



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	5.2.5.3, 6.2.4.3	8/13/2018	Once
2	Newborn Enrollment packet	5.2.6.2	8/20/2018	Once
3	Newborn notification form	5.2.6.5	8/13/2018	Once
4	Website Screen Access	6.10.5	8/20/2018	Once
5	Cultural Competency plan	6.11.2	8/20/2018	Annually
6	Marketing plan	6.15.6	8/13/2018	Annually
7	Marketing Materials	6.15.6	8/13/2018	Quarterly
8	Provider Marketing Materials	6.15.7	8/13/2018	Quarterly
9	Enrollee Handbook	6.2.1, 6.4	8/20/2018	Once
10	Provider Directory	6.2.1, 6.6	8/13/2018	Quarterly
11	Enrollee ID Card	6.2.1, 6.8.1	8/13/2018	Once
12	Redetermination Notices	6.2.4.3	8/20/2018	Once
13	Disenrollment Notices	6.2.4.3	8/20/2018	Once
14	Intentionally Left Blank			
15	Enrollee Handbook Policy, limited to HCHN	6.3.1	8/20/2018	Once
16	Member Notices Policy	6.3.1	8/20/2018	Once
17	GHP Call Center Policy and Procedures	6.9.10	8/20/2018	Once
18	GHP Call Center Quality Standards	6.9.11	8/20/2018	Annually
19	GHP Service Line Outreach Program	6.9.13, 6.9.14	8/13/2018	Annually
20	GHP Service Line Scripts	6.9.15	8/13/2018	Quarterly
21	Pharmacy UM Protocols	7.5.12.16.2	8/13/2018	Once
22	Pre-natal and Maternal Program maternal wellness plan	7.5.8.3.2	8/20/2018	Annually
23	Special Coverage Identification & Registration Strategy	7.7.6.1	8/13/2018	Once
24	Special Coverage Registration Form	7.7.6.2	8/13/2018	Once
25	Special Coverage Notification Form (Enrollee & Provider)	7.7.6.3	8/13/2018	Once
26	Protocols for the development of a treatment plan	7.7.6.4	8/13/2018	Once
27	Provisions for ensuring that Enrollees with Special Coverage have Immediate Access to specialists	7.7.6.5	8/13/2018	Once
28	Strategy for identification of individuals with Special Health Care Needs	7.7.6.6	8/13/2018	Annually
29	Policies and procedures for Care Management	7.8.2.4	8/13/2018	Once
30	EPSDT Plan	7.9.1.2, 7.9.1.4	8/13/2018	Annually
31	EPSDT Outreach and education process	7.9.2.1	8/13/2018	Annually
32	High-Utilizers Program	7.14	8/20/2018	Annually
33	Communication Forms	8.5.2	8/13/2018	Once

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	Deliverable Name	Contract Citation(s)	Initial Due Date	Submission Frequency
34	Integration Plan	8.8	8/13/2018	Annually
35	Provider Network	9.1.1, 9.1.5	8/20/2018	Once
36	Credentialing/Re-credentialing	9.2.3.7.1	8/20/2018	Once
37	Provider Selection	9.3.1.5.2	8/13/2018	Once
38	Screening for Special Health Care Needs	9.5.2.2	8/13/2018	Once
39	Provider Hours	9.5.5.4	8/20/2018	Once
40	Provider Contracts	10.1.6.1	8/13/2018	Once
41	Provider Guidelines	10.2.1.3	8/20/2018	Annually
42	Provider Communications Strategy	10.2.1.6	8/20/2018	Once
43	Provider Education	10.2.2	8/20/2018	Annually
44	Physician Incentives	10.7.1	8/20/2018	Annually
45	UM Policies and Procedures	11.2.2	8/20/2018	Once
46	Utilization Management clinical criteria to be used for services requiring Prior Authorization	11.4.3	8/20/2018	Annually
47	Referral Process	11.5.2	8/20/2018	Once
48	QAPI program	12.2.4	8/20/2018	Annually
49	Wellness Plan	12.5.5.4	8/20/2018	Annually
50	Fraud, Waste, and Abuse policies and procedures	13.1.6	8/20/2018	Once
51	Compliance plan	13.1.6, 13.2.1	8/20/2018	Annually
52	Program Integrity Plan	13.1.6, 13.3	8/20/2018	Annually
53	Service Verification Sampling Methodology	13.6.2	8/20/2018	Annually
54	Grievance and Appeal System forms	14.1.12	8/20/2018	Once
55	Grievance and Appeals Policies	14.1.4	8/20/2018	Once
56	Notice of the disposition of the Grievance	14.3.8	8/20/2018	Once
57	Notice of Adverse Benefit Determination	14.4.6	8/20/2018	Once
58	Notice of Disposition of an Appeal	14.5.18	8/20/2018	Once
59	Staff training plan and a current organizational chart	15.3.2	8/20/2018	Annually
60	Implementation plan	15.5.1	8/13/2018	Once
61	Payment schedule	16.2.1	8/13/2018	Once
62	Business Continuity & Disaster Recovery Test Report	18.2.8.2	8/20/2018	Annually
63	Certified Public Accountant Solvency Info	23.2.3	8/13/2018	Annually
64	Plan for Routine Audits	23.4.1.9	8/20/2018	Once
65	Copy of its insurance license	31.1	8/13/2018	Once
66	Record Retention	34.1.6	8/20/2018	Once



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