

Implementation

Seamless Transition and Complete Support

Your Delta Dental of Arizona Implementation Team's Approach:

Delta Dental of Arizona understands that implementing new benefit packages can present some challenges. That's why we provide you with a whole team of experts to help guide you in a smooth transition.

You may have questions in preparation of Implementation, including:

- Facilitating the exchange of key information
- Timing of the open enrollment period
- Timing of eligibility files
- Claims system setup
- Communication

Delta Dental of Arizona will help you address these questions and more by combining a team of experts supported by effective project management tools. Our past experience of this method has proven success for a smooth implementation and transition of benefits.

Accountability and Collaboration

Our Implementation 'team' approach is designed to work in a collaborative effort through a partnership with you and your team. Our team consists of an Implementation Consultant who leads our internal team consisting of information technology systems, eligibility, underwriting, claims, and customer service, provider relations, finance, marketing communications and your dedicated Strategic Account Manager. Together, each member of the team contributes unique talents to ensure a smooth transition, the Implementation Consultant has overall accountability to you and your team. Through a clearly defined implementation plan, our team will be able to provide you with updates through out the implementation process. All major milestones will be tracked and communicated on a regular basis during weekly implementation meetings.

Continued Partnership

Once implementation is successfully completed, several members of the team continue to actively serve on the account and will be a part of monthly meetings and conference calls. Each team member carefully monitors the account's performance as part of Delta Dental of Arizona's commitment to customer satisfaction.

Delta Dental of Arizona Implementation Project Management Plan

Project Tasks	Responsible Party	Status	Start Date	Targeted Completion End Date	Actual Completion Date	Comments
Define goals and objectives				Upon contract award		
Provide a complete list of team for the ASRS implementation , including primary role and complete contact information				Upon contract award		
Weekly implementation meetings or as requested by ASRS						
Obtain a complete list of team from BSD for implementation				Upon contract award		
Vendor Implementation Activities						
Return completed and signed Master Documents	ASRS			Within 15 days of completing the initial implementation meeting		
Delta Dental will initiate internal set up for, but not limited to: Benefit and claims set up and processing, file feed testing and enrollment, finance and billing arrangements, dedicated ASRS customer service line and website	Delta Dental			Upon receipt of the signed master documents		
Accept and provide a signed Business Associate Agreement (BAA) to the ASRS within 10 business days of the award	Delta Dental			10 business days after award		
Training of key staff and customer service representatives	Delta Dental			Within 30 days of contract award		
Plan description and detailed benefits review	Delta Dental			210 days prior to implementation		
Start eligibility file testing	ASRS/Delta Dental			180 days prior to implementation		
A) Complete eligibility file testing	ASRS/Delta Dental			60 days prior to implementation		
B) Final Open Enrollment file sent to Delta Dental	ASRS			25 days prior to implementation		
C) On-going eligibility files sent to Delta Dental	ASRS			Determined by ASRS		
ID Card SAMPLE for approval	ASRS/Delta Dental			180 days prior to implementation		
A) ID Card Production and distribution	Delta Dental			10 days of receipt of data		
ASRS Member Open enrollment material	ASRS/Delta Dental			180 days prior to implementation		
Claim system set up and testing	Delta Dental			180 days prior to implementation		
Call Center set up and testing	Delta Dental			150 days prior to implementation		
Communication material & liaison training for ASRS's local benefit employee liaisons	ASRS/Delta Dental			150 days prior to implementation		
Vendor to coordinate meeting with ASRS, billing and sales to review all program deliverables, fees, billing schedules and requirements	ASRS/Delta Dental			120 days prior to implementation		
A) Schedule training for ASRS's local benefit employee liaisons (PowerPoint Slides, scripting and content reviewed and approved by BSD)	Delta Dental			120 days prior to implementation		
ASRS Member Website and dedicated customer service line go live	Delta Dental			90 days prior to implementation		
Phone system set up and testing - dedicated ASRS line	Delta Dental			90 days prior to implementation		
Comprehensive system testing and quality assurance audit	Delta Dental			90 days prior to implementation		
Transition process "work in progress"	ASRS/Delta Dental			Determined by ASRS		
Post implementation audit	ASRS/Delta Dental			Determined by ASRS		
Account Management						
Respond within one working day to any inquiry from the ASRS Benefits Supervisor, ASRS Benefits Manager, designated staff or representative regarding specific provider participation in the network or status of provider election submissions	Delta Dental					
Notify the ASRS immediately upon determination and identification of system-related problems, programming problems or data transfer problems	Delta Dental					
Quarterly Meetings - As determined by ASRS	ASRS/Delta Dental					

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Items List	Issue Opened	Update	Issue closed	Issue	Responsible party	Action items
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Meeting date/time	Meeting notes: