

AHCA Florida Health Care Connections (FX)

<<Insert Project Name Here>>

Turnover Plan

Version: 001

Date: Month Day, YYYY

Author: [Author]

Submitted To: AHCA FX Program Administration Team





Revision History

| DATE | VERSION | DESCRIPTION | AUTHOR |
|----------|---------|--|--------|
| M/D/YYYY | 001 | <<Insert Project Name Here>> Turnover Plan first draft version | |
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Modifications to the approved baseline version (100) of this artifact must be made in accordance with the Artifact Management Standards.

Quality Review History

| DATE | REVIEWER | COMMENTS |
|----------|----------|----------|
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SECTION 1 INTRODUCTION

1.1 BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.

1.2 PURPOSE

The Turnover Plan is the approach and plan to transition operations and maintenance from the current organization to a different organization.

Turnover is a project management process conducted during the Project Close Out Stage of a contract when a subsequent contract will not provide continuity with the organization currently providing system and service operations.

The SEAS deliverable *P-2: FX Project Management Standards* (see Project Close Out Stage) describes the standards for creation of a turnover plan and management of the turnover process.

1.3 SCOPE STATEMENT

<Instructions: Provide full identifying information for the automated system, application, or situation for which the Turnover Plan applies. Also identify the type(s) of computer operation involved (e.g., desktop, mainframe, client/server, web-based, online and/or batch transaction processing and/or decision support).>



1.4 GOALS AND OBJECTIVES

<Instructions: Identify the goals and objectives for this plan.>

- Goal #1 – The goal of this plan is to <insert language>
 - › Objective #1 – <insert objective>
 - › Objective #2 – <insert objective>
- Goal #2 – The goal of this plan is to <insert language>
 - › Objective #1 – <insert objective>
 - › Objective #2 – <insert objective>

1.5 REFERENCED DOCUMENTS

The following documents were used as input to the development of the Turnover Plan and provided valuable information to produce the procedures and processes.

- <add additional, as needed>



SECTION 2 ROLES AND RESPONSIBILITIES

Exhibit 2-1: Roles and Responsibilities identify the roles and responsibilities for the primary stakeholders that maintain or use this document.

<Instructions: Specify each major role (not name of the individual) and the major activities related to this document.>

| ROLE | RESPONSIBILITY |
|------|----------------|
| | ▪ |
| | ▪ |
| | ▪ |
| | ▪ |
| | ▪ |
| | ▪ |
| | ▪ |
| | ▪ |

Exhibit 2-1: Roles and Responsibilities



SECTION 3 SYSTEM OVERVIEW

<Instructions: Provide a description of the system, including its purpose and uses. Describe the relevant benefits, objectives, and goals as precisely as possible. Include a high-level context diagram(s) for the system and subsystem. This section should also describe a high-level overview of the system and operations.>



SECTION 4 KNOWLEDGE ASSET TRANSFER/ARCHIVE

<Instructions: Describe the approach to transfer knowledge and ensure archival and retention of knowledge assets.>

4.1 PROCESSES

<Instructions: Describe the approximate number and major process categories that would need to transition to continue system operations.>

4.2 DOCUMENTATION

<Instructions: Describe the approximate amount and major categories of documentation that would need to be developed or transitioned to continue system operations.>



SECTION 5 PHYSICAL ASSET TRANSFER

<Instructions: Describe the approach to transfer physical assets of the system.>

5.1 SYSTEM ARTIFACTS

<Instructions: Describe the approximate number and types of system artifacts (code, environments, etc.) that would need to transition to continue system operations.>

5.2 TOOLS

<Instructions: Describe the approximate number and categories of tools currently used that would need to transition to continue system operations.>

5.3 CONTRACTS

<Instructions: Describe the approximate number and categories of contracts and subcontracts that would need to transition to continue system operations.>

5.4 LICENSED SOFTWARE

<Instructions: Describe the approximate number and categories of licensed software that would need to transition to continue system operations.>

5.5 OTHER

<Instructions: Describe any other significant items that would need to transition to continue system operations.>



SECTION 6 OFF-BOARDING AND TRANSITION OF RESOURCES

<Instructions: Describe the approach to off-board and transition resources. Indicate expected retention of existing resources and strategies to retain resources.>



SECTION 7 KNOWLEDGE TRANSFER ACTIVITIES

<Instructions: Describe the approach to transfer knowledge from current resources, including shadowing, mentoring, and training.

Include content to:

- Document skillsets and training needs for transitioning resources.
- Perform process shadowing to accelerate knowledge transfer according to the turnover schedule.
- Provide training for Agency staff or its designated agent for the operations of the system(s).>



SECTION 8 FINANCIAL RECONCILIATION OF THE CONTRACT

<Instructions: Describe the financial reconciliation of the contract including payment for turnover plan development, costs to perform turnover services, license costs, post turnover support and other costs.>



SECTION 9 RESPONSIBILITY ASSIGNMENT MATRIX

<Instructions: Provide a Responsibility Assignment Matrix (RAM) depicting the Responsible, Accountable, Consulted, or Informed parties for each turnover responsibility. This allows the Agency to determine responsibility for each major task in the transition.

The RAM should incorporate contractual turnover responsibilities specific to the Project Contract. Below are representative responsibilities that are standard to most project contracts. Adjust and include entries specific to the project.

Vendor Responsibilities:

- Six (6) months prior to Contract completion, the Vendor shall cooperate with the Agency in transitioning responsibilities of the resulting Contract to the Agency or another Vendor.
- The Vendor shall develop and document an Agency approved PC-20: FX Vendor Turnover Plan to transition services to a new Vendor or other designated entity at the end of the Contract term resulting from this solicitation.
- The Vendor shall perform documentation inventory and migration to an Agency identified and hosted repository for any applicable documentation not stored on an Agency-hosted repository at the time of turnover. The Agency currently uses SharePoint as their documentation repository.
- The Vendor shall maintain staffing requirements through the end of the resulting Contract term, in accordance with the resulting Contract requirement.
- The Vendor shall document skillsets and training needs for transitioning resources.
- The Vendor shall provide off-boarding and onboarding of transitioning resources.
- The Vendor shall perform process shadowing to accelerate knowledge transfer according to the turnover schedule.
- Provide training for Agency staff or its designated agent for the operations of the system(s).
- The Vendor shall complete financial reconciliation of the resulting Contract, including liquidated or financial consequences, if applicable.
- The Vendor shall develop and maintain a project schedule for the turnover activities subject to Agency approval.
- Prior to the ending or termination of the resulting Contract, the Vendor shall meet with the Agency's designated representative(s) or the new Vendor to develop a HIPAA compliant, written agreement which sets forth how the entities shall cooperate to support a smooth transition. The agreement shall be approved by the Agency prior to execution and shall include at a minimum the following:
 - › Designated point of contact for each entity
 - › A calendar of regularly scheduled meetings



- › A detailed list of data, which shall be shared
- › A secure mechanism and timeframe for transmitting records and data from the successful Vendor's system
- › A mechanism and timeframe for transmitting documents produced under the resulting Contract, as requested by the Agency
- › A clear description of the mutual needs and expectations of both entities
- › Identification of risks and barriers associated with the transition of services to a new Vendor and solutions for overcoming them
- The successful Vendor shall deliver to the Agency, or its authorized representative, all Contract-related records and data in a format specified by the Agency, within sixty (60) calendar days from the expiration or termination of the resulting Contract. This obligation survives termination of the Contract.
- Provide six (6) months post turnover support as needed by the Agency at no additional cost.

Agency Responsibilities:

- The Agency or other Vendors supporting the Agency shall be responsible for the following activities throughout the Turnover Phase:
 - › Notify the Vendor of the Agency's intent to transfer or replace the system/services at least twelve (12) months prior to the end of the Contract
 - › Provide the Vendor with information needed to create a Work Breakdown Structure and project schedule for the Turnover Phase
 - › Review and approve PC-20: FX Vendor Turnover Plan to facilitate transfer to the Agency or to its designated agent
 - › Review and approve a statement of resources, which would be required to take over operations
 - › Coordinate the transfer of documentation, software, and data files
 - › Review and approve a Turnover Results Report, which documents completion of each step of the PC-20: FX Vendor Turnover Plan
 - › Obtain post turnover support from the Vendor in the event of software malfunction>



SECTION 10 HIPAA COMPLIANT AGREEMENT

Prior to the ending or termination of the resulting Contract, the Vendor shall meet with the Agency's designated representative(s) or the new Vendor to develop a Health Insurance Portability and Accountability Act (HIPAA) compliant written agreement, which sets forth how the entities shall cooperate to support a smooth transition. The agreement shall be approved by the Agency prior to execution and shall include at a minimum the following:

- Designated point of contact for each entity.
- A calendar of regularly scheduled meetings.
- A detailed list of data, which shall be shared.
- A secure mechanism and timeframe for transmitting records and data from the successful Vendor's system.
- A mechanism and timeframe for transmitting documents produced under the resulting Contract, as requested by the Agency.
- A clear description of the mutual needs and expectations of both entities.
- Identification of risks and barriers associated with the transition of services to a new Vendor and solutions for overcoming them.



APPENDICES