

**Contract # 1677-DLTC-XXX For Statewide Long Term Care
Infrastructure Third Party Administration
Implementation/Transition Plan Standards**

The Master Agreement requires that each TPA prepare an implementation or transition plan to address the implementation of a Participating Agreement with a participating organization.

The implementation or transition plan is to be submitted with a Participating Agreement for pre-approval by DHS.

The implementation or transition plan documentation expected for approval consists of schedules that include the tasks, associated deliverable time lines or milestones and associated resource assignments required to implement a Participating Agreement and successfully begin the operations agreed upon in the Master and Participating Agreements. The detailed documentation of the task results may be requested to assess the status of the implementation or transition plans and/or any issues with the plan.

The TPA and/or participating organization may determine that additional or modified implementation or transition plans are necessary or appropriate for a given system or process change; in which case, those differences would be documented in the plans submitted to the DHS for approval.

Any additional system or process changes contemplated during the course of the Master or Participating Agreements that alter the costs or overall time lines must be submitted to the DHS for pre-approval with an implementation plan. **Required components or deliverables of the implementation or transition plan:**

Needs assessment and gap analysis tasks

Assessment of the impact, relative to the participating organization processes and documentation of required changes or optional services:

- Master Agreement functional requirements
- TPA functional services
- Participating organization interaction/interfacing with the TPA system
- Participating organization TPA processing changes resulting from the implementation of the master agreement.
- Participating organization workflow changes, resulting from implementation of the master or participating agreement
- Participating organization data and report requirements
- Training requirements
- Communication Plan and User Group requirements
- Operations Manual requirements
- Test Plan requirements

Implementation roles/responsibilities definition tasks

Identification of implementation or transition plan tasks, deliverables, time lines & critical paths, dependencies and resource assignments addressing the needs analysis and gap identification

Scope, risk assessment/mitigation strategy development & monitoring tasks

Implementation or transition plan quality assurance tasks

Change control process tasks

Participating Organization review/approval milestones

DHS review/approval milestones

Post implementation assessment and remediation tasks