

AK MMIS CAP Execution

CAP Program Status Report

Reporting Period: 14-February-2015 – 20-February-2015

Report Date: 27-February-2015

AK CAP Program Status Dashboard

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-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 outlined below:
 - 12 CRs** - 10 CRs were agreed to be removed from the CAP at the 2/23 Joint CCB meeting. 1 Additional CR (ESPRD01091469) to be de-scoped pending State approval. 1 additional CR (ESPRD01104077) responses to CR questions sent to State. Xerox proposed a 3/14 deployment date.
 - 3 Reports** – 2 reports were agreed to be removed from the CAP at the 2/23 Joint CCB meeting. State requested 1 additional report (MR-O-14) to not be delivered by Xerox on 2/25 as planned until additional requested updates were applied. All other CAP reports have been developed and delivered to the State for review.
 - 10 Non-Critical Defects** - 9 defects were agreed to be de-scoped from the CAP in the 2/23 Joint CCB meeting. 1 additional defect (ESPRD01087233) is under State validation review so it can be complete and closed by 2/28/15.
 - 8 Deferred DDI Deliverables** – 7 deliverables have been submitted to the State for review. 1 deliverable is the formal and final delivery of the informal Finance manual deliverable (D-I), and can only be submitted after Xerox receives comments from the State on the already delivered informal deliverable.

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.*)
- Open CAP In-Scope defects reduced from 344 to 16(Total defects Closed 328)**
 - 04 defects are in different Stages of Defect Lifecycle
 - 02 defect is in the resolved status
 - 10 defects are at risk of missing the CAP timeline
- Out of 91 total CAP CRs, 71 have been implemented and 20 remain**
 - Out of the original 85 CRs: 67 closed, 18 remain.
 - Out of the 6 CRs added to CAP: 4 closed, 2 remain.
 - Note: 19 Post CAP CRs completed and released/closed/cancelled early**
 - Note: 4 more Post CAP CRs planned for early completion during CAP time period.**
- Deferred DDI Deliverables**
 - Submitted LMS Ad Hoc v2.01 documents to State.
 - Submitted Claims Processing Procedure Manual to State.
 - Received State conditional approval for the Quality Improvement Procedure Manual.
- Operations (Backlog and Reporting)**
 - Suspended Claims:** Suspended claims below CAP exit criteria & 66% are <30 days old.
 - Provider Appeals:** Completed provider claims backlog
 - Claims Mass Adjustment:** 73 M-Alerts executed (12 released, 61 suspended), 5 to be executed.
 - Reporting:** Resolved MR-O-14 production execution issue; Conducted ½ day review session with State to clarify and work through validation questions on Friday, 2/20/15

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	27-Mar-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

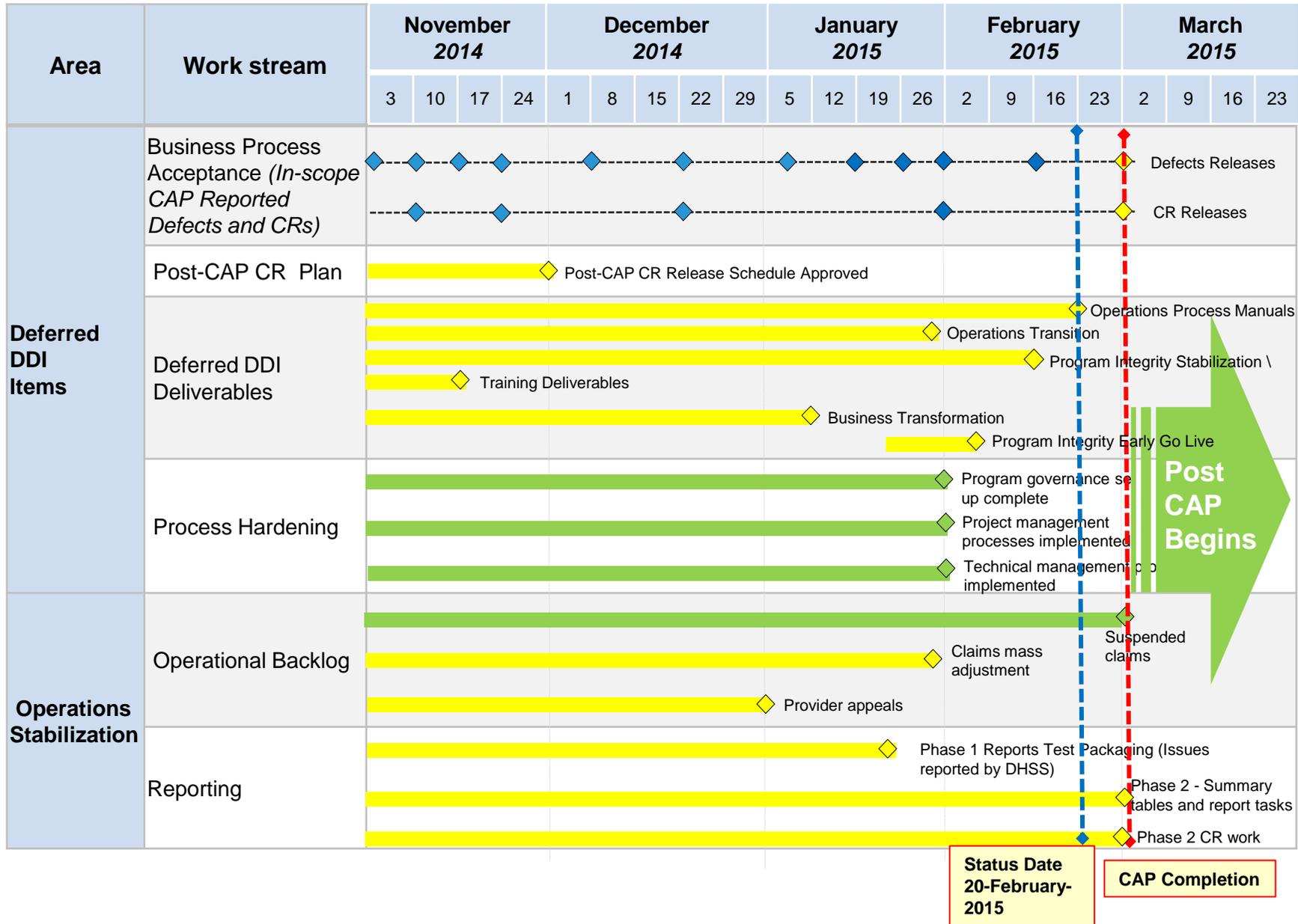
Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

AK CAP Program Milestone View

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015



AK CAP Scope & Work Plan Change Requests

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-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	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, including additional tasks for State requested reviews of the adjustments.	27-Feb-2015	David Meadows Nick Faulkner Margaret Brodie	Request Under Development	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

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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: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-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 14 defects. 3 defects are pending input from the State and 11 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(02/21)

- Open CAP In-Scope defects reduced from 344 to 16(Total defects Closed 328)
 - 04 defects are in different Stages of Defect Lifecycle
 - 02 defect is in the resolved status
 - 10 defects are at risk of missing the CAP timeline. 9 defects were agreed to be de-scoped from the CAP in the 2/23 Joint CCB meeting.

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	Complete	
R(2/21)	N/A	2/16-2/20	2/16-2/20	N/A	Complete	
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 14 defects Pending with the State and Xerox team affecting CAP delivery. The following 9 defects were agreed to be de-scoped from the CAP in the 2/23 Joint CCB. ESPRD01056941 ESPRD01077291 ESPRD00940781 ESPRD01058479 ESPRD01077278 ESPRD01064852 ESPRD01092180 ESPRD01075927 ESPRD01039884	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	24	0	24	10	10
R(1/3)	1	0	0	0	1	11
R(1/17)	3	1	0	1	2	13
R(1/24)	5	0	-	-	5	18
R(1/31)	1	1	1	-	0	18
R(2/14)	-	0	-	-	1	19
R(2/21)	-	1	-	1	0	19
R(2/28)	-	3	2	-	-	-
Data Fix (2015)	1	11*	-	-	-	-
Future Release/CCB	-	4	-	-	-	-
Total	344	344	50	278	19	19
Remaining Open as of 2/23/2015	(Calculation 344-50-278)			16		

Legend

Blue - Complete

Green - CAP execution on track

Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

* Dev in Progress

7

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

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015

Business Process Heat Map Status														
Business Process Status	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)	Week (02/16)	Week (02/23)
White (No Severity 1 or 2)	76	77	80	85	93	92	94	94	94	94	99	102	106	105
Yellow (Only Severity 2)	26	27	26	22	19	20	18	18	18	19	13	11	7	7
Red (Severity 1)	14	12	10	09	4	4	4	4	4	3	4	3	3	4

Defects – Closure Plan for Remaining Defects

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015

	Severity				
Target Release	1-Critical	2-High	3-Moderate	4-Low	Total
Change Request/ Client Review Request/FAS	3	7	19		29
Core Defects to be Scheduled			15		15
AK.15.02.4.x	1	3	32	4	40
AK.DF.15.02.x			13		13
AK.15.03.2.X			21		21
AK.15.03.3.X			1		1
AK.15.03.4.X			10		10
AK.15.04.4.X		1	1		2
AK.DF.15.03.x		02	02		4
Tracking			01		1
Released and Pending FAS Validation	1		1		2
Grand Total	5	13	116	4	138

Note: Since 10/1/2014, 18 new Sev1 Defects were opened. 16 were closed within 60 days. 1 defect is being reviewed by FAS and it will be closed after the validation. The fix is already applied as part of 1/14 deployment to production. The new Sev1 defect raised on 20th Feb is resolved and it being tested to be released for 2/28

Workstream: CAP In-Scope CRs – Detail Status

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015

Overall Workstream Status

At-risk

- Out of 91 total CAP CRs, 71 have been implemented and 20 remain
 - Out of the original 85 CRs: 71 closed, 14 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 20 CRs in R(2/28) :
 - 10 CRs were agreed to be removed from the CAP at the 2/23 Joint CCB meeting.
 - 1 Additional CR (1469) to be de-scoped pending State approval. (See next slide).
 - 1 additional CR (4077) responses to CR questions sent to State. Xerox proposed a 3/14 deployment date. (See next slide).

Note: 19 Post CAP CRs completed and released/closed/cancelled early

Note: 4 more Post CAP CRs planned for early completion during CAP time period.

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	Resolved
# 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	Resolved
#221	1 CR NCCI Savings report – New requirements impacting plan	CAP timeline	Set priorities. Discuss Risk with Stakeholders	1/30/15	Resolved

Key Workstream Accomplishments

R(2/28) release

- QA testing completed. All CRs except 1 CR delivered to FAS.

Key Next Steps

For R(2/28) release

- UAT continuing.

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
Risk# 132	1 CR Magellan NPI – In progress	CAP timeline	Set priorities. Discuss Risk with Stakeholders	1/30/15	Resolved

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	

Key Decisions and Actions to Implement

Decisions:

- None

Actions:

- None

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

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015

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(2/28)	70	71	71	-	-
R(2/28)	21	20	-	10*	10
Total	91	91	71	10	10

- *10 CRs are proposed to be implemented after 2/28, and were agreed to be removed from the CAP in the 2/23 Joint CCB.
- 2 CRs at risk for CAP timeline (See last 2 rows in red below.)

CR ID	Title	Recommended Release Date	Functional Area	Comment
ESPRD01056681	Claims Financial - AK-IN-ACT-08I-0001 - AKSAS outbound interface file - apply modifications per SOA	AK.15.03.2.X	Claims Financial	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Spec changes identified. QA will be completed by 2/26. This CR has been rescheduled to 3/14.
ESPRD01056682	Claims Financial Reporting AK-RP-ACT-08I-0007 - AKSAS Journal file report - apply modifications per SOA	AK.15.03.2.X	Claims Financial	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Spec changes identified. QA will be completed by 2/26. This CR has been rescheduled to 3/14.
ESPRD00933578	Create new CMS64.21E: Enrollment for Medicaid expansion CHIPs, Title XXI-funded Medicaid coverage and CMS-64EC	AK.15.09.4.X	OPTUM/MARS DSS	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. CMS64 report to be handled after implementation of Medicaid Expansion project that is expected to Go-Live in July 2015. Delivery after Medicaid Expansion project GoLive 7/1/15; Suggestion AK.15.09.4.x
ESPRD00989388	S13H1557 - Enterprise Prescriber NPI – Magellan	AK.15.04.1.X	Pharmacy	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. The new date (AK.15.04.1.x) was approved in Joint AK CCB(2/23/15).
ESPRD01055786	S14H0653 - Pharmacy License End Date Defect - AK-IN-PRV-02I-0011 – CR	AK.15.04.1.X	Pharmacy	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB.
ESPRD00991456	AK CR: Pharmacy Crossovers	AK.15.07.4.X	Pharmacy	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB Per Joint AK CCB(2/23/15) approval to move schedule date to AK.15.07.4.x
ESPRD01079992	Create new user friendly lite Member Ad Hoc package	AK.15.03.4.X	Reporting	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB Team has validated the IBM Cognos fix pack in Dev environment. Team needs 2 weeks to watch out for any new issues in Dev due to new software.
ESPRD01029332	S14H0274 - NCCI 2nd Quarter Files	AK.15.04.4.X	Claims Adjudication	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Per Joint AK CCB(2/23/15) approval to move schedule date to AK.15.04.4.x. if we receive SOA approval this week. If we do not receive approval this week, this will need to move to May.
ESPRD01004182	S13H2126 - Quarterly NCCI code set updates	AK.15.04.4.X	Claims Adjudication	The State has agreed to de-scope this item from the CAP in the 2/23 Joint CCB. Per Joint AK CCB(2/23/15) approval to move schedule date to AK.15.04.4.x if we receive SOA approval this week. If we do not receive approval, this will need to move to May.
ESPRD01091469	Claims being paid to podiatrist when member does not have Medicare primary	AK.DF.15.03.X	Claims Adjudication	Per meeting on 2/24, team agreed that this can be a configuration only CR. To be de-scoped from CAP pending confirmation from the State.
ESPRD01104077	Child CR for S13H2023 UpdateSunGard OCR for ADA Claim Changes - Dev team is SunGard OCR ONLY	AK.15.02.4.X	OCR	Responses to CR questions sent to State. Xerox proposed a 3/14 deployment date.

Workstream: Post-CAP CRs – Detail Status

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015

Overall Workstream Status

On-track

- Out of the 49 total Post-CAP CRs, 19 CRs have been closed (13 released and 6 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

- 4 CRs in UAT

Key Next Steps

R(2/28) Release

- Continue UAT on 4 CRs

R(3/28) Release

- QA started
- 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	19	19	-	
R(2/28)	10	4	-	-	
R(3/28)	13	9	-	-	
R(4/25)	7	9	-	-	
R(5/23)	7	8	-	-	
Total	49	49	19	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

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Overall Workstream Status

At-risk

- There is 1 deliverables waiting on State's review and approval. The State's delay impacts the timeline for approval of the deliverables.

Key Workstream Accomplishments

- Submitted LMS Ad Hoc v2.01 documents to State.
- Submitted Claims Processing Procedure Manual to State.
- Received State conditional approval for the Quality Improvement Procedure Manual.

Key Next Steps

- Submit the informal Finance Procedure Manual to DHSS.
- Resubmit the Quality Improvement Procedure Manual 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 - Claims Processing	06-Feb-2015	19-Feb-2015	Complete	Xerox delivered to DHSS on 2/19/2015
D: DHSS Reviews Ad Hoc Packages v2.01 - Learning Management	23-Jan-2015	20-Feb-2015	Complete	Xerox delivered to DHSS on 2/20/2015
D-I: Submit Task Analyses to DHSS - Finance	12-Jan-2015	23-Feb-2015	Delayed	Issue # 260
D: Submit Revised Task Analyses to DHSS - Finance	29-Jan-2015	13-Mar-2015	Delayed	Issue # 260

Key Decisions and Action Required to Implement

Decisions:

- None

Actions:

- None

Workstream: Deferred DDI Deliverables – Detail Status

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-February-2015

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 2/03/2015.
D: OPT Deliver Provider Billing Manual Addendum (v-1.0) to DHSS	01/22/15	02/06/15	Complete	DHSS approved on 2/12/2015.
D: Submit Revised Task Analyses to DHSS - Reporting and Monitoring	01/16/15	02/13/15	Complete	DHSS approved on 2/10/2015.
D: Submit Revised Task Analyses to DHSS - Quality Improvement	02/02/15	03/06/15	At Risk	DHSS conditionally approved on 2/19/15. Xerox made requested updates per DHSS comments. Xerox re-delivered to DHSS on 2/27/15.
D-I: Submit Task Analyses to DHSS - Finance	01/12/15	03/06/15	At Risk	Xerox delivered to DHSS on 2/23/2015
D-I: Group4 (BHS Tribal STARS/JUCE Queries) - Deliver Test Results to State SME	02/06/15	02/27/15	At Risk	Xerox delivered to DHSS on 2/09/2015.
D: DHSS Reviews Ad Hoc Packages v2.01 - Learning Management	02/05/15	03/06/15	At Risk	Xerox delivered to DHSS on 2/20/2015.
D: Submit Revised Task Analyses to DHSS - Claims Processing	02/20/15	03/05/15	At Risk	Xerox delivered to DHSS on 2/19/2015.
D: Submit Revised Task Analyses to DHSS - Claims Payment	02/20/15	02/25/15	At Risk	Xerox delivered to DHSS on 2/11/2015.
D: Submit Revised Task Analyses to DHSS - Finance	01/29/15	03/27/15	At Risk	Note: This deliverable is the formal and final delivery of the informal Finance manual deliverable (D-I) listed above.
D-I: Group2 (HCS Member, Travel STARS/JUCE Queries)	11/07/14	02/27/15	At Risk	Deliverable submitted to DHSS on 09/17/14. (Xerox helped State locate query in Cognos on 2/12.) Ten (10) queries previously declined by State have been re-requested by State in 1/22/2015 meeting. A CR documenting the 10 additional requested queries is in process of being created. CR to be brought to Joint CCB and will worked by Xerox per Joint CCB directed priorities.

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: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-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.	None.	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
274	Xerox gathering final input on the Quality Improvement document..	Final deliverable waiting receipt of all necessary feedback.	None	16-Jan-2015	Delayed
275	Xerox gathering final input for the Claims Payment document.	Final deliverable waiting receipt of all necessary feedback.	None	16-Jan-2015	Delayed
276	Xerox gathering final input for the Claims Processing document.	Final deliverable waiting receipt of all necessary feedback.	None	16-Jan-2015	Resolved
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	Resolved

Legend

Blue - Complete

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Yellow - CAP execution at risk

Red - CAP delayed past CAP end date

Workstream: Deferred DDI Deliverables – Detail Status (continued)

Reporting Period: 14-Feb-2015 to 20-Feb-2015

Report Date: 27-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
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

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

Legend

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Workstream: Process Hardening – Detail Status

Reporting Period: 14-February-2015 to 20-February-2015

Report Date: 27-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: 14-February-2015 to 20-February-2015

Report Date: 27-February-2015

Overall Workstream Status

At Risk

The updated Claims Mass Adjustment plan has been submitted to the state on 2/23 for review. Once approved, this workstream will move to On Track / Green status as suspended claims & provider appeals have both satisfied their respective exit criteria.

Suspended Claims:

- **Exit criteria:** Workable claims inventory in suspense less than or equal to 60,000 lines or 25,000 documents
- **Status:** 44,381 lines and 14,259 claims as of 2/23/15. 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:** The plan is being updated again to accommodate a state review prior to marking batches for release.

Key Workstream Accomplishments

- **Suspended Claims:** Suspended claims below CAP exit criteria & 66% are <30 days old.
- **Provider Appeals:** Completed provider claims backlog
- **Claims Mass Adjustment:** 73 M-Alerts executed (12 released, 61 suspended), 5 to be executed

Next Steps

- **Suspended Claims:** Continue to work suspended claims
- **Provider Appeals:** N/A, backlog complete
- **Claims Mass Adjustments:** Continue executing mass adjustments & distribute updated 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	19-Feb-2015	Complete	Updated execution schedule delivered - Issue 267
Claims mass adjustments: Production Execution 4	19-Jan-2015	26-Feb-2015	At Risk	Updated execution schedule delivered - Issue 267
Claims mass adjustments: Production Execution 5	26-Jan-2015	28-Feb-2015	At Risk	Updated execution schedule delivered - Issue 267.
Suspended Claims December Backlog Reduction (<40,000 claims & 75% <30 days)	31-Jan-2015	13-Feb-2015	Complete	Exit criteria satisfied. Hence marking milestones complete.

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

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Workstream: Reporting – Detail Status

Reporting Period: 14-February-2015 to 20-February-2015

Report Date: 27-February-2015

Overall Workstream Status

At Risk

- At this point, all reports have been delivered and are currently under review with the exception of CMS64, MR-O-14, and CMS416. Xerox team is available as needed to assist/facilitate State review.
- CMS64:** Per 2/23 Joint CCB, report will be de-scoped from CAP.
- CMS416:** Per 2/23 Joint CCB, report will be de-scoped from CAP, contingent on Xerox providing CMS416 by 3/9.
- MR-O-14:** The report has been successfully run in production env. Additional changes will be implemented as post-CAP CR but expectation is to deliver test package against original DSD for review by Wed, 2/25/15.

Key Workstream Accomplishments

- Resolved MR-O-14 production execution issue
- Conducted ½ day review session with state to clarify and work through validation questions on Friday, 2/20/15

Next Steps

- Submit MR-O-14 test package for review
- Conduct add'l ½ review sessions on Tuesday & Friday.

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	Resolved

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	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
MR-O-90 – Incurred Expense Report by Month of Service	21-Jan-2015	26-Feb-2015	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
MR-O-81 – Lag Adjustment Factor Report	21-Jan-2015	26-Feb-2015	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
MR-O-B01/B02 – Claims/Non-Claims Balancing	21-Jan-2015	26-Feb-2015	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
Phase 1 Reports test packaging: MR-0-01, 02, 04, 91	23-Jan-2015	26-Feb-2015	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
CMS416 Annual EPSDT Participation Report	27-Jan-2014	27-Mar-2015	De-scoped from CAP	Per 2/23 Joint CCB, report will be de-scoped from CAP, contingent on Xerox providing CMS416 by 3/9.
MR-O-17A/B Cost Recovery/Avoidance Analysis	2-Feb-2015	25-Feb-2015	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
MR-O-25 – Benefit Usage Analysis	3-Feb-2015	25-Feb-2015	At Risk	Submitted on 2/12/15, 10 day approval timeline expected to be exceeded.
MR-O-11A – Exception Distribution analysis Summary	4-Feb-2015	26-Feb-2015	At Risk	Submitted on 2/12/15. 10 day approval timeline expected to be exceeded.
CMS372 – Waiver reports	10-Feb-2015	27-Feb-2015	At Risk	Submitted by 2/15/15. 9 day approval window expected to be exceeded
MR-O-82 – EPSDT Program Enrollment Totals	25-Feb-2015	27-Feb-2015	At Risk	Submitted on 2/15/15. 9 day approval window expected to be exceeded
MR-O-83 – EPSDT Screening Participation Rates	25-Feb-2015	27-Feb-2015	At Risk	Submitted on 2/12/15. 10 day approval timeline expected to be exceeded.
MR-O-84 – EPSDT Dental Participation Rates	25-Feb-2015	27-Feb-2015	At Risk	Submitted on 2/15/15. 9 day approval window expected to be exceeded.
MR-O-85 – EPSDT Avg # Screenings (Ages 3-6)	25-Feb-2015	27-Feb-2015	At Risk	Submitted on 2/15/15. 9 day approval window expected to be exceeded
MR-O-86 – EPSDT Avg # Screenings (0-15 months)	25-Feb-2015	27-Feb-2015	At Risk	Submitted on 2/15/15. 9 day approval window expected to be exceeded
MR-O-14 Modifications	27-Feb-2015	11-Mar-2015	At Risk	Xerox was prepared to deliver on 2/25. State stated they won't review report until all WO changes are implemented. (WO #S13H1909 and captured in CR# ESPRD0100121.) Per Paul Nagl, this is an on-going iterative project; latest requirements/changes provided by State on 2/4/2015.
CMS64 – Quarterly Expense Report	27-Feb-2015	TBD	De-scoped from CAP	Per 2/23 Joint CCB, report will be de-scoped from CAP. To be handled with Medicaid expansion.

Legend

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