

Appendix M

Draft Implementation Plan for New NMMIP Pharmacy Benefit Management Transition

Timeline: October 1, 2024 – January 1, 2025

Introduction

The NMMIP PBM Draft Implementation Plan outlines the key steps, timelines, and milestones necessary to ensure a smooth transition to a new pharmacy benefit 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 pharmacy providers, and compliance with regulatory requirements, all while achieving a successful go-live on January 1, 2025.

Key Dates

- **October 4, 2024:** Notice of RFP award.
- **October 19, 2024:** Protest Period end date.
- **October 19, 2024:** Send NDA/BAA to new vendor to avoid delays in onboarding/implementation while negotiating the contract, performance standards, reporting, and scope.
- **October 19, 2024:** Begin negotiations of performance standards with new PBM vendor.
- **October 16, 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 PBM vendor.
- **January 31, 2025:** Post-go-live monitoring and adjustments completed.

Draft -- NMMIP PBM Implementation Plan

Deliverable	Milestone	Action	Start Date	End Date	Status	Key Risks	Notes
1 RFP Process Completion	◆	Assess timely completion of all required elements	08/30/24	10/04/24	●	Delays in selecting a vendor due to prolonged RFP processes.	
2 RFP Release		Release RFP	08/30/24	08/30/24	●		
3 Question Period		Questions Answered	08/30/24	09/13/24	●		
4 Bid Responses		Bid Responses Due	08/30/24	09/20/24	●		
5 Interviews		Finalist Interviews	09/30/24	10/04/24	●		
6 Contract Award Finalization	◆	Assess timely completion of all required elements	10/01/24	11/15/24	●	Delays in contract execution, which could push back the entire project timeline.	
7 RFP Award Notification		Notice of RFP award.	10/04/24	10/04/24	●		
8 Confirmation of Protest Period Closure		End of protest period.	10/04/24	10/19/24	●		
9 NDA/BAA Sent		Send NDA/BAA to new network vendor.	10/19/24	10/21/24	●		
10 Performance Standards Negotiations Initiated		Begin negotiations of performance standards with new network vendor.	10/19/24	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, and other key personnel.	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	●		
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	●	Delay in refills could be life threatening	
19 Inreach with Care Management Vendor		Identify and communicate with members in high-risk statuses needing 90 days supply for medications prior to transition	11/01/24	12/01/24	●		
20 Evaluation of Returned Mail Issues		Identify and analyze returned mail data to determine common issues	10/01/24	10/15/24	●		
21 Early refill Member Identification		Work with clinical teams to identify members requiring early refill dues to the criticality of medications to patient care	11/11/24	11/30/24	●		
22 Assessment of Incorrect Phone Numbers		Review and validate member and provider phone numbers	10/01/24	10/15/24	●		
23 Broadband Access Analysis		Identify members with limited or no broadband access	10/01/24	10/15/24	●		
24 Identification of SPAP Eligibility		Identify members eligible for SPAP	10/15/24	10/30/24	●		
25 Training PBM on SPAP Requirements if Needed		Train PBM team on SPAP requirements as needed	10/15/24	10/30/24	●		
26 Pharmacy Data Integration	◆	Assess timely completion of all required elements	10/01/24	11/30/24	●	Critical for ensuring system readiness	
27 Pharmacy Claims Data Collection		Generate 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	●		
29 Data Transformation		Transform data for system integration.	10/18/24	10/31/24	●		
30 Eligibility file Loaded		Load eligibility file into PBM system.	11/01/24	11/15/24	●		
31 Testing and data load validation		Test claims data file to TPA. Validate, connectivity, all required data fields and formats	11/21/24	11/25/24	●		
32 End-to-End Testing Results		Conduct end-to-end testing of data integration.	11/25/24	11/30/24	●		
33 Customer Service Process Flow	◆	Assess timely completion of all required elements	10/16/24	11/18/24	●		
34 After Hours Emergency Workflow		Provide NMMIP with a detailed process workflow with timeframes	10/16/24	10/18/24	●		
35 Timeliness of Response to ED office Process Flow		Process flow with Timeframes	11/01/24	11/15/24	●		
36 Internal Communication Flow		Internal Communication on Plan and readiness status	11/15/24	11/18/24	●		
37 Vendors: 90 Degree Benefit (TPA)	◆	Assess timely completion of all required elements	10/07/24	12/06/24	●		
38 Secure Data Transfer		Establish sFTP site for receipt of initial and on-going data file	10/07/24	10/11/24	●		
39 Eligibility Files		Establish eligibility file submission to new vendors as requested.	11/15/24	11/29/24	●		
40 Testing Files		Test file transfer and ingestion	11/15/24	11/29/24	●		
41 Reporting	◆	Assess timely completion of all required elements	11/01/24	12/01/24	●		
42 CMS/SPAP		Test readiness for reporting	11/01/24	12/01/24	●		
43 Monthly Pharmacy Claims Files		Test readiness for reporting	11/01/24	12/01/24	●		
44 Ad Hoc Reports		Test readiness for reporting	11/01/24	12/01/24	●		
45 Rebates	◆	Test readiness for reporting	11/01/24	12/01/24	●		
46 Invoices		Test readiness for reporting	11/01/24	12/01/24	●		
47 Provider Communications	◆	Assess timely completion of all required elements	10/01/24	12/06/24	●		
48 Mailing Lists Compiled		Identify impacted providers and compile mailing lists.	10/01/24	10/04/24	●		
49 Provider Newsletter Drafted		Draft provider newsletter providing details on new product	10/01/24	10/04/24	●		
50 Provider Training Webinars Completed		Schedule and conduct at least 6 provider training webinars or as needed on the Pool as necessary	10/01/24	12/06/24	●		
51 Provider Communication Distributed		Distribute updated provider communication	11/15/24	12/06/24	●		
52 Member Communications	◆	Assess timely completion of all required elements	10/14/24	11/15/25	●	Avoid confusion among stakeholders	
53 ID Card Design Complete		Design new member ID cards.	10/15/24	10/18/24	●		
54 Member Handbooks Updated		Update member handbooks and evidence of coverage.	10/14/24	10/21/24	●		
55 Member Communications Drafted		Draft member communications for website and email.	11/11/24	11/15/24	●		
56 Member Communication Plan Executed		Implement member communication plan.	11/15/24	11/15/25	●		
57 New ID Cards Prepared		Print and prepare for mailing new ID cards.	11/01/24	11/15/24	●		
58 New ID Cards Mailed		Mail new ID cards to all members.	11/18/24	11/19/24	●		
59 OSI Filing	◆	Assess timely completion of all required elements	10/18/24	11/29/24	●	60 Days to Go-Live	
60 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	
61 Pharmacy Provider Directory	◆	Assess timely completion of all required elements	10/18/24	11/29/24	●		
62 Pharmacy Provider Directory		Provider NMMP with an on-line and electronic version of Pharmacy Provider Directory	10/18/24	10/25/24	●		
63 On-line Pharmacy Provider Directory	◆	Load Pharmacy Provider Directory or link on Website	11/25/24	11/29/24	●		
64 UM and CM Vendor Training	◆	Assess timely completion of all required elements	10/01/24	11/15/24	●		
65 UM Training Schedule Set		Schedule UM training for Kepro.	10/01/24	11/01/24	●		
66 UM Training Completed		Conduct UM training for Kepro staff.	11/01/24	11/15/24	●		
67 CM Training Schedule Set		Schedule CM training for Ensemble.	10/01/24	11/01/24	●		
68 CM Training Completed		Conduct CM training for Ensemble.	11/01/24	11/15/24	●		
69 TPA Training Schedule Set		Schedule TPA training.	10/01/24	11/01/24	●		
70 TPA Training Completed		Conduct TPA training on new network.	11/01/24	11/15/24	●		
71 Transition from Current Vendors	◆	Assess timely completion of all required elements	08/14/24	01/31/25	●	Failure to transition smoothly from old to new vendor.	
72 Authorizations Ceased		Stop sending new authorizations to old vendors.	08/14/24	08/23/24	●		
73 Claims Processed		Process all remaining claims from old vendors.	01/02/25	01/31/25	●		
74 Go-Live Activities	◆	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
75 Parallel Testing Results	◆	Perform parallel testing of claims submission.	11/08/24	11/25/24	●		Required before go-live
76 Vendor Readiness Confirmations	◆	Ensure all vendors are prepared for 1/1 go-live.	11/27/24	12/11/24	●		Final preparation for go-live
77 Go-Live Confirmation	◆	Go-live with new network vendor.	01/01/25	01/01/25	●		Transition to the new vendor
78 Post Go-live Monitoring Reports	◆	Post Go-live Monitor claims and authorization volumes closely.	01/01/25	TBD	●		