

AK MMIS CAP Execution

CAP Program Status Report

Reporting Period: 31-January-2015 – 6-February-2015

Report Date: 13-February-2015

AK CAP Program Status Dashboard

Reporting Period: 31-Jan-2015 to 6-Feb-2015

Report Date: 13-February-2015

Overall CAP Status

At Risk

- The CAP continues to be executed largely in accordance to the baselined work plans. At this time, the vast majority of activities are projected to be completed within the CAP time period. The schedule for high risk areas is being investigated and includes: a) 10 CRs (CR work stream), b) 2 reports (Reporting work stream), c) 4 deferred DDI deliverables (DDI deliverables work stream), and d) 9 non-critical defects (Defect work stream)
 - CAP in-scope CRs work stream is at risk due to challenges in obtaining timely requirements clarifications and approvals for some CRs from the State. Some CRs are also at risk due to dependencies on Magellan and OPTUM.
 - CAP in-scope reported defects work stream is at risk due to challenges in obtaining timely requirements clarifications and approvals for some defects from the State and Xerox teams.
 - Agreed to be Deferred CAP DDI Deliverables Work stream – Some deliverables are slipping due to State approval delays and feedback needed from internal Xerox staff.
 - The Reporting work stream has some slippage due to an issue with the recent data load related to “fund code”, and some new State requirements.
- The Post-CAP CR work stream is ahead of schedule, Process Hardening work stream is on track, and the Operations Backlog work stream is on-track to the updated plan.

Overall CAP Accomplishments

- CRs / Defects (Note: Some reported defects are actually CRs, but Xerox is administratively addressing as defects.)**
 - Defects - Open CAP In-Scope defects reduced from 344 to 19 (Total defects Closed 325)
 - 09 non-critical defects are at risk of missing the CAP timeline
 - 10 defects are in different Stages of Defect Lifecycle and are being worked to completion
 - CRs Remaining - Outstanding number of CAP CRs to be implemented reduced from 91 to 21
 - CRs Delivered Late – 10 CRs at risk to be delivered in CAP period. (Team is assessing schedule.)
 - CRs Delivered Early - 17 Post CAP CRs completed and released/closed/cancelled early. 7 additional Post CAP CRs planned for early completion during CAP time period.
- Deferred DDI Deliverables** - Received approval of 4 of the total 14 CAP deferred DDI deliverables. All deferred DDI deliverables with exception of 4 on target for approval within CAP period.
- Operations (Backlog and Reporting)**
 - Suspended Claims:** Suspended claims below CAP exit criteria.
 - Claims Mass Adjustment:** Executed 21,604 claims (total 69,578), 39,512 pending release.
 - Provider Appeals:** Completed provider claims backlog
 - Reporting** – 15 of the 17 reports are tracking to be submitted and approved within the CAP time period. (Assumes 9 business day State review of 6 reports planned for 2/15 delivery.) 2 reports tracking late; mitigation plans in process.

Summary of Key Milestones / Deliverables

Milestone / Deliverable	Planned Finish Date	Projected Finish Date	Milestone Status	Comments (Details in SharePoint)
CAP In-scope Defects	13-Feb-2015	13-Feb-2015	At-risk	See Workstream slide
CAP In-scope CRs	28-Feb-2015	28-Feb-2015	At-risk	See Workstream slide
Post CAP CR plan	23-May-2015	23-May-2015	On-track	
Deferred DDI deliverables	30-Jan-2015	3-Apr-2015	At-risk	See Workstream slide
Process Hardening	30-Jan-2015	27-Feb-2015	On-track	
Operational Backlog	28-Feb-2015	28-Feb-2015	At-risk	See Workstream slide
Reporting	27-Feb-2015	15-May-2015	At-risk	See Workstream slide

Legend

Blue - Complete

Green - CAP execution on track

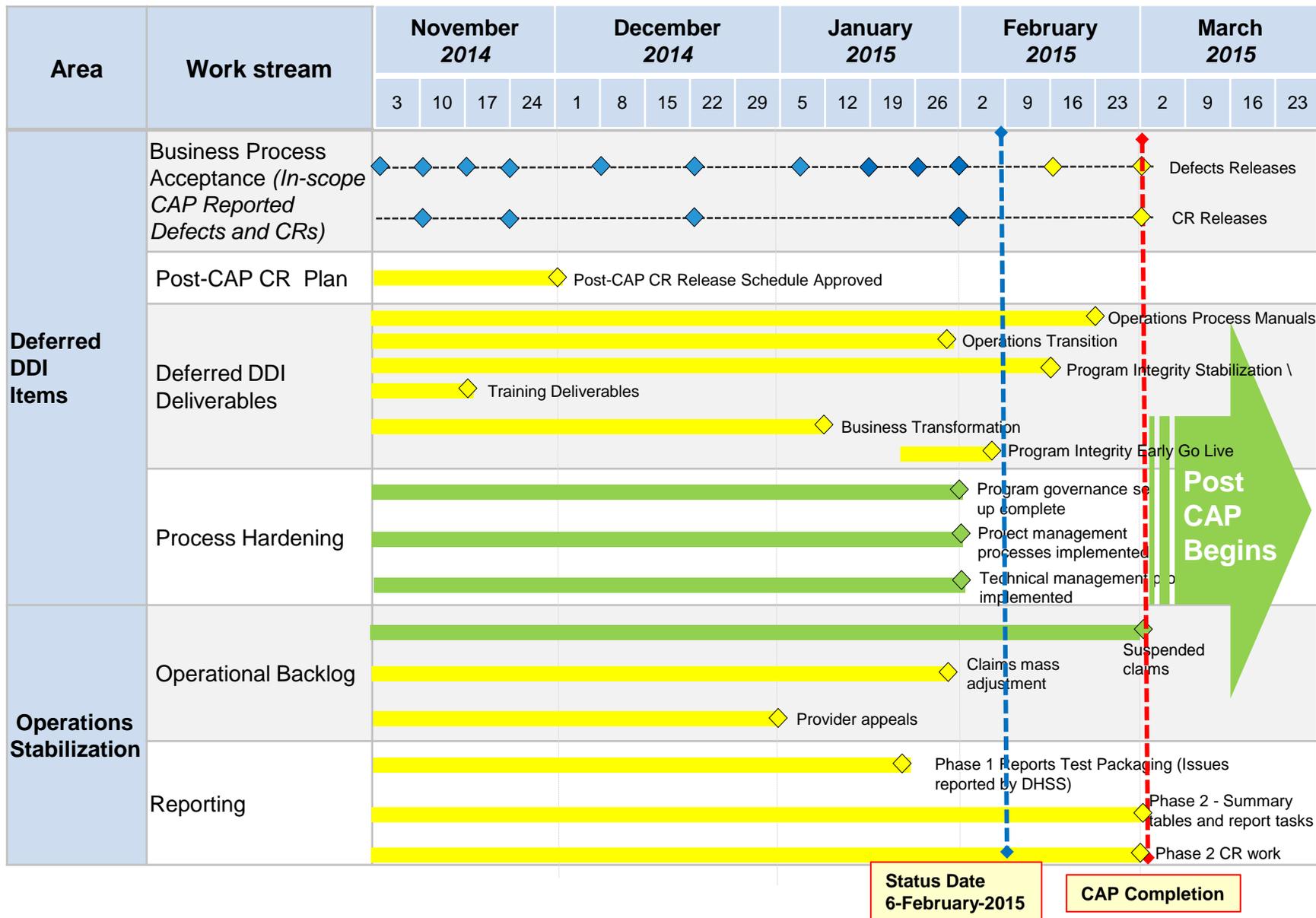
Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

AK CAP Program Milestone View

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Status Date
6-February-2015

CAP Completion

AK CAP Scope & Work Plan Change Requests

Reporting Period: 31-Jan-2015 to 6-Feb-2015

Report Date: 13-February-2015

AK CAP Scope & Work Plan Change Request Summary (Management Intervention Required)

CAP Change ID #	Change Title	Change description	Date Decision Needed	Assigned To	Change Status	Change Decision
1	Additional Data Load (Reporting)	The State has requested an additional data load that will impact the delivery dates of some reports. The reporting team is assessing the schedule impacts of this request.	21-Nov-2014	David Meadows and Jake Oner	Complete	Approved on 11/14/2014.
2	CR Scope Change	Current CAP CR scope is 85 identified CRs. Management has directed the team to work on an additional 22 CRs during the CAP time period. Approval needed if these 22 CRs should be added to the CAP scope. NOTE: <i>CRs to be worked under the existing 600 hour per month operational contract should NOT be included on this list, as they are being worked as part of on-going operations.</i>	17-Nov-2014	Dhivakar Jeganathan	Complete	Dhivakar advised that 6 CRs in the Cap-Concurrent list, need to be part of CAP and should be added to the CAP. Criteria to add to CAP per David Meadows: Add new CRs to CAP if the CR must be implemented in order to enable the successful implementation of any of the 85 CAP CRs.
3	Data Load to Address Fund Code Issue	Additional data may need to be loaded to ensure the fund code has correct data. If needed, the data load is expected to take approximately 5-6 weeks, and may push 1 report (CMS64) past the 2/28/2015 CAP end date.	20-Feb-2015	David Meadows Nick Faulkner Margaret Brodie	Request Under Development	Will need decision on request to add additional data load tasks to the Reporting work plan.
4	Retrospective Claim Adjustments – Additional Tasks to Track Progress	Additional tasks have been created to better track the progress of adjustment execution, and to lay out the overall plan for adjustments.	20-Feb-2015	David Meadows Nick Faulkner Margaret Brodie	Request Under Development	Will need decision on request to baseline these new tasks so we can better track interim progress on adjustment execution. In the interim, the existing adjustment execution tasks have been updated to reflect planned completion dates.

AK MMIS CAP Appendix

CAP Program Status Report

Reporting Period: 31-January-2015 – 6-February-2015

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CAP Scope and Acceptance Criteria

ID	Workstream Name	Scope Description	CAP Exit / Acceptance Criteria
1	Business Process Acceptance	Resolution of deficiencies(identified by defects and CRs) by key business process area	<ul style="list-style-type: none"> All mutually agreed upon CAP Defects (Appendix G) logged as of October 1, 2014 will be released to production by CAP end date. <i>(Note: 1 of the 345 defects was a duplicate.)</i> Defects identified after October1, 2014 will be reviewed by the CCB regarding business process impact and the assigned severity and priority will be validated. If a business process turns “red” on the heat map due to identification of new defects, it will be brought back to “white” or “yellow” state within 60 days of defect identification. For defects identified after December 14, 2014, the actual implementation of the defect fix may or may not be addressed during the CAP period but will not be considered part of the CAP acceptance criteria. Release to production of CRs in scope (appendix D) by CAP end date.
2	Post –CAP CR Plan	Develop a Post-CAP CR Plan to be executed for deferred DDI CRs tied to original RFP requirements. See Appendix F for list of CRs in scope for the Post-CAP CR Plan.	<ul style="list-style-type: none"> Post-CAP CR Plan is delivered by Xerox and approved by the State.
3	Deferred DDI Deliverables Workstream	<p>DDI deliverables (identified in the CAP schedule in Appendix B) that were deferred to post-go-live, and that are tied to in-scope CAP CRs.</p> <p>All items determined to be in scope unless deemed unnecessary by the State (e.g., obsolete, to be further deferred, etc.).</p>	<ul style="list-style-type: none"> The State approval of all remaining deferred DDI deliverables identified in the CAP work plan.
4	Operational Backlog Reduction	<p>Meet Operational backlog objectives for:</p> <ul style="list-style-type: none"> Suspended claims backlog Appeals in backlog Retrospective claim adjustments 	<ul style="list-style-type: none"> Suspended claims: Workable claims inventory in suspense less than or equal to 60,000 lines or 25,000 documents Appeals in backlog: 95% of first-level appeals should be appropriately completed in 10 days or less. Appeals must be processed correctly with appropriate outcomes rather than “closed” or bulk-denied. If closed or denied, they will rise to the 2nd level which is the state’s responsibility. Retrospective claim adjustments: Plan to address retrospective claim adjustments completed and approved by the State. <i>(Note: At this time, the CAP plan includes processing adjustments due to defects/CRs released up through Dec 31, 2014. Additional adjustments due to defects/CRs released from Jan 1, 2015 forward will be handled post CAP as part of ongoing operations.)</i>
5	Reporting	Deliver reporting system functionality	<ul style="list-style-type: none"> Reports identified in the CAP schedule are delivered and approved by the State.

Workstream: CAP In-Scope Defects – Detail Status

Reporting Period: 31-Jan-2015 to 06-Feb-2015

Report Date: 13-February-2015

Overall Workstream Status

At-risk

- Overall the CAP In-scope defects workstream is at risk due to delays in requirement clarifications and finalization of requirements for 17 defects. 02 defects are pending input from the State and 15 defects are being actively worked by Xerox team.
 - Team is closely working to minimize delays; State management has been informed about requirements finalization issues and its potential impact to CAP schedule.

Key Workstream Accomplishments

As of R(02/07)

- Open CAP In-Scope defects reduced from 344 to 19(Total defects Closed 325)
 - 09 defects are at risk of missing the CAP timeline
 - 10 defects are in different Stages of Defect Lifecycle

Note: Defect Status Descriptions:

- Resolved: *Development team completed development and unit test; Ready for QA testing*
- Closed: *QA has tested defect and passed*

Key Next Steps

- Continue to deploy the releases as planned; reprioritize the releases as per business priority
- Continue to re-plan the deferred defects for inclusion in upcoming releases
- Closely monitor high effort defects for timely closure per release plan.
- Continue to pursue defect closure which involves collaboration across State and Xerox partners
- Reschedule defects to contingency releases for addressing CAP scope

Defect Release Status Summary

Release Dates	Release Phases				Release Status	Comments
	Analysis	Dev	QA	Regression		
R(12/06)	11/03-11/07	11/10-11/21	11/24-12/05	11/24-12/05	Complete	
R(12/20)	11/17-11/21	11/24-12/05	12/08-12/19	12/08-12/19	Complete	
Data Fix(2014)					Complete	
R(1/3)	12/1-12/5	12/8-12/19	12/22-1/2	12/22-1/2	Complete	
R(1/17)	12/15-12/19	12/22-1/2	1/5-1/16	1/5-1/16	Complete	
R(1/24)	N/A	1/19-1/23	1/19-1/23	N/A	Complete	
R(1/31)	12/29-1/02	1/5-1/16	1/19-1/30	1/19-1/30	Complete	
R(2/14)	1/12-1/16	1/19-1/30	2/2-2/13	2/02-2/13	At-risk	Issue 248
R(2/21)	N/A	2/16-2/20	2/16-2/20	N/A	At-risk	Issue 248
R(2/28)	1/26-1/30	2/2-2/13	2/16-2/27	2/16-2/27	At-risk	Issue 248
Data Fix(2015)					At-risk	Issue 248

Critical Issues - Management Intervention Required

Issue type (New / existing)	Issue Summary	Impact (See Excel Appendix for list of impacted defects)	Nature of Management Intervention Sought	Due Date	Issue Status
248	There are 17 defects Pending with the State and Xerox team affecting CAP delivery . The following defects are at risk of missing the CAP Timeline ESPRD01056941 ESPRD01077278 ESPRD00940781 ESPRD01064852 ESPRD01087233 ESPRD01092180 ESPRD01058479 ESPRD01077291 ESPRD01075927	Schedule	Get the clarifications from State and Xerox team.	On going	At-risk

Critical Risks - Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact (See Excel Appendix for list of impacted defects)	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
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CAP In-Scope Defect Burn down Summary

Release Dates	CAP In-Scope Defect Counts					
	Baseline Planned	Current Plan	Triaged and Closed /Doc only	Released and Closed	Re-scheduled	Cumulative Backlog
Past Releases	298	298	46	252	0	0
R(12/27)	1	1	1	0	0	0
Data Fix(2014)	34	22	0	22	12	12
R(1/3)	1	0	0	0	1	13
R(1/17)	3	1	0	1	2	15
R(1/24)	5	0	-	-	5	20
R(1/31)	1	1	1	-	0	20
R(2/14)	-	1	-	-	-	-
R(2/21)	-	2				
R(2/28)	-	4				
Data Fix (2015)	1	13*	-	2	-	-
CCB Pending	-	1				
Total	344	344	48	277	20	20
Remaining Open as of 1/31/2015	(Calculation 344-48-277)			19		

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

* Dev in Progress

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Workstream: CAP In-Scope Defects – Detail Status(Continued)

Reporting Period: 31-Jan-2015 to 06-Feb-2015

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Business Process Heat Map Status														
Business Process Status	Week (11/10)	Week (11/17)	Week (11/24)	Week (12/1)	Week (12/8)	Week (12/15)	Week (12/22)	Week (12/29)	Week (01/05)	Week (01/12)	Week (01/19)	Week (01/26)	Week (02/02)	Week (02/09)
White (No Severity 1 or 2)	76	75	76	77	80	85	93	92	94	94	94	94	99	102
Yellow (Only Severity 2)	30	31	26	27	26	22	19	20	18	18	18	19	13	11
Red (Severity 1)	10	10	14	12	10	09	4	4	4	4	4	3	4	3

Defects – Closure Plan for Remaining Defects

Reporting Period: 31-Jan-2015 to 06-Feb-2015

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	Severity				
Target Release	1-Critical	2-High	3-Moderate	4-Low	Total
Change Request/ Client Review Request	3	6	19		28
Core Defects to be Scheduled			15	01	16
AK.15.02.2.x		4	11		15
AK.15.02.4.x		4	33	3	40
AK.DF.15.02.x	1	3	12		16
AK.15.03.2.X			08		08
Tracking			02		2
Grand Total	4	17	100	4	125

Note: Since 10/1/2014, 16 new Sev1 Defects were opened. All were closed within 60 days.

Workstream: CAP In-Scope CRs – Detail Status

Reporting Period: 31-Jan-2015 to 06-Feb-2015

Report Date: 13-February-2015

Overall Workstream Status

At-risk

- Out of 91 total CAP CRs, 70 have been implemented and 21 remain
 - Out of the original 85 CRs: 66 closed, 19 remain.
 - Out of the 6 CRs added to CAP: 4 closed, 2 remain.
- CAP in-scope CRs work stream is at risk due to
 - Out of 18 CRs in R(2/28), 10 CRs have issues/impediments (See next slide).

Note: 17 Post CAP CRs completed and released/closed/cancelled early

Note: 7 more Post CAP CRs planned for early completion during CAP time period.

Key Workstream Accomplishments

R(2/28) release

- 4 CRs delivered to QA are being tested
- 2 CRs (Claim Financial), with additional requirements, are being reworked in Development
- 1 CR (Cognos issue) being retested after applying IBM patch

Key Next Steps

For R(2/28) release

- Continue QA testing
- Address 5 CRs which have been marked as data fixes
- Discuss the CAP CRs identified for re-scoping out of CAP

Current and Near-term Major release status summary

Release Dates	Release Phases					Release Status	Comments
	Analysis/DSD	Dev	QA	Reg.	UAT		
R(2/28)	12/8-1/2	1/5-1/23	1/26-2/13	2/16-2/27	2/16-2/27	At-risk	#240, #256, #132

Critical Issues – Management Intervention Required (Details are in Excel Appendix)

Issue type (New / existing)	Issue Summary	Impact (See Excel Appendix for list of impacted CRs)	Nature of Management Intervention Sought	Due Date	Issue Status
# 256	2 CRs (Pharmacy Crossover and Adjustment) are at risk to be ready by CAP timeline	CAP timeline	Set priorities. Discuss Risk with Stakeholders	1/23/15	At-risk
# 240	1 CR is blocked by Cognos product defect . Team following up with IBM.	CAP timeline	Set priorities. Discuss Risk with Stakeholders	1/30/15	At-risk
Risk# 132	1 CR Magellan NPI – In progress	CAP timeline	Set priorities. Discuss Risk with Stakeholders	1/30/15	At-risk

Critical Risks - Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact (See Excel Appendix for impacted CRs)	Risk Mitigating Action	Target Mitigation Date	Current Risk Status

Key Decisions and Actions to Implement

Decisions:

- None

Actions:

- None

Workstream: CAP In-Scope CRs – Detail Status (continued)

Reporting Period: 31-Jan-2015 to 06-Feb-2015

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CAP In-Scope CR Burn down Summary					
	CAP In-Scope CR Counts				
Release Dates	Baseline Plan	Current Plan	Released	Re-scheduled	Cumulative Backlog
Prior to R(2/7)	74	70	70	4	4
R(2/7)	1	-	-	-	-
R(2/14)	-	-	-	-	-
R(2/28)	16	21	-	-	-
Total	91	91	70	4	4

Out of 21CRs in 2/28 release the above 10 CRs at risk for CAP.

Workstream: CAP In-Scope CRs – Detail Status (continued)

Reporting Period: 31-Jan-2015 to 06-Feb-2015

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#	Status	CAP CRs at Risk
2	At-risk	<p>2 CRs (Magellan) - Move from CAP to Post-CAP will be discussed with the State in Joint CCB.</p> <ul style="list-style-type: none"> > Crossover CR - Received required details from the State. Analysis in process by Xerox. This is a large change. Once solution/requirements are created and approved, development and full CR lifecycle will be needed. > Adjustment CR - Discussion held at 2/10 CCB; State doesn't feel this CR is needed. Xerox following-up with HMS and Magellan to validate. Xerox will consolidate the information from the above two discussions and send to the State for approval to close CR.
1	At-risk	<p>1 CR (OPTUM) - Move from CAP to Post-CAP will be discussed with the State in Joint CCB. Create new CMS64.21E - Enrollment for Medicaid expansion CHIPs, Title XXI-funded Medicaid coverage and CMS-64EC. Delivery schedule is being finalized with Optum.</p>
1	At-risk	<p>1 CR (Blocked by Cognos issue) - Move from CAP to Post-CAP will be discussed with the State in Joint CCB. IBM team has provided a patch. Xerox is working to apply this change to all AK environments including Optum. After upgrade, team plans to monitor for issues for 2 weeks. Final release planning in process.</p>
2	At-risk	<p>2 CR (Quarterly NCCI code) - Move from CAP to Post-CAP will be discussed with the State in Joint CCB. Awaiting on SOA approval on updated specifications. Development already completed to the original specs. Need to finish development per pending specs from the State.</p>
1	At-risk	<p>1 CR (NPI Magellan) - Move from CAP to Post-CAP will be discussed with the State in Joint CCB. Xerox is working with Magellan to define the development and delivery schedule. Updates and testing are required on Magellan side.</p>
2	At-risk	<p>2 CRs (Claims Financial) - Requirements were approved on 1/30/2015, which was after cutoff date for 2/28 release. Team is striving to implement these in 2/28 release. Move from CAP to Post-CAP may be discussed with the State in Joint CCB.</p>
1	At-risk	<p>1 CR (MARS/OPTUM - New waiver regulation). Move from CAP to Post-CAP will be discussed with the State in Joint CCB. This CR will need to wait for CMS64 report implementation, data fixes and EMAR loading. Activities planned to be completed in April.</p>

Out of 21CRs in 2/28 release the above 10 CRs at risk for CAP.

Workstream: Post-CAP CRs – Detail Status

Reporting Period: 31-Jan-2015 to 06-Feb-2015

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Overall Workstream Status

On-track

- Out of the 49 total Post-CAP CRs, 17 CRs have been closed (12 released and 5 cancelled), and 32 remain.
- Post CAP CRs are primarily scheduled for post CAP period. However due to criticality or hard linkage with other ongoing CRs/Defects, some of the Post CAP CRs have been marked for completion in CAP period.

Key Workstream Accomplishments

R(2/28) Release

- 7 CRs in testing

Key Next Steps

R(2/28) Release

- Continue testing for 7 CRs

R(3/28) Release

- Development continues for March release

CR Release Status Summary

Release Dates	Release Phases					Release Status	Comments
	Analysis and DSD	Dev	QA	Reg.	UAT		
R(2/28)	12/8-1/2	1/5-1/23	1/26-2/13	2/16-2/27	2/16-2/27	On-track	
R(3/28)	12/19-1/30	2/2-2/20	2/23-3/13	3/16-3/27	3/16-3/27	On-track	
R(4/25)	1/19-2/27	3/2-3/20	3/23-4/10	4/13-4/24	4/13-4/24	On-track	
R(5/23)	2/16-3/27	3/30-4/17	4/20-5/8	5/11-5/22	5/11-5/22	At-risk	Issue#265 ,#282

Critical Issues – Management Intervention Required (Details are in Excel Appendix)

Issue type (New / existing)	Issue Summary	Impact (See Excel Appendix for impacted CRs)	Nature of Management Intervention Sought	Due Date	Issue Status
#265	TPL 270/271 requirements not completed yet	Post CAP	Escalate to State	2/20/15	At-risk
#282	Post CAP CR with undefined scope	Post CAP	Set as a priority	2/20/15	At-risk

Critical Risks – Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact (See Excel Appendix for impacted CRs)	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
None					

Key Decisions and Actions to Implement

Decisions:

- None

Actions:

- None

Post CAP In-Scope CR Burn down Summary

Release Dates	Post CAP In-Scope CR Counts				
	Baseline Plan	Current Plan	Released	Deferred	Cumulative Backlog
Previous Releases	12	17	17	-	
R(2/28)	10	7	-	-	
R(3/28)	13	10	-	-	
R(4/25)	7	9	-	-	
R(5/23)	7	7	-	-	
Total	49	49	17	0	0

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

Workstream: Deferred DDI Deliverables – Detail Status

Reporting Period: 31-Jan-2015 to 06-Feb-2015

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Overall Workstream Status

At-risk

- There are 3 deliverables waiting on State's review and approval. The State's delay impacts the timeline for approval of the deliverables.

Key Workstream Accomplishments

- Resubmitted Reporting and Monitoring Operations Process manual for approval.

Key Next Steps

- Complete the Fraud, Waste and Abuse Operations Process manual for submission to DHSS.
- Complete the Quality Improvement Operations Process manual for submission to DHSS.
- Submit the LMS Ad Hoc v2.01 documents for redelivery to DHSS.

Workstream specific Key Milestones / Deliverables (Next 30 days)

Milestone / Deliverable	Planned Milestone	Projected Date	Milestone Status	Comments (Refer to Issue for Details)
D: Submit Revised Task Analyses to DHSS - Quality Improvement	19-Jan-2015	06-Feb-2015	Complete	Xerox delivered to DHSS on 2/6/2015
D-I: Submit Task Analyses to DHSS - Finance	12-Jan-2015	27-Feb-2015	Delayed	Issue # 260
D: DHSS Reviews Ad Hoc Packages v2.01 - Learning Management	23-Jan-2015	13-Feb-2015	Delayed	Issue # 279
D-I: Group4 - Deliver Test Results for BHS Tribal STARS/JUCE Queries	23-Jan-2015	09-Feb-2015	Delayed	Issue # 269
D: Submit Revised Task Analyses to DHSS - Claims Processing	06-Feb-2015	27-Feb-2015	Delayed	Issue # 276
D: Submit Revised Task Analyses to DHSS - Claims Payment	06-Feb-2015	27-Feb-2015	Delayed	Issue # 275

Key Decisions and Action Required to Implement

Decisions:

- None

Actions:

- None

Workstream: Deferred DDI Deliverables – Detail Status

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Workstream CAP Deliverables				
Deliverable	Baseline Approval Milestone	Projected Approval Milestone	Milestone Status	Comments (Refer to Issue for Details)
D-I: Deliver test results along with the updated scorecard V2.01 with SQL queries	10/31/14	10/31/14	Complete	DHSS approved on 12/8/2014.
D-I: Group3 (Budget Overview, Enrollment, Abortion STARS/JUCE Queries) - Deliver Test Results for Updated Queries to SME	11/07/14	01/15/15	Complete	DHSS approved to cancel on 1/15/2015.
D-I: Group1 (Claims-Provider STARS/JUCE Queries)	11/07/14	01/16/15	Complete	DHSS approved on 1/16/2015.
D: Submit Revised Task Analyses to DHSS - Fraud, Waste and Abuse	02/13/15	02/11/15	Complete	DHSS approved on 2/3/2015.
D: OPT Deliver Provider Billing Manual Addendum (v-1.0) to DHSS	01/22/15	02/06/15	On track	Issue 280. Deliverable submitted to DHSS on 1/8/15, waiting on DHSS approval. Per DHSS request, on 1/30/15, Xerox sent to DHCS for review.
D: Submit Revised Task Analyses to DHSS - Reporting and Monitoring	01/16/15	02/13/15	On track	Issue 270. Received DHSS conditional approval on 1/16/2015. Based on DHSS comments Xerox resubmitted on 1/20/15 for approval. Waiting on DHSS approval.
D-I: Group2 (HCS Member, Travel STARS/JUCE Queries)	11/07/14	02/13/15	On track	Issue 261. Deliverable submitted to DHSS on 09/17/14, waiting on DHSS approval
D: Submit Revised Task Analyses to DHSS - Quality Improvement	02/02/15	02/20/15	On track	Xerox delivered to DHSS on 2/6/15.
D-I: Submit Task Analyses to DHSS - Finance	01/12/15	03/13/15	At Risk	Issue 260. Internal Xerox responses received. Updates in process.
D-I: Group4 (BHS Tribal STARS/JUCE Queries) - Deliver Test Results to State SME	02/06/15	02/23/15	On track	Issue 269, State unavailable to meet until January 2015. Xerox working to complete. (Xerox delivered on 2/9/15).
D: DHSS Reviews Ad Hoc Packages v2.01 - Learning Management	02/05/15	02/26/15	On track	Issue 279, Xerox moving forward to update and submit.
D: Submit Revised Task Analyses to DHSS - Claims Processing	02/20/15	03/13/15	At Risk	Issue 275. Final internal Xerox responses in process. Updates in process.
D: Submit Revised Task Analyses to DHSS - Claims Payment	02/20/15	03/13/15	At Risk	Issue 276. Final internal Xerox responses received. Updates in process.
D: Submit Revised Task Analyses to DHSS - Finance	01/29/15	04/03/15	At Risk	Issue 260. See notes on Finance manual above.

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

Workstream: Deferred DDI Deliverables – Detail Status (continued)

Reporting Period: 31-Jan-2015 to 06-Feb-2015

Report Date: 13-February-2015

Critical Issues – Management Intervention Required (Details are in Excel Appendix)

Issue type (New / existing)	Issue Summary	Business Impact	Nature of Management Intervention Sought	Due Date	Issue Status
260	Xerox gathering final input for the Finance manual.	Final deliverable waiting receipt of all necessary feedback.	Operations management to prioritize the work required to complete this task.	09-Jan-2015	Delayed
261	Xerox is waiting for DHSS response to Group2 HCS Member, Travel STARS/JUCE Queries deliverable.	The delay in receiving comments from the State has negatively impacted the delivery schedule for the informal and formal deliverables.	Need feedback from the State.	09-Jan-2015	Delayed
269	There are 14 queries in Group 4 queries and out of them 4 are complete and are being validated. The remaining are in process. An additional request from the State was received regarding the investigation of a different tool.	The additional tool request from the State has impacted progress.	None	23-Jan-2015	Delayed
270	Xerox is waiting for DHSS response to Reporting and Monitoring updated procedure manual.	The delay in receiving comments from the State has negatively impacted the delivery schedule for the informal and formal deliverables.	Need feedback from the State.	16-Jan-2015	Delayed
274	Xerox gathering final input on the Quality Improvement document..	Final deliverable waiting receipt of all necessary feedback.	None	16-Jan-2015	Resolved
275	Xerox gathering final input for the Claims Payment document.	Final deliverable waiting receipt of all necessary feedback.	Operations management to prioritize the work required to complete this task.	16-Jan-2015	Delayed
276	Xerox gathering final input for the Claims Processing document.	Final deliverable waiting receipt of all necessary feedback.	Operations management to prioritize the work required to complete this task.	16-Jan-2015	Delayed
279	Xerox is working to address all comments received from the State, and will resubmit this deliverable for approval. Note that one of the State's comments requires a change to be implemented: (ESPRD01115290 - LMS Reg Pkg Roles – Update). This change is not a CR that was identified as part of the CAP. As such, this CAP DDI deliverable will be provided with all State comments addressed with the exception of this change. The CR will be implemented according to the established priorities, and Xerox will strive to implement in CAP period.	The redelivery of this formal deliverable was delayed due to waiting on CR to be implemented	None	23-Jan-2015	Delayed
280	Xerox is waiting for DHSS response to Provider Billing Manual deliverable.	The delay in receiving a response has negatively impacted the delivery schedule for the deliverable.	Need feedback from the State.	23-Jan-2015	Delayed

Workstream: Deferred DDI Deliverables – Detail Status (continued)

Reporting Period: 31-Jan-2015 to 06-Feb-2015

Report Date: 13-February-2015

Deliverable Acceptance Status Summary						
Deliverable Name	Acceptance Criteria Identified	Acceptance Criteria Agreed	Date of Submission for Approval to SOA	SOA Approval Due Date	Approved (Yes / No)	Comments
Revised Task Analyses to DHSS - Reporting and Monitoring Operations Procedure Manual	N/A – See comments.	N/A – See comments.	24-Nov-2014	09-Dec-2014	No (Delayed)	Received DHSS conditional approval on 1/16/2015. Based on DHSS comments Xerox resubmitted on 1/20/15 for approval.
Group2 - Deliver Test Results to State SME for HCS Member, Travel STARS/JUCE Queries	N/A – See comments.	N/A – See comments.	17-Sept-2014	07-Nov-2014	No (Delayed)	Deliverable acceptance response comments not yet received from State
Provider Billing Manual Addendum (v-1.0) to DHSS	N/A – See comments.	N/A – See comments.	08-Jan-2015	23-Jan-2015	No (Delayed)	Xerox submitted to DHSS on 1/8/2015. DHSS requested Xerox to send to DHCS for review on 1/30/2015.

Critical Risks – Management Intervention Required (Details are in Excel Appendix)					
Risk type (New / existing)	Risk Description	Risk Impact	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
123	Until the CAP is officially approved, there is a risk that we won't get timely State feedback on submitted deferred DDI deliverables. (Note: CAP has been approved.)	Mitigation action	<ul style="list-style-type: none"> Continue the established deferred DDI deliverable submission /review procedure. Continue weekly deferred DDI deliverable status meetings with the State PMO to escalate issues where DDI deliverable responses are upcoming and required from the State. 	On-going	On-track

Workstream: Process Hardening – Detail Status

Reporting Period: 31-January-2015 to 6-February-2015

Report Date: 13-February-2015

Overall Workstream Status

On-track

- Overall work stream status is green, as the governance and management processes are being updated as required to support CAP execution and on-going operations, in accordance with the baselined schedule.

Key Workstream Accomplishments

- Continued execution of Release, Change and Defect management processes.
- Received CAP approval from State.

Key Next Steps

- Address any process related comments from the State if/when received up through CAP end date.

Workstream specific Key Milestones / Deliverables

Milestone / Deliverable	Planned Milestone	Projected Date	Milestone Status)	Comments (Refer to Issue for Details)
Establish Program Governance	31-Jan-2015	27-Feb-2015	On-track	
Establish Project Management Processes	31-Jan-2015	27-Feb-2015	On-track	
Establish Technical Solution Delivery Processes	31-Jan-2015	27-Feb-2015	On-track	

Critical Issues – Management Intervention Required (Details are in Excel Appendix)

Issue type (New / existing)	Issue Summary	Business Impact (i.e. CAP timeline, CAP Scope, Customer satisfaction)	Nature of Management Intervention Sought	Due Date	Issue Status
None					

Critical Risks – Management Intervention Required (Details are in Excel Appendix)

Risk type (New / existing)	Risk Description	Risk Impact	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
None					

Key Decisions and Actions Required to Implement

Decisions:

- None

Actions:

- None

Workstream: Operational Backlog Reduction – Detail Status

Reporting Period: 31-January-2015 to 6-February-2015

Report Date: 13-February-2015

Overall Workstream Status At Risk

Work stream marked as "at risk" due to interim milestone delays with Claims Mass Adjustments. Once approval is received from the State, we will re-baseline the plan and update status to green.

Suspended Claims:

- **Exit criteria:** Workable claims inventory in suspense less than or equal to 60,000 lines or 25,000 documents
- **Status:** 49,723 lines and 14,963 claims as of 2/9/15. Excludes claims pending state action.

Provider Appeals:

- **Exit Criteria:** 95% of first-level appeals should be appropriately completed in 10 days or less.
- **Status:** Backlog has been eliminated.

Claims Mass Adjustments:

- **Exit Criteria:** Development and approval of Mass Adjustment Plan
- **Status:** Plan has been updated to allow for additional validation time. Will be reviewed at CAP status meeting for joint approval.

Key Workstream Accomplishments

- **Suspended Claims:** Suspended claims below CAP exit criteria & 61% are <30 days old.
- **Provider Appeals:** Completed provider claims backlog
- **Claims Mass Adjustment:** Executed 21,604 claims (total 69,578), 39,512 pending release.

Next Steps

- **Suspended Claims:** Expand focus to claims that are 90+ days old
- **Provider Appeals:** N/A, backlog complete
- **Claims Mass Adjustments:** Execute per updated mass adjustment plan

Workstream specific Key Milestones / Deliverables (Next 30 Days)

Milestone / Deliverable	Planned Milestone	Projected Milestone	Milestone Status	Comments (Refer to Issue for Details)
Provider Appeals: 95% first-level appeals completed within 10 days	31-Dec-2014	23-Jan-2015	Complete	Complete on 1/16/15
Claims mass adjustments: Production Execution 1	6-Jan-2015	19-Jan-2015	Complete	Updated execution schedule delivered - Issue 267
Claims mass adjustments: Production Execution 2	6-Jan-2015	26-Jan-2015	Complete	Updated execution schedule delivered - Issue 267
Claims mass adjustments: Production Execution 3	12-Jan-2015	12-Feb-2015	Delayed	Updated execution schedule delivered - Issue 267
Claims mass adjustments: Production Execution 4	19-Jan-2015	19-Feb-2015	Delayed	Updated execution schedule delivered - Issue 267
Claims mass adjustments: Production Execution 5	26-Jan-2015	26-Feb-2015	Delayed	Updated execution schedule delivered - Issue 267.
Suspended Claims December Backlog Reduction (<40,000 claims & 75% <30 days)	31-Jan-2015	13-Feb-2015	Delayed	Issue 217

Critical Issues – Management Intervention Required (Details are in SharePoint)

Issue type (New / existing)	Issue Summary	Business Impact (i.e. CAP timeline, CAP Scope, Customer satisfaction)	Nature of Management Intervention Sought	Due Date	Issue Status
(267)	Claims Mass Adjustment Processing	CAP Timeline	None	2/28/15	On Track

Critical Risks – Management Intervention Required (Details are in SharePoint)

Risk type (New / existing)	Risk Description	Risk Impact	Risk Mitigating Action	Target Mitigation Date	Current Risk Status

Key Decisions and Actions Required to Implement

Decisions:

- None

Actions:

- None

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

Workstream: Reporting – Detail Status

Reporting Period: 31-January-2015 to 6-February-2015

Report Date: 13-February-2015

Overall Workstream Status

At Risk

- All reports, with the exception of CMS64 and MR-O-14, will be delivered by Sunday 2/15/15.
- CMS416 & MR-O-14 will have additional work post-CAP per identified State Work Orders.
- CMS64 is data re-load dependent and will be complete post re-load. Per recent discussion with the State, CMS64 report to be delivered post-CAP.

Key Workstream Accomplishments

- Completed development for the following reports
 - MR-O-89, 90, 81
 - MR-O-17A/B
 - MR-O-25
 - MR-O-11A
 - Phase 1 Reports: MR-O-01, 02, 04, 91

Next Steps

- Deliver completed set of reports to state
- Complete and deliver: CMS372, CMS416, MR-O-14, & MR-O-82 thru 86

Critical Issues – Management Intervention Required (Details are in SharePoint)

Issue type (New / existing)	Issue Summary	Business Impact (i.e. CAP timeline, CAP Scope, Customer satisfaction)	Nature of Management Intervention Sought	Due Date	Issue Status
(277)	MR-O-14 Requirements	CAP Timeline	None	27-Feb-2015	Open
(281)	MR-O-86 Delivery Date	CAP Timeline	None	27-Feb-2015	Resolved
(283)	MR-O-14 Production Execution	CAP Timeline	None	13-Feb-2015	Open

Critical Risks – Management Intervention Required (Details are in SharePoint)

Risk type (New / existing)	Risk Description	Risk Impact	Risk Mitigating Action	Target Mitigation Date	Current Risk Status
Existing (48)	CMS64 Testing Issues	CAP Timeline	Continuing to test with partial fix	12/18/14	Resolved

Workstream specific Key Milestones / Deliverables

Milestone / Deliverable	Baseline Approval Milestone	Projected Approval Milestone	Milestone Status	Comments (Refer to Issue for Details)
MR-O-89 – Financial Summary by Month of Service	21-Jan-2015	26-Feb-2015	On Track	To be submitted on 2/12/15
MR-O-90 – Incurred Expense Report by Month of Service	21-Jan-2015	26-Feb-2015	On Track	To be submitted on 2/12/15
MR-O-81 – Lag Adjustment Factor Report	21-Jan-2015	26-Feb-2015	On Track	To be submitted on 2/12/15
MR-O-B01/B02 – Claims/Non-Claims Balancing	21-Jan-2015	26-Feb-2015	On Track	To be submitted on 2/12/15
Phase 1 Reports test packaging: MR-O-01, 02, 04, 91	23-Jan-2015	26-Feb-2015	On Track	MR-O-01, 02, 04, 91 to be submitted on 2/12/15
CMS416 Annual EPSDT Participation Report	27-Jan-2014	27-Feb-2015	On Track	Expected to be submitted by 2/12/15. CMS416 requested changes per Work Order # S15H0042 to be delivered post-CAP
MR-O-17A/B Cost Recovery/Avoidance Analysis	2-Feb-2015	25-Feb-2015	On Track	To be submitted on 2/12/15
MR-O-25 – Benefit Usage Analysis	3-Feb-2015	25-Feb-2015	On Track	To be submitted on 2/12/15
MR-O-11A – Exception Distribution analysis Summary	4-Feb-2015	26-Feb-2015	On Track	To be submitted on 2/12/15
CMS372 – Waiver reports	10-Feb-2015	27-Feb-2015	At Risk	To be submitted by 2/15/15. Expected 9 day approval window.
MR-O-82 – EPSDT Program Enrollment Totals	25-Feb-2015	27-Feb-2015	At Risk	To be submitted on 2/15/15. Expected 9 day approval window. CMS416 dependency satisfied
MR-O-83 – EPSDT Screening Participation Rates	25-Feb-2015	27-Feb-2015	At Risk	To be submitted on 2/15/15. Expected 9 day approval window. CMS416 dependency satisfied
MR-O-84 – EPSDT Dental Participation Rates	25-Feb-2015	27-Feb-2015	At Risk	To be submitted on 2/15/15. Expected 9 day approval window. CMS416 dependency satisfied
MR-O-85 – EPSDT Avg # Screenings (Ages 3-6)	25-Feb-2015	27-Feb-2015	At Risk	To be submitted on 2/15/15. Expected 9 day approval window. CMS416 dependency satisfied
MR-O-86 – EPSDT Avg # Screenings (0-15 months)	25-Feb-2015	27-Feb-2015	At Risk	To be submitted on 2/15/15. Expected 9 day approval window. CMS416 dependency satisfied
MR-O-14 Modifications	27-Feb-2015	TBD	At Risk	Issue running report in production with Cognos in Env30 (Issue #283). Additional changes to be delivered post-CAP per WO #S13H1909 (Issue 277)
CMS64 – Quarterly Expense Report	27-Feb-2015	TBD	At Risk	Finalization is dependent on lookup table review with DHSS AFTER the generation of reports following the data reload. (issue 266). Per discussion with State, report to be handled post CAP.

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date