

# Go Live Enrollment: Member Experience



**FEB - MAR 2024**

- Member receives Plan Selection Notice from Enrollment Broker for PathWays (2/2024)
- Enrollment broker begins taking member calls for plan selection
- Members that do not have an aligned plan receive calls from Enrollment Broker
- Members receiving HCBS via waiver will receive 3 phone calls from the Enrollment Broker to select a plan (2/2024 to 3/2024)



**MAR - APR 2024**

- Member calls to make plan selection
- If no plan is selected by April 2024, the member will be auto-assigned



**MAY 2024**

- Members receive 60-day notice of PathWays Enrollment with plan benefit and contact information (May 2024)



**JUNE 2024**

- Member receives Welcome Packet from assigned Plan (June 2024)



**JULY 1, 2024**

- PathWays coverage becomes effective (and changes from FFS or HCC)

# CY 2023/2024 General Timeline of Implementation Activities

Operations	2023				2024			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Document Development</b> 8/1/2022 – 3/15/2023			<ul style="list-style-type: none"> <li>✓ CC Manual</li> <li>✓ IR Manual</li> <li>✓ SOW Updates</li> <li>✓ P&amp;P Manual</li> </ul>					
<b>Systems Development:</b> <b>CORE, IEDSS, EDW</b> 1/17/2023 – 2/28/2024								
<b>Managed Care Entity Readiness Review</b> 7/1/2023 – 6/30/2024			Provider: <ul style="list-style-type: none"> <li>✓ Contracts</li> <li>✓ Manuals</li> <li>✓ Website</li> <li>✓ Other Materials</li> </ul>	Member: <ul style="list-style-type: none"> <li>➤ Call Center</li> <li>➤ Website</li> <li>➤ Collaterals</li> <li>➤ Enhanced Benefits</li> </ul>	<ul style="list-style-type: none"> <li>➤ Care Coordination</li> <li>➤ Quality</li> <li>➤ Covered Benefits</li> <li>➤ Claims</li> </ul>	<ul style="list-style-type: none"> <li>➤ Network Adequacy</li> <li>➤ Staffing</li> <li>➤ Program Integrity</li> <li>➤ Performance Reporting</li> </ul>		
<b>Projected Readiness Updates to Provider Workgroup</b> 1/1/2024-6/30/2024					Provider: <ul style="list-style-type: none"> <li>✓ Contracts</li> <li>✓ Manuals</li> <li>✓ Website</li> <li>✓ Other Materials</li> </ul>	Early-mid Q2: <ul style="list-style-type: none"> <li>✓ Care Coordination</li> <li>✓ Quality</li> <li>✓ Covered Benefits</li> <li>✓ Claims</li> </ul>		
					Member: <ul style="list-style-type: none"> <li>✓ Call Center</li> <li>✓ Website</li> <li>✓ Collaterals</li> <li>✓ Enhanced Benefits</li> </ul>	End of Q2: <ul style="list-style-type: none"> <li>✓ Network Adequacy</li> <li>✓ Staffing</li> <li>✓ Program Integrity</li> <li>✓ Performance Reporting</li> </ul>		
<b>Post-Implementation</b> 7/1/2024 – 11/30/2024							<b>PathWays Program Go-Live</b> 7/1/2024	