

Appendix L

Deliverables_Appendix L

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ADMINISTRACION DE
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Contrato Número

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Deliverables 2027_Medicare Platino Contract

Contract Section	Deliverable	Contractor delivery date	ASES Division Approval	Status Yes/No
5.4.9	Advance Directives Compliance Report	Thirty (30) calendar days following the end of each contract year	Clinical Operations Office	
6.1.3	Network Adequacy Standards (42 CFR 438.207)	January 1, 2027	Clinical Operations Office	
6.2.4.2	Policies and Procedures for the Credentialing and Re Credentialing Process	August 31, 2026	Compliance Office	
6.2.4.3.4	Standard Credentialing Form	August 31, 2026	Compliance Office	
6.2.4.3.19	Credentialing and Re-credentialing Monthly screenings	On monthly basic	Compliance Office	
7.1.6	Provider Guidelines	August 31, 2026	Clinical Operations / Costumer Service Office	
7.1.8	Evidence of Delivered the Provider Guidelines, within fifteen (15) Calendar Days of an award of the Provider Contract	On monthly basic	Clinical Operations / Costumer Service Office	
7.2.49	Provider Contract Model	August 31, 2026	Legal Office	
7.3.7.3.5	Attestation of Compliance with Notification and Transition of Care	On monthly basic	Clinical Operations Office	
8.2.11	Utilization Management Policies and Procedures	August 31, 2026	Clinical Operations Office	
8.2.12	Utilization Guidelines to be used for clinical audit	30 days after the contract signed	Clinical Operation/Executive Director Office	

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8.3	Utilization Management Guidelines and Decision Criteria	August 31, 2026	Clinical Operation Office	
9.1.5.2	The results of all audits conducted on the Medicare Platino product under the Medicare Advantage product operating within the Medicaid Platino program during the past five years.	January 31, 2027.	Compliance Office	
9.2.3	Chronic Care Improvement Program (CCIP)	Annual basic	Clinical Operations Office	
9.2.6	Quality Assessment and Performance Improvement (QAPI) Program	August 31, 2026	Clinical Operations Office	
9.4	Accreditation Documentation Required Under 42 CFR § 438.32(b)"	Within fifteen (15) calendar days from the date the accreditation is issued or updated	Clinical Operations Office	
10.1.7	Fraud, Waste, and Abuse Policies and Procedures	August 31, 2026	Compliance Office	
10.1.14 – 10.1.18	Integrated Policy and Procedure for Notification, Enrollee Transition, and Program Integrity	August 31, 2026	Compliance Office	
10.2.2	Compliance Plan	August 31, 2026	Compliance Office	
10.3.2	Program Integrity Plan	August 31, 2026	Compliance Office	
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 received. The methodology and sampling process must include criteria for identifying "high-risk" services and Provider types.	August 31, 2026.	Compliance Office	
10.7	Policies and Procedures in Compliance with Stark Law	August 31, 2027	Compliance Office	

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11.1.4	Grievance and Appeal System and written policies and procedures	August 31, 2027	Customer Service Office	
11.1.13	Training Program on Provider Grievance and Appeal System Compliance	August 31, 2026	Customer Service Office	
11.1.15	Grievance and Appeal System	August 31, 2026	Customer Service Office	
11.5.11	Policies and Procedures for expedited review process for appeals	August 31, 2026	Customer Service Office	
12.2	Data Certification/ Attestation	August 31, 2026	Compliance/ Legal Office	
13.6.1	Payment Schedule	August 31, 2026	Finance Office	
14.5.7	Annual System Incident Report	January 15, 2028	Information System Office	
14.5.13	Annual basis test its BC-DR Plan	January 30, 2027, and with thirty (30) Calendar Days of completion of said tests	Information System Office	
14.7.7	HIPAA Notice of Privacy Practices	August 31, 2026	Compliance Office	
14.8.1	System Process and Procedure Manuals	August 31, 2026	Information System Office	
14.10.1	Disaster Recovery Plan and Business Continuity Plan	August 31, 2026	Information System Office	
14.10.4	Disaster Recovery test	One annual test and additional tests as needed, with results submitted to the ASES Information Systems Office within five (5) calendar days of each test	Information System Office	
15.2.1.16	Provider Guidelines Distribution Package	January 15, 2027	Customer Service Office	

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20.1.2	Notification of Proposed Financial Arrangements with Providers	Prior to the Contract Effective Date, the Contractor shall submit a disclosure of all existing loans or special financial arrangements with Providers and At least sixty (60) days prior to executing any new proposed loan or special financial arrangement with a Provider."	Executive Director and Finance Office	
20.1.4	Annual OIC Report and NAIC-Format Submission with Financial Reconciliation	Annually, not later March 31 2027	Finance Office	
20.1.7	Annual Parent Company Corporate Report Submission	Within thirty (30) days of issuance or filing, and no later than one hundred twenty (120) days after the closing of each calendar year.	Finance Office	
20.1.10	Certification of Segregated Medicare Platino Accounting System Compliance	August 31, 2026	Finance Office	
26.1	Copy of its Insurance License and Certificate of Solvency, both issued by the Office of the Puerto Rico Insurance Commissioner	August 31, 2026	Legal/ Finance Office	
27.2	Certifications	January 15, 2027	Legal Office	
29.1.6	Integrated Policy and Procedure for Confidentiality, PHI Protection, HIPAA Compliance, and Secure Records Management	August 31, 2026	Compliance/Information System Office	

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29.3.5	Annual report on events or suspected data disclosures	March 15, 2028	Compliance Office	
33.2	Certification of Conflict of Interest and Contractor Independence	January 15, 2027	Legal Office	

REV. ADELVALLE 1/julio/2026
OFICINA DE CUMPLIMIENTO

