



## 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                 |

|    | 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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