

### Appendix 3 Implementation Plan

Below are potential implementation phases based on past implementation work at the HCA. These are provided as a reference to Bidders to help frame the amount of work involved in this implementation plan.

- A. Account management
- B. Account setup
- C. Administrative Services
- D. Work Orders
- E. Communications
- F. Member materials
- G. Open enrollment materials
- H. Promotional materials promoting ASB
- I. Website promotional pages
- J. ID card
- K. Explanation of Benefits
- L. Website
  - a. UMP website
  - b. Provider search tool
- M. Welcome packets
- N. Provider directory
- O. Health benefits utilization education materials
- P. Notice of privacy practices
- Q. Conversion plan information
- R. Provider communications
- S. Certificate of Coverage
- T. Medical services
- U. HTA program
- V. URAC or NCQA full accreditation
- W. Case Management
- X. Bariatric surgery
- Y. Utilization Management
- Z. Medical Management