

APPENDIX L

Deliverables

APPENDIX L

DELIVERABLES 2025

Contract Section	Deliverable	Contractor delivery date	ASES Division Approval	Status Yes/No
4.5.1	Cultural Competency Plan	On or before August 30, 2024	Clinical Operations & PROBENE	
5.2.5	Submit the detailed the initial and annual health risk assessment that will be conduct by the Contractor and include an assessment of caregiving needs in addition to all the elements required in 422.101(f)	On or before August 30, 2024	Clinical Operations & PROBENE	
5.3.8.3	Detailed description of its Drug Utilization Program Activities	August 30, 2024	Clinical Operations	
5.3.9.1	Mental Health or Substance Use Disorder Benefits - Parity Requirements	August 30, 2024	Clinical Operations	
5.4	Advance Directives Policies and Procedures	August 30, 2024	Clinical Operations	
5.7.2	Submit the detailing of the enhance that the Contractor will be implement to the dual-eligible individual's access to essential medical services, the procedure to cover any gaps in coverage or costs that Medicare might not cover, and for payments to the healthcare providers.	January 31, 2025	Compliance	
6.1.8.4.1.1	Policies and Procedures Credentialing and Re-Credentialing	August 30, 2024	Compliance	
6.1.8.4.1.18	Written policies and procedures, that have been prior approved in writing by ASES, to ensure and verify that providers have appropriate licenses and certifications to perform services outlined in their respective Provider agreements; and	August 30, 2024	Compliance	
6.1.8.4.1.3	Standard Credentialing Form	August 30, 2024	Compliance	
6.1.2	Contractor shall submit to ASES at the beginning of this contract, the documentation assuring adequate capacity and services in compliance with 42 CFR 438.207(b) and other applicable regulations governing the ability to accommodate expected enrollment in accordance with ASES's standards for access and timeliness of care	January 31, 2025	Clinical Operations	
6.1.2.11	Written policies and procedures for the selection and retention of Network Providers	August 30, 2024	Clinical Operations	

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7.1.3	Provider Guidelines	August 30, 2024.	Clinical Operations and PROBENE	
7.1.4	The Contractor submits a Certification to ASES that evidence they delivered the Provider Guidelines to the provider contracted. The document shall include the legible name of the Network Provider, NPI, date of delivery, and signature of the Network Provider and shall be made available evidence of having delivered the Provider Guidelines to its Network Providers within fifteen (15) Calendar Days of an award of the Provider Contract	January 31, 2025	Clinical Operations and Compliance	
7.1.6	Policies and Procedures to inform its Provider Network, in a timely manner, of programmatic changes such as changes to drug formularies, Covered Services, and protocols.	August 30, 2024	Clinical Operations and PROBENE	
8.2.2	Utilization Management Policies and Procedures	August 30, 2024.	Clinical Operations Executive Office	
9.1.5.1	The Contractor shall provide the results of all audits conducted of the Medicare product under the Medicare Advantage product that operates with the Platino Medicaid program within the past five years.	January 31, 2025.	Clinical Operations	
9.2.4	Quality Improvement and Performance Program (QAPI Program)	August 30, 2024	Clinical Operations	
10.1.6	Fraud, Waste and Abuse Policies and Procedures	August 30, 2024.	Compliance	
10.2.1	Fraud, Waste and Abuse Compliance Plan	August 30, 2024	Compliance	
10.3.2	Program Integrity Plan	August 30, 2024	Compliance	
10.6.2	The methodology and sampling process to verify with its Enrollees on a monthly whether services billed to the Contractor by Providers were actually received.	August 30, 2024	Compliance	
10.7	Policies and Procedures in compliance to Stark Law	August 30, 2024	Compliance	
11.1.4	Grievances and Appeals Policies and Procedures,	August 30, 2024.	PROBENE	
11.1.13	Grievances and Appeals System Form	August 20, 2024	PROBENE	

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11.5.9	Policies and Procedures for Expedite Review Process for Appeals	August 30, 2024	PROBENE/ Legal	
13.6.1	Payment Schedule	August 30, 2024	Finance	
14.5.13	Annual basis test its BC-DR Plan	January 31, 2025 Annual & 30 calendar days of completion of tests	Information System	
14.7.7	Copy of the HIPAA Notice of Privacy Practices	August 30, 2024	Information System	
14.8.1	Written System Process and Procedure Manuals document and describe all manual and automated system procedures for its information management processes and Information Systems.	August 30, 2024	Information System	
14.10.1	Disaster Recovery and Business Recovery Plan	August 30, 2024	Information System	
20.1.2	Certification that reports any loans or other special arrangement made between Contractor and any provider	August 30, 2024	Finance/Legal	
20.1.4	Annual Report required to be filed with the Puerto Rico Office of the Insurance Commissioner (OIC Report), for the year ended.	Before March 31	Legal/ Finance	
20.4	Physician Incentive Plan	January 31, 2025	Legal/ Finance	
26.1	The Contractor must submit a copy of its Insurance License and Certificate of Solvency, both issued by the Office of the Puerto Rico Insurance Commissioner.	(30) Calendar Days of the expiration date of the license.	Legal/ Finance	



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Rev. June 12, 2024
Compliance Office

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27.2.1	Certification of Eligibility from de Professional Services Providers Registry (RUP by its Spanish acronym) issued by the Puerto Rico General Services Administration (ASG by its Spanish acronym).	January 15, 2025	Legal	
27.2.1.1	Certification issued by the Treasury Department of Puerto Rico (Model SC-2888) with evidence that that the Contractor has filed income tax returns in the past five (5) years or has non-profit status;	January 15, 2025	Legal	
27.2.1.2	Certification from the Treasury Department of Puerto Rico that Contractor has no outstanding debt with the Department or, if such a debt exists, it is subject to a payment plan or pending administrative review under applicable law or regulation (Model SC-3537);	January 15, 2025	Legal	
27.2.1.3	Certification from the Center for the Collection of Municipal Revenues certifying that there is no outstanding debt or, if a debt exists, that such debt is subject to payment plan or pending administrative review under applicable law or regulations;	January 15, 2025	Legal	
27.2.1.4	Certification from the Department of Labor and Human Resources certifying compliance with unemployment insurance, temporary disability insurance and/or chauffeur's social security, if applicable	January 15, 2025.	Legal	
27.2.1.5	Evidence of Incorporation and of Good Standing issued by the Department of State of Puerto Rico;	January 15, 2025	Legal	



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27.2.1.6	Certification of current municipal license tax ("Patentes Municipales"), if applicable;	January 15, 2025	Legal	
27.2.1.7	Certification issued by the Minor Children Support Administration ("ASUME", by its Spanish acronym) of no outstanding alimony or child support debts, if applicable	January 15, 2025.	Legal	
27.2.2	A sworn statement certifying that it has no debt with the government of the Government of Puerto Rico, or with any state agencies, corporations or instrumentalities that provide or are related to the provision of health services	January 15, 2025	Legal	
27.2.3	Certification from the Puerto Rico Administration of Medical Services ("ASEM", its Spanish acronym) certifying that there is no outstanding debt or, if a debt exists, that such debt is subject to a payment plan or pending administrative review under applicable law or regulations	January 15, 2025	Legal	
29.1.6	Policies and Procedures for protection of all records and all other documents deemed confidential information. (Security and Privacy)	August 30, 2024.	Information System	
33.2	Conflict of Interest Form,	January 10, 2025 after the Effective Date of the Contract; and at any time, within fifteen (15) Calendar Days	Legal	



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Medicare Platino General Information-II- Pay for performance and other incentives number 7	List of Incentives established by the MAO with description	30 day of signing the contract with ASES	Compliance Office	
Medicare Platino General Information- VI- Other Provisions number 9	Utilization Guidelines to be used in clinical audits	30 days after the contract signature	Executive Director Office and Clinical Operations	

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