

Attachment 12 – Deliverables

- All deliverables and documents submitted in accordance with Attachment 12 must be submitted in English.
- Deliverables included in this list as well as other documents are subject to ASES review in accordance with this Contract, will be due to ASES in accordance with the deadlines established in the Request for Information and Readiness Schedule established by ASES.

	Deliverable Name	Contract Citation(s)	Initial Due Date	Submission Frequency
1	Notice of Enrollment	5.2.6.2, 5.2.6.3, 6.2.4.3	To be announced (TBA)	Once
2	Newborn Enrollment packet	5.2.7.2	TBA	Once
3	Newborn notification form	5.2.7.5	TBA	Once
4	Website Screen Access	6.10.5	TBA	Once
5	Cultural Competency plan	6.11.2	TBA	Annually
6	Marketing plan	6.15.6	TBA	Annually
7	Marketing Materials	6.15.6	TBA	Quarterly
8	Provider Marketing Materials	6.15.7	TBA	Quarterly
9	Enrollee Handbook	5.2.6.2, 6.4	TBA	Once
10	Provider Directory	6.3.1, 6.6	TBA	Quarterly
11	Enrollee ID Card	5.2.6, 6.2.1, 6.8	TBA	Once
12	Redetermination Notices	6.2.4.3	TBA	Once
13	Disenrollment Notices	6.2.4.3	TBA	Once
14	LEFT BLANK INTENTIONALLY			
15	LEFT BLANK INTENTIONALLY			
16	Member Notices Policy	6.2.4.3, 6.3.1	TBA	Once
17	GHP Call Center Policy and Procedures	6.9.10	TBA	Once
18	GHP Call Center Quality Standards	6.9.11	TBA	Annually
19	GHP Service Line Outreach Program	6.9.13, 6.9.14	TBA	Annually
20	GHP Service Line Scripts	6.9.15	TBA	Quarterly
21	Pharmacy UM Protocols	7.5.12.17	TBA	Once
22	Pre-natal and Maternal Program maternal wellness plan	7.5.8.3.2	TBA	Annually
23	Special Coverage Identification & Registration Strategy	7.7.6	TBA	Once
24	Special Coverage Registration Form	7.7.6.2	TBA	Once
25	Special Coverage Notification Form (Enrollee & Provider)	7.7.6.3	TBA	Once
26	Protocols for the development of a treatment plan	7.7.6.4	TBA	Once
27	Provisions for ensuring that Enrollees with Special Coverage have Immediate Access to specialists	7.7.6.5	TBA	Once
28	Strategy for identification of individuals with Special Health Care Needs	7.7.6.6	TBA	Annually
29	Policies and procedures for Care Management	7.8.2.4	TBA	Once

	Deliverable Name	Contract Citation(s)	Initial Due Date	Submission Frequency
30	EPSDT Plan	7.9.1.2, 7.9.1.4	TBA	Annually
31	EPSDT Outreach and education process	7.9.2.1	TBA	Annually
32	LEFT BLANK INTENTIONALLY			
33	Communication Forms	8.5.2	TBA	Once
34	Integration Plan	8.8	TBA	Annually
35	Provider Network	9.1.1	TBA	Once
36	Credentialing/Re-credentialing	9.2.3.5.1	TBA	Once
37	Provider Selection	9.3.1.5.2	TBA	Once
38	Screening for Special Health Care Needs	9.5.2.2	TBA	Once
39	Provider Hours	9.5.5.4	TBA	Once
40	Provider Contracts	10.1.7.1	TBA	Once
41	Provider Guidelines	10.2.1.3	TBA	Annually
42	Provider Communications Strategy	10.2.1.6	TBA	Once
43	Provider Education	10.2.2	TBA	Annually
44	Physician Incentives	10.7.1	TBA	Annually
45	UM Policies and Procedures	11.2.2	TBA	Once
46	Utilization Management clinical criteria to be used for services requiring Prior Authorization	11.4.3	TBA	Annually
47	Referral Process	11.5.2	TBA	Once
48	QAPI program	12.2.4	TBA	Annually
49	Wellness Plan	12.6.1.3	TBA	Annually
50	Fraud, Waste, and Abuse policies and procedures	13.1.6	TBA	Once
51	Compliance plan	13.1.6, 13.2.1	TBA	Annually
52	Program Integrity Plan	13.1.6, 13.3	TBA	Annually
53	Service Verification Sampling Methodology	13.6.2	TBA	Annually
54	Grievance and Appeal System forms	14.1.12	TBA	Once
55	Grievance and Appeals Policies	14.1.4	TBA	Once
56	Notice of the disposition of the Grievance	14.3.4, 14.3.5	TBA	Once
57	Notice of Adverse Benefit Determination	14.4.2	TBA	Once
58	Notice of Disposition of an Appeal	14.5.14, 14.5.15	TBA	Once
59	Staff training plan and a current organizational chart	15.3.2	TBA	Annually
60	Implementation plan	15.5.1	TBA	Once
61	Payment schedule	16.2.1	TBA	Once
62	Business Continuity & Disaster Recovery Test Report	18.2.8.2	TBA	Annually
63	Certified Public Accountant Solvency Info	23.2.3	TBA	Annually
64	Plan for Routine Audits	23.4.1.9	TBA	Once
65	Copy of its insurance license	31.1	TBA	Once
66	Record Retention	34.1.6	TBA	Once

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