


State of Indiana Sample Implementation Timeline Effective 1/1/2022

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	Current Target Finish Date	Status	% Complete	Actual Finish Date	Resource	Transition Notes
PLANNING AND DISCOVERY						
Notice of New Business form routed	Tue, 6/1/21	On Track	0%		SAE	
Provide prior benefit plans for all coverage lines	Tue, 6/1/21	On Track	0%		State of Indiana, SAE	
Initial discovery meeting with Client	Tue, 6/8/21	On Track	0%		State of Indiana, SAE	
Schedule Intent Calls	Tue, 6/8/21	On Track	0%		SAE	
Post final AM installation document	Tue, 7/6/21	On Track	0%		SAE	
Post final Generation You/Plan Advisor installation document	Wed, 8/4/21	On Track	0%		SAE	
ACCOUNT STRUCTURE						
Post preliminary Account Structure	Mon, 6/28/21	On Track	0%		Transition Leader	
Post final Account Structure	Tue, 7/6/21	On Track	0%		Transition Leader	
ENROLLMENT						
Hold enrollment intent call	Tue, 6/22/21	On Track	0%		State of Indiana, Enrollment	
Post final enrollment installation document	Tue, 6/29/21	On Track	0%		Enrollment	
ELIGIBILITY						
Hold eligibility intent call	Tue, 6/22/21	On Track	0%		State of Indiana, Electronic Eligibility	
Provide complete and accurate test eligibility file	Tue, 7/6/21	On Track	0%		State of Indiana, Electronic Eligibility	
Testing complete; ready for production eligibility file	Thu, 11/18/21	On Track	0%		Electronic Eligibility	
Production eligibility received	Mon, 11/22/21	On Track	0%		State of Indiana, Electronic Eligibility	
Load production eligibility	Mon, 11/29/21	On Track	0%		Electronic Eligibility	
Census file to Client for approval	Tue, 11/30/21	On Track	0%		Electronic Eligibility	
Census approved by Client	Thu, 12/2/21	On Track	0%		State of Indiana, Electronic Eligibility	
ID CARDS						
Provide ID card logo	Tue, 6/22/21	On Track	0%		State of Indiana, SAE	
Internally approved, sent to Client/outside vendors for approval	Wed, 7/14/21	On Track	0%		ID Cards	
Receive outside vendor approval	Wed, 7/28/21	On Track	0%		SAE	
Client approve ID card proof(s)	Wed, 7/28/21	On Track	0%		State of Indiana, SAE	
Order ID cards	Fri, 12/3/21	On Track	0%		ID Cards	
Mail ID cards	Fri, 12/10/21	On Track	0%		ID Cards	
NETWORKS						
Direct Contracts/Domestic Network						
Request provider demographic file(s), contract(s) and fee schedule(s)	Wed, 6/16/21	On Track	0%		SAE	
Submit provider demographic file(s)	Wed, 6/30/21	On Track	0%		State of Indiana, SAE	
Submit fee schedule(s) for provider reimbursement	Wed, 6/30/21	On Track	0%		State of Indiana, SAE	
Submit contract(s) for facility reimbursement	Wed, 6/30/21	On Track	0%		State of Indiana, SAE	
Create DCI and/or OPI						
Establish networks, assign DCI and/or OPI and assign install date	Wed, 6/30/21	On Track	0%		PNO	
Network audit doc sent to Client for sign off	Fri, 7/30/21	On Track	0%		PNO	
Network audit sign off received from Client	Fri, 8/6/21	On Track	0%		PNO	
Install DCI and/or OPI routing tables to production	Fri, 9/10/21	On Track	0%		PNO	
INTERNET SERVICES						
Member Portal production checkout complete	Fri, 1/7/22	On Track	0%		Internet	
PHARMACY BENEFITS						
OptumRx						
Hold OptumRx intent call	Tue, 6/22/21	On Track	0%		State of Indiana, OptumRx	
Post/send final Rx installation document to Client for approval	Tue, 6/29/21	On Track	0%		OptumRx, SAE	

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OptumRx benefit build complete	Mon, 12/20/21	On Track	0%		OptumRx	
Confirm eligibility load at Claim system	Thu, 12/2/21	On Track	0%		OptumRx	
OptumRx Client Service Ready	Mon, 12/27/21	On Track	0%		OptumRx	
External Pharmacy Benefits Manager						
UMR Sending Eligibility						
Send test file	Tue, 11/30/21	On Track	0%		PBM Eligibility	
Send production file	Thu, 12/2/21	On Track	0%		PBM Eligibility	
Inbound PBM Claim Data						
Determine frequency	Thu, 7/22/21	On Track	0%		PBM Data Release	
Execute confidentiality agreement or client authorization	Sat, 1/1/22	On Track	0%		PBM Data Release	
Receive production file	Fri, 1/21/22	On Track	0%		PBM Data Release	
Load production file	Fri, 1/28/22	On Track	0%		PBM Data Release	
Integrated Medical and Pharmacy						
Verify first file processed (inbound from PBM)	Thu, 1/20/22	On Track	0%		Integration Support	
Verify first file sent (outbound med claim data)	Thu, 1/20/22	On Track	0%		Integration Support	
MEDICAL CLAIM ADMINISTRATION						
Hold medical intent call	Tue, 6/29/21	On Track	0%		State of Indiana, Med CIS	
Post final appeals installation document	Tue, 7/13/21	On Track	0%		Med CIS	
Approve final medical installation document	Tue, 7/20/21	On Track	0%		State of Indiana, Med CIS	
Approve final medical tier set-up installation document	Tue, 7/20/21	On Track	0%		State of Indiana, Med CIS	
Coding						
Send medical PBDB coding complete/Stat 10 notice	Wed, 8/4/21	On Track	0%		PBDB Coder	
Medical BN benefits coding quality complete	Thu, 8/19/21	On Track	0%		Med BN Coder	
Review medical BN quality reports and system coding	Fri, 8/27/21	On Track	0%		Med CIS	
Medical Documents						
SBC to Client for approval/completion	Tue, 8/10/21	On Track	0%		Plan Writer	
Provide Medical Plan Document for approval	Wed, 8/18/21	On Track	0%		Plan Writer	
Complete Checkout						
Send checkout report and materials	Fri, 8/27/21	On Track	0%		SAE, Med CIS	
Medical Claim Processing						
Process first medical claim	Tue, 1/4/22	On Track	0%		Med CIS	Target date assumes no benefit accumulators and claims in-house
Validate first medical check	Thu, 1/6/22	On Track	0%		Banking	
Validate first medical EOB	Thu, 1/6/22	On Track	0%		Med CIS	
Enter calc codes, remove medical claims from recycle	Thu, 1/6/22	On Track	0%		Med CIS	
Confirm medical claims off recycle	Mon, 1/10/22	On Track	0%		Med CIS	
SUBROGATION						
Hold subrogation intent call	Tue, 6/29/21	On Track	0%		State of Indiana, SUBRO	
Post final internal subrogation installation document	Tue, 7/6/21	On Track	0%		SUBRO	
CARE: CLINICAL ADVOCACY RELATIONSHIPS TO EMPOWER						
Hold CARE intent call	Tue, 6/29/21	On Track	0%		State of Indiana, CARE	
Post final CARE installation document	Tue, 7/6/21	On Track	0%		CARE	
Confirm eligibility loaded in Aerial	Wed, 12/8/21	On Track	0%		CARE	
COBRA ADMINISTRATION						
Hold COBRA intent call	Tue, 6/22/21	On Track	0%		State of Indiana, COBRA	
Approve final COBRA installation document	Tue, 7/6/21	On Track	0%		State of Indiana, COBRA	
Provide COBRA rates	Mon, 12/6/21	On Track	0%		State of Indiana, COBRA	
Confirm eligibility loaded to T-COBRAWeb	Mon, 12/13/21	On Track	0%		COBRA	
Send COBRA payment coupons to participants	Thu, 12/16/21	On Track	0%		COBRA	

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DENTAL CLAIM ADMINISTRATION						
Hold dental intent call	Tue, 6/29/21	On Track	0%		State of Indiana, Dental Claim	
Approve final dental installation document	Mon, 7/12/21	On Track	0%		State of Indiana, Dental Claim	
Coding						
Send dental PBDB coding complete/Stat 10 notice	Tue, 7/27/21	On Track	0%		PBDB Coder	
Dental BN benefits coding quality complete	Tue, 8/10/21	On Track	0%		Dental BN Coder	
Plan Document						
Provide Dental Plan Document for approval	Tue, 8/10/21	On Track	0%		Plan Writer	
Benefit Year Accumulators						
Submit test file/report of dental accums	Thu, 12/2/21	On Track	0%		State of Indiana, Dental Claim	
Submit production file of dental accums	Wed, 1/12/22	On Track	0%		State of Indiana, Dental Claim	
Load production file of dental accums	Mon, 1/17/22	On Track	0%		Dental Claim	
Lifetime Maximums						
Submit test file/report of dental LTMs	Thu, 12/2/21	On Track	0%		State of Indiana, Dental Claim	
Submit 1st production file of dental LTMs	Wed, 1/12/22	On Track	0%		State of Indiana, Dental Claim	
Load 1st production file of dental LTMs	Mon, 1/17/22	On Track	0%		Dental Claim	
Dental Claim Processing						
Process first dental claim	Mon, 1/17/22	On Track	0%		Dental Claim	
Validate first dental check	Tue, 1/18/22	On Track	0%		Banking	
Validate first dental EOB	Tue, 1/18/22	On Track	0%		Dental Claim	
Enter calc codes, remove dental claims from recycle	Tue, 1/18/22	On Track	0%		Dental Claim	
Confirm dental claims off recycle	Thu, 1/20/22	On Track	0%		Dental Claim	
FLEXIBLE SPENDING ADMINISTRATION (FSA)						
Hold FSA intent call	Tue, 6/22/21	On Track	0%		State of Indiana, Flex Claim, Flex Elig	
Approve final FSA installation document	Tue, 7/6/21	On Track	0%		State of Indiana, Flex Claim	
Coding						
Send FSA PBDB coding complete/Stat 10 notice	Tue, 7/27/21	On Track	0%		PBDB Coder	
FSA Eligibility File						
Submit production FSA eligibility file	Thu, 12/2/21	On Track	0%		State of Indiana, Flex Elig	
Load production FSA eligibility file to IAOS	Mon, 12/6/21	On Track	0%		Flex Elig	
Debit cards						
FSA debit card set-up complete in IAOS	Thu, 7/15/21	On Track	0%		Debit Cards	
FSA debit cards mailed	Mon, 12/27/21	On Track	0%		Debit Cards	
Plan Document						
Provide FSA Plan Document for approval	Tue, 8/10/21	On Track	0%		Plan Writer	
FSA Contributions						
Submit production FSA payroll file	Fri, 1/7/22	On Track	0%		State of Indiana, Flex Elig	
Load production FSA payroll file	Tue, 1/11/22	On Track	0%		Flex Elig	
Verify initial FSA auto-post completed	Tue, 1/4/22	On Track	0%		Flex Elig	
Ready to process FSA claims	Tue, 1/4/22	On Track	0%		Lyvonne Stambough	
INCENTIVE SOLUTIONS						
Hold incentive solutions intent call	Tue, 6/29/21	On Track	0%		State of Indiana, Incentive Solutions	
Approve final incentive solutions installation document	Tue, 7/13/21	On Track	0%		State of Indiana, Incentive Solutions	
EXTERNAL VENDORS						
Data Release						
Eligibility and/or Claim Data to Vendor(s)						
Provide NDA to Client/Vendor for signature	Wed, 7/28/21	On Track	0%		Data Release	
Receive PHI authorization/Letter of Intent	Wed, 8/11/21	On Track	0%		State of Indiana, Data Release	

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Vendor Payments						
Verify external vendor payments	Tue, 7/6/21	On Track	0%		SAE	
STOP LOSS						
Identify stop loss carrier and billing arrangement	Wed, 12/1/21	On Track	0%		SL Mktg	
Receive final/signed stop loss documents	Tue, 12/7/21	On Track	0%		SAE	
INSURED TRANSPLANT						
Receive final/signed insured transplant documents	Wed, 12/1/21	On Track	0%		SL Mktg	
BILLING						
Hold billing intent call	Tue, 6/22/21	On Track	0%		State of Indiana, Billing	
Post final billing installation document	Tue, 6/29/21	On Track	0%		Billing	
Release production bill	Fri, 12/24/21	On Track	0%		Billing	
ADMINISTRATIVE SERVICES AGREEMENT						
Issue Administrative Services Agreement	Thu, 2/17/22	On Track	0%		Contract Administration	
Return signed Administrative Services Agreement	Thu, 3/31/22	On Track	0%		State of Indiana, SAE	
BANKING						
Hold banking intent call	Tue, 6/22/21	On Track	0%		State of Indiana, Banking	
Post final banking installation document	Tue, 6/29/21	On Track	0%		Banking	
Custodial Banking						
Communicate security deposit amount	Tue, 7/20/21	On Track	0%		Banking	
Return signed ACH debit form	Tue, 6/29/21	On Track	0%		State of Indiana, Banking	
Receive bank account specifications	Tue, 7/27/21	On Track	0%		Banking	
Confirm security deposit received	Thu, 12/30/21	On Track	0%		Banking	
Home Banking						
Receive bank account specifications	Tue, 6/29/21	On Track	0%		State of Indiana's Bank, Banking	
Code banking tables	Wed, 7/7/21	On Track	0%		Banking	
Send test checks to bank	Wed, 7/14/21	On Track	0%		Banking	
Test checks returned/verified	Wed, 7/28/21	On Track	0%		State of Indiana's Bank, Banking	