

**CONTRACT # 1677-DLTC-XXX FOR
STATEWIDE LONG-TERM CARE INFRASTRUCTURE
THIRD PARTY ADMINISTRATION
Communication Plan Protocols**

The communication plan is designed to provide everyone involved in the administration of the DHS Third Party Administration (TPA) agreement a set of protocols for communications between the agreement stakeholders.

This communication plan is intended to document protocols for situations which require a consistent communication process.

The plan identifies master agreement related circumstances or situations within the scope of the master agreement which require communication between stakeholders, the party responsible for initiating the communication, the type and frequency of communication which must take place and the contact information for stakeholders.

The communications plan protocols also include guidelines for regular status and user group meetings.

The Department's intent is to discuss the plan with TPA partners and finalize set of protocols which will then become the minimum standard under the master agreement. The TPA partners may document more detailed communication protocols with MCOS, as necessary, to complete a participating agreement for services.

The communication protocols are not intended to replace or conflict with the master agreement requirements, operations manual processes and procedures, training processes or materials, established change management procedures, established business continuity processes or the TPA's internal communication plan. The detailed set-up for implementation of master agreement business requirements and development of the operations manual and other master agreement materials are separate documentation products.