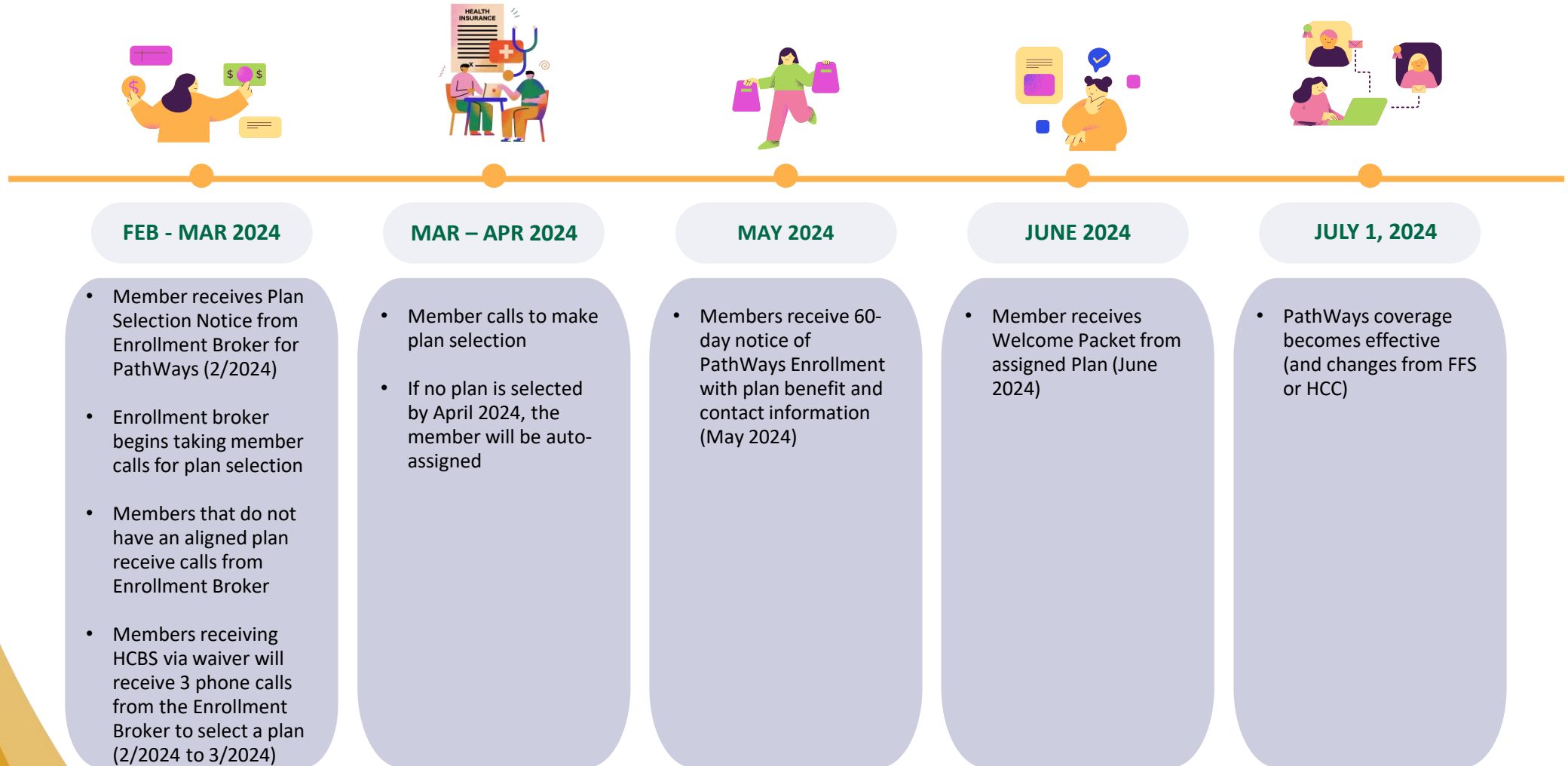


Go Live Enrollment: Member Experience



CY 2023/2024 General Timeline of Implementation Activities

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