	Delays in contract execution, which could push back the entire project timeline.	
7 RFP Award Notification		Notice of RFP award.	09/30/24	09/30/24	●		
8 Confirmation of Protest Period Closure		End of protest period.	09/30/24	10/15/24	●		
9 NDA/BAA Sent		Send NDA/BAA to new network vendor.	10/16/24	10/18/24	●		
10 Performance Standards Negotiations Initiated		Begin negotiations of performance standards with new network vendor.	10/16/24	11/11/24	●		
11 Draft Contract Submitted		Submit initial draft contract (template contract provided with RFP).	10/01/24	11/01/24	●		
12 Final Executed Contract	◆	Finalize and execute contract.	11/15/24	11/15/24	●		If not executed, NMMIP may select a different bidder.
13 Project Planning and Team Establishment	◆	Assess timely completion of all required elements	10/01/24	12/01/24	●	Undefined scope or unclear responsibilities leading to project delays.	Essential for successful implementation
14 Establish Project Team		Assign roles and responsibilities for project managers, IT specialists, data analysts,	10/01/24	10/07/24	●		
15 Define Project Scope		Clearly outline the objectives, deliverables, milestone, and timeline for the project.	10/07/24	10/15/24	●		75 Days to Go-Live
16 Update Project Plan		Update project plan with milestones, deadlines, and resource allocation.	10/16/24	10/18/24	●		
17 Risk Management		Identify potential risks and develop mitigation strategies	10/16/24	10/18/24	●		
18 NMMIP Internal Operation Plan		Assess timely completion of all required elements	10/01/24	12/01/24	●		The ED Office will work with the New Network Vendor to evaluate areas of concern.
19 Inreach with Care Management Vendor		Identify and communicate with members in high-risk statuses needing 90 days Continuity of Care	11/01/24	12/01/24	●		Critical for managing continuity of care. Community" grandfathered" care management status.
20 Evaluation of Returned Mail Issues		Identify and analyze returned mail data to determine common issues	10/01/24	10/15/24	●		Focus on incorrect addresses, outdated contacts
21 Assessment of Incorrect Phone Numbers		Review and validate member and provider phone numbers	10/01/24	10/15/24	●		Prioritize high-risk members and providers
22 Broadband Access Analysis		Identify members with limited or no broadband access	10/01/24	10/15/24	●		Ensure alternative communication methods
23 Evaluation of Members in Transplant Evaluation		Identify and outreach to members currently in transplant evaluation or transplantation	10/15/24	10/30/24	●		Prioritize continuity of care
24 Review of Existing SCA's and LOA's		Assess existing Service Contracts Agreements (SCA's) and Letters of Agreement (LOA's)	10/15/24	10/30/24	●		Ensure they are updated with new network information
25 Medicare Carve Out		Change network on EOB					
26 Provider Data Integration	◆	Assess timely completion of all required elements	10/01/24	11/30/24	●		Critical for ensuring system readiness
27 Network Data Collection		Generate provider network data files	10/01/24	10/16/24	●		
28 Data Mapping		Map data fields to the vendor file format requirements.	10/17/24	10/18/24	●		TPA and UM Vendors
29 Data Transformation		Transform data for system integration.	10/18/24	10/31/24	●		TPA and UM Vendors
30 Provider Demographics Loaded		Load provider demographics (name, address, tax ID, NPI) into claims system.	11/01/24	11/15/24	●		TPA and UM Vendors
31 Provider Contracts Loaded		Load provider contracts with negotiated rates into claims system.	11/15/24	11/20/24	●		TPA and UM Vendors
32 On-going Provider Data Loads		Schedule on-going provider data loads	11/20/24	11/20/24	●		TPA and UM Vendors
33 Testing and data load validation		Test claims submission and adjudication with sample provider data.	11/21/24	11/25/24	●		Critical for ensuring system readiness - TPA
34 End-to-End Testing Results		Conduct end-to-end testing of provider data integration.	11/25/24	11/30/24	●		TPA and UM Vendors
35 Repricing	◆	Assess timely completion of all required elements	10/16/24	11/27/24	●		
36 Repricing Workflow		Provide NMMIP with a detailed repricing process workflow with timeframes	10/16/24	10/18/24	●		

Deliverable	Milestone	Action	Start Date	End Date	Status	Key Risks	Notes
37 Data files for TPA		Develop and deliver data files for TPA	11/01/24	11/15/24	●		
38 Test file submission		Submit Test file for TPA	11/15/24	11/18/24	●		
39 Testing		Conduct testing with TPA on claims adjudication	11/18/24	11/22/24	●		Critical for ensuring system readiness
40 Updates to file		Update files as necessary based on testing with TPA	11/25/24	11/27/24	●		
41 Vendors: Kepro/Ascentra		Assess timely completion of all required elements	10/01/24	11/29/24	●		
42 Prior Authorization Workflow		Develop prior authorization rules and workflows	10/01/24	10/14/24	●		
43 Secure Data Transfer		Establish sFTP site for receipt of initial and on-going data file	10/07/24	10/11/24	●		
44 Prior Authorization Rules		Assess timely completion of all required elements	10/16/24	11/29/24	●		Contingent on PA Integration at repricing
45 Integration Requirements		Define data exchange requirements and formats with the prior authorization vendor.	10/16/24	10/18/24	●		
46 Prior Authorizations Configured		Configure prior authorization rules and workflows.	11/01/24	11/22/24	●		
47 Prior Authorization Requirements Loaded		Load prior authorization requirements by CPT/HCPCS codes.	11/25/24	11/29/24	●		
48 Pre-Auth Testing Results		Test end-to-end pre-auth submission and approval process.	11/29/24	12/06/24	●		
49 Vendors: 90 Degree Benefit (TPA)		Assess timely completion of all required elements	10/07/24	12/06/24	●		
50 Secure Data Transfer		Establish sFTP site for receipt of initial and on-going data file	10/07/24	10/11/24	●		
51 Testing		Test internal claims repricing mapping and routing to 90 Degree Benefit	11/15/24	11/29/24	●		
52 Eligibility Files		Establish eligibility file submission to all new vendors as requested.	10/15/24	11/18/24	●		
53 Provider Communications	◆	Assess timely completion of all required elements	10/01/24	12/06/24	●		
54 Mailing Lists Compiled		Identify impacted providers and compile mailing lists.	10/01/24	10/04/24	●		
55 Provider Newsletter Drafted		Draft provider newsletter announcing network change.	10/01/24	10/04/24	●		Integrate pre-auth requirements and timely filing, etc.
56 Provider on-board and education assessment		Assess onboarding needs or network providers					
57 Newsletter Mailed	◆	Mail provider newsletter.	11/15/24	11/15/24	●		Avoid confusion among stakeholders
58 Provider Training Webinars Completed		Schedule and conduct at least 6 provider training webinars.	10/01/24	12/06/24	●		
59 Provider Communication Distributed		Distribute updated provider communication	11/15/24	12/06/24	●		Utilize Kepro/Ascentra website and portal within overall communication distribution plan.
60 Member Communications		Assess timely completion of all required elements	10/14/24	11/15/25	●		
61 ID Card Design Complete		Design new member ID cards.	10/15/24	10/18/24	●		
62 Member Handbooks Updated		Update member handbooks and evidence of coverage.	10/14/24	10/21/24	●		
63 Member Communications Drafted		Draft member communications for website and email.	11/11/24	11/15/24	●		
64 Member Communication Plan Executed		Implement member communication plan.	11/15/24	11/15/25	●		Avoid confusion among stakeholders
65 New ID Cards Prepared		Print and prepare for mailing new ID cards.	11/01/24	11/15/24	●		
66 New ID Cards Mailed		Mail new ID cards to all members.	11/18/24	11/19/24	●		
67 OSI Filing	◆	Assess timely completion of all required elements	10/18/24	11/29/24	●		60 Days to Go-Live
68 SERFF Filing and Rate Memo		Submit rate memo and policy book changes to OSI	11/01/24	11/04/24	●		Must align with network changes
69 Provider Directory	◆	Assess timely completion of all required elements	10/18/24	11/29/24	●		
70 Provider Directory		Provider NMMP with an on-line and electronic version of Provider Directory	10/18/24	10/25/24	●		
71 On-line Provider Directory	Load	Load Provider Directory or link on Website	11/25/24	11/29/24	●		
72 UM and CM Vendor Training	◆	Assess timely completion of all required elements	10/01/24	11/15/24	●		
73 UM Training Schedule Set		Schedule UM training for Kepro.	10/01/24	11/01/24	●		
74 UM Training Completed		Conduct UM training for Kepro staff.	11/01/24	11/15/24	●		
75 CM Training Schedule Set		Schedule CM training for Ensemble.	10/01/24	11/01/24	●		

Deliverable	Milestone	Action	Start Date	End Date	Status	Key Risks	Notes
76 CM Training Completed		Conduct CM training for Ensemble.	11/01/24	11/15/24	●		
77 TPA Training Schedule Set		Schedule TPA training.	10/01/24	11/01/24	●		
78 TPA Training Completed		Conduct TPA training on new network.	11/01/24	11/15/24	●		
79 <b>Transition from Current Vendors</b>		Assess timely completion of all required elements	08/14/24	01/31/25	●	Failure to transition smoothly from old to new vendor.	
80 Authorizations Ceased		Stop sending new authorizations to old vendors.	08/14/24	08/23/24	●		
81 Claims Processed		Process all remaining claims from old vendors.	01/02/25	01/31/25	●		
82 <b>Go-Live Activities</b>	◆	Assess timely completion of all required elements	11/08/24	01/01/25	●	Vendor-side issues that could disrupt the go-live process.	45 Days to Go-Live
83 Parallel Testing Results	◆	Perform parallel testing of claims submission.	11/08/24	11/25/24	●		Required before go-live
84 Vendor Readiness Confirmations	◆	Ensure all vendors are prepared for 1/1 go-live.	11/27/24	12/11/24	●		Final preparation for go-live
85 Go-Live Confirmation	◆	Go-live with new network vendor.	01/01/25	01/01/25	●		Transition to the new vendor
86 Post Go-live Monitoring Reports	◆	Post Go-live Monitor claims and authorization volumes closely.	01/01/25	TBD	●		
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