
Florida Statewide Medicaid Managed Care

Turnover Plan (Version 1)

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Florida Statewide Medicaid Managed Care Services

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TURNOVER PLAN

OVERVIEW

Automated Health Systems (AHS) is dedicated to working collaboratively with the Agency for Health Care Administration (AHCA or the Agency) in deliver a turnover plan of activities to facilitate the transfer of responsibilities of the Statewide Medicaid Managed Care (SMMC) contract to another vendor or the Agency. This turnover plan will incorporate all the requirements set forth in the MED188 contract related to turnover activities. As a component of this overall mutual goal, AHS respectfully submits this initial Turnover Plan. It includes at a minimum:

1. Proposed approach to the turnover
2. Tasks and subtasks for the turnover
3. AHS' schedule for turnover
4. Any barriers for turnover; and
5. Program and documentation update procedures during the turnover.

Additionally, AHS will provide the Agency with notification of the resources that could be utilized to assist with the turnovers transition.

Per the requirements of the Turnover Plan AHS will dedicate resources to this phase. The phase will begin approximately twelve (12) months prior to the end of the SMMC contract or as extended by the exercise of contract provisions or amendments to the contract

AHS' APPROACH TO TURNVOER

Approach Turnover

If the contract to administer the SMMC contract is terminated, or that we must transition the provision of services to the Agency or another vendor, we will work to ensure a smooth and seamless transition to ensure no disruption in quality of services to members. We will meet with the Agency and the new contractor to discuss the activities that need to be carried out to ensure a smooth handing over of operations, data, documentation, etc. for inclusion in a detailed Turnover Plan.

When transitioning contract services, we will comply with all terms and conditions stipulated in the contract, including continuing to provide services under the contract until the termination effective date.

We will work closely with both the incoming contractor and the Agency on the transition. We will facilitate meetings as directed by the Agency, with additional breakout meetings occurring where needed, submit reports, and engage in ongoing communication with both the new contractor and the Agency.

We will participate in question-and-answer sessions with the incoming contractor as desired by the Agency. We have found that these meetings are frequently helpful when resolving system issues or file transfers. We will be available to participate in meetings or sessions throughout the duration of the transition period.

AHS RESPONSIBILITIES

ATTACHMENT I SCOPE OF SERVICES AHS Responsibilities:

- Cooperate with the successor Vendor while providing all required turnover services.
- Prepare and submit a Turnover Plan to the Agency for approval.
- Prepare and provide a WBS for the Turnover Phase of the project.
- Prepare and submit a Resource Requirement Statement to the Agency.
- Transfer necessary information to the Agency or successor Vendor (reports, records, scanned images and documents shall be indexed).
- Complete Turnover.
- Perform Financial Reconciliation.
- Work with the Agency to resolve any Turnover issues.
- Prepare and submit a Turnover Results Report.

AHS will adhere to the responsibilities as stated above

Any Barriers Turnover

AHS is dedicated to ensuring operations are smoothly transitioned. We will work within our span of control to work cooperatively, collaboratively, and collegially with the Agency and the incoming contractor. We will participate in meetings, provide documentation needed, ensure ongoing support, and offer guidance when requested.

AHS will maintain and provide the most current program documentation and procedures for turnover to the Agency at the twelve (12) month initial turnover phase and maintain applicable updates through transition.

AHS TURNOVER REQUIREMENTS

ATTACHMENT I SCOPE OF SERVICES AHS Turnover Requirements:

Requirements

- 1. The Vendor shall ensure that all System modifications and/or data created under this Contract shall be transferred to the Agency. The transfer shall also include documentation and specifications for data structures, applications software, source code, if applicable, developed in the performance of this Contract, and the specification of any licensed products used in the performance of this Contract. All Systems designed must be fully documented and that documentation shall be delivered to the Agency. The Vendor shall be responsible for all associated shipping charges.**

HealthTrack is a proprietary system that is not a resource for turnover; AHS will not turnover any proprietary asset specific to HealthTracks source code. It is further concluded that the Agency through its new contractor has a system it will utilize. AHS equipment, telephone, office space, telecommunication circuits, hardware and related systems and software will not be turned over to the Agency. However, we will work with the Agency to ensure strict adherence to our Turnover Plan, as well as the successor's Implementation Plan, to provide all relevant data and reference tables, documentation – including all correspondence and ongoing issues, and knowledge to assume operational activities successfully. We agree to provide documentation that is outlined in the SMMC Project Plan to the Agency and/or the new vendor according to the requested format and method of delivery. We can provide data in multiple file formats desired by the Agency or new vendor, including custom formats if needed. We commit our Key Management and Senior Executive Teams, as needed, to carry out all responsibilities within the requested timeframes.

- 2. The Vendor shall cooperate with the successor Vendor while providing all required turnover services. This will include meeting with the successor Vendor and devising work schedules that are agreeable for both the Agency and the successor Vendor.**

AHS in collaboration with AHCA and its successful new vendor will provide a schedule consistent with a Project Plan and WBS coordinated with AHCA's schedule.

- 3. Following transfer of the license(s), the annual license maintenance cost associated with the System shall be borne by the Agency. The Agency agrees the System shall only be used for the benefit of the State of Florida only as provided in this Contract and pursuant to any license agreement executed pursuant to this Contract. Except for the System modifications, and as specifically provided herein, the Agency will not allow any other Person or entity to use the System for the benefit of any other State or Federal Agency.**

See response to requirement #1

- 4. The Agency may retain consultants who may have access to the System for the purposes associated with this Contract, or pursuant to Florida law. As a condition to such access, such consultants shall agree in writing to be bound by the terms of the license granted pursuant to this paragraph.**

See response to requirement #1

- 5. The Auditor General, the Office of Public Policy Analysis and Government Accountability, the Department of Financial Services and the Federal Centers for Medicare & Medicaid Services (CMS), or the Legislature may have access in accordance with law to the System for purposes of any audit or review of the Agency or this Contract. Prior to allowing access to the System to these parties who are permitted to have access pursuant to this paragraph, the Agency shall inform each such party in writing of the existence and conditions contained in this paragraph, and shall provide copies of such written notices to the Vendor, together with executed copies of the agreements binding such parties to the terms of this paragraph. The provisions of this paragraph shall survive the termination of this Contract.**

See response to requirement #1

- 6. The Vendor shall maintain the Agency's toll-free SMMC Choice Counseling telephone help line numbers and return all access to these numbers to the Agency upon termination of this Contract.**

It is our understanding that we will maintain and manage the SMMC Contact Center, and have access to the State's systems, up to the Go-Live date for the new Contractor. Our team is fully committed to the SMMC Project and we will provide staffing to ensure service delivery throughout the full term of the contract. We will coordinate closely with the new contractor to

ensure that the cut-over for the toll-free SMMC telephone lines are successful for Go- Live. Also, we will maintain data processing, web maintenance and our messaging/voicemail system and transfer a record of all calls/voicemails received during the non-business hours immediately preceding Go-Live.

- 7. The Vendor shall dedicate special additional resources to this phase. The Vendor shall supply an estimate of the number, type, and salary of personnel to operate the equipment and other functions of the Vendor's System(s). The Vendor shall not reduce staff levels during the turnover period without prior approval by the Agency. The estimate shall be separated by type of activity of the personnel, including, but not limited to, the following categories:**
- a. Information and Telecommunications Technology staff, including programmers, helpdesk, analysts, data processing, website creation and maintenance;**
 - b. Account management staff;**
 - c. Data entry and imaging operators;**
 - d. Quality Management and Training staff;**
 - e. Contact Center staff;**
 - f. Mailroom staff;**
 - g. Community-based counseling staff (field);**
 - h. Administrative staff;**
 - i. Clerks; and**
 - j. Managers.**

The Vendor shall provide a statement that includes all resource requirements based on the Vendor's experience and must include the actual Vendor resources devoted to the operation of the Systems.

The Vendor shall provide a detailed organizational chart depicting the Vendor's total operation.

We will engage in a rigorous process to ensure participants and program stakeholders do not experience any adverse effects from the turnover. We understand the strict deadlines associated with any transition and will support all deadlines and timeframes to ensure services are uninterrupted during any transition to a new contractor.

We take pride in our ability to provide qualified, fully trained staff in service to the SMMC Project, and if the Agency or the incoming contractor is interested in interviewing our personnel for positions within the Agency or on the succeeding contract, we will work with both entities to ensure that they are afforded that opportunity.

To complete a successful turnover, we will adhere to the methods described below.

Method	Details
Maintain Project staffing levels throughout the turnover	<ul style="list-style-type: none"> Notify the Agency of reassignment or termination with any staff during the turnover period Backfill any absent positions with temporary staff
Key Management availability	<ul style="list-style-type: none"> The Key Management Team will remain engaged throughout the turnover The Key Management Team will participate in ongoing meetings, coordination activities, etc.
Senior Executive Team	<ul style="list-style-type: none"> The Senior Executive Team will remain engaged in the turnover The Senior Executive Team will reassign corporate resources to assist with the turnover as needed

Our strategies for maintaining resource allocation during the turnover ensure service delivery is not compromised and adequate resources are available to support the turnover

Position Title	Activity	FTE Equivalent
Turnover Manager	Program Management	1
Contact Center Manager	Call Center	0.5
IT Manager - System Analyst	Systems IT	0.5
Telephony Manager	Telecom	0.5
Document Services Manager	Mailroom	0.5
Training & QA Manager	Training	0.5
Business Analyst	Systems IT	0.5
Call Center Supv	Call Center	3
Lead Choice Counselor	Call Center	3
Choice Counselor (PT)	Call Center	85
Mailroom Clerk	Mailroom	2
QA Spec	Quality Assurance	1
Clerical Support (Receptionist)	Clerk	2
Programmer	Systems IT	1
Helpdesk	Systems IT	0.5
Que Monitor Spec	Call Center	0.5
TOTAL		104

- The Vendor shall provide all production documentation in electronic format including, but not limited to, user and operations manuals, System documentation needed to operate and maintain Systems, the procedures of updating computer programs, the website and other documentation, and information on work in**

progress pertaining to the business processes, including, but not limited to, work instructions, business use cases, work process flows, System user instructions, process memos, and any other materials used in the business process.

HealthTrack is a proprietary system that is not a resource for turnover; AHS will not turnover any proprietary asset specific to HealthTracks source code. It is further concluded that the Agency through its new contractor has a system it will utilize. AHS equipment, telephone, office space, telecommunication circuits, hardware and related systems and software will not be turned over to the Agency. However, we will work with the Agency to ensure strict adherence to our Turnover Plan, as well as the successor's Implementation Plan, to provide all relevant data and reference tables, documentation – including all correspondence and ongoing issues, and knowledge to assume operational activities successfully. *We agree to provide documentation that is outlined in the SMMC Project Plan to the Agency and/or the new vendor according to the requested format and method of delivery. We can provide data in multiple file formats desired by the Agency or new vendor, including custom formats if needed.*

- 9. The Vendor shall transfer to the Agency all training materials in electronic format, including, but not limited to development methodology including software package if used, curriculum materials, training class statistics and outcomes, materials in development and supporting documentation, best practice materials, all other training and curriculum development documentation and data.**

AHS does not intend to train the new vendor staff in functions related to SMMC. The Agency in its selection of a new contractor will be utilizing a different system with different technology. However, AHS takes pride in our ability to provide qualified, fully trained staff in service to the SMMC Project, and if the Agency or the incoming contractor is interested in interviewing our personnel for positions within the Agency or on the succeeding contract, we will work with both entities to ensure that they are afforded that opportunity. AHS has fully trained staff that can transition to the new contractor with limited training.

- 10. The Vendor shall provide updates or replacements for all data and reference files, computer programs, and all other documentation that will be required by the Agency or the successor Vendor to run acceptance tests.**

See response to requirement #1

- 11. The Vendor shall turn over all paper Enrollment forms, returned mail and remaining written materials to the Agency, or at the Agency's direction, to the successive Vendor.**

AHS will adhere to this request as stated in #11

- 12. The Vendor shall provide post-turnover services including a turnover results report and access to Vendor staff with technical and operational expertise for up to ninety (90) calendar days after the transition date.**

AHS will adhere to this request as stated in #12

13. The Vendor shall prepare and deliver to the Agency a turnover plan of activities to facilitate the transfer of responsibilities to the successive Vendor or to the Agency. The turnover plan shall be due within thirty (30) calendar days of the date the Agency notifies the Vendor of its intent not to renew this Contract, or within thirty (30) calendar days of the Vendor's notifying the Agency of its refusal to renew or extend this Contract, or within thirty (30) calendar days of the date the Agency notifies the Vendor (or the Vendor notifies the Agency) of the termination of this Contract. The turnover plan must be a comprehensive document detailing the processes, proposed schedule, activities and Systems, and resource requirements associated with the turnover tasks. Additionally, the turnover plan must be provided in a format and media specified by the Agency. The turnover plan shall include at a minimum:

- a. The name and contact information of the person designated to manage and coordinate all turnover activities outlined in the Turnover Plan approved by the Agency.**
- b. Proposed approach to the turnover.**
- c. Tasks and subtasks for the turnover.**
- d. The Vendor's schedule for turnover.**
- e. Any barriers for turnover; and**
- f. Program and documentation update procedures during the turnover.**

The Agency shall review and approve the turnover plan. At least one (1) year prior to the expiration of this Contract or as determined by the Agency, the Vendor shall provide to the Agency a statement of the resources that could be required by the Agency or another Vendor to take over the operation of this Contract.

The Vendor shall base this statement on the Vendor's experience in the operation of this Contract. The statement will include all resource requirements based on the Vendor's experience and must include the actual Vendor resources devoted to the operation of the Vendor's Systems.

AHS will adhere to this request as stated in #13

14. The Vendor shall provide a WBS for the Turnover Phase of the project.

AHS will adhere to this request as stated in #14

15. Post Operations Phase

Upon completion of all operations and turnover activities, the Vendor shall complete the

Following activities:

- a. Financial Reconciliation:**
- b. All financial reconciliation activities shall be submitted to the Agency for approval within ninety (90) business days of this Contract execution end date.**
- c. Final settlement of all Vendor invoices.**
- d. Final reconciliation of all accounts receivable.**
- e. Final assessment of any liquidated damages.**
- f. Resolution of Turnover Issues.**
- g. The Vendor shall verify that the Enrollment Broker and Recipient Support is accurate and complete when turned over to the Agency or the successor Vendor; and**
- h. The Vendor shall correct, at no additional cost to the Agency, any issues that existed in the system prior to turnover or were caused by the lack of support, by the Vendor, as may be determined by the Agency.**

AHS will adhere to this request as stated in #15