

**Arizona State Retirement System
Sample Dental (PPO) Implementation Schedule
Effective Date January 1, 2021**

ID	Task Name	Duration	Start Date	Finish Date	Resource Group
0	Arizona State Retirement System Dental (PPO) Implementation Schedule	214.75 days	Fri 2/28/20	Fri 1/1/21	
1	Initiation Process Group	12.5 days	Fri 2/28/20	Tue 3/17/20	
2	Complete Notice of Sale	4 days	Fri 2/28/20	Wed 3/4/20	MetLife
3	Implementation Team Formation	8.5 days	Thu 3/5/20	Tue 3/17/20	
4	Name Implementation Project Leader or Implementation Leader, based on tiered support model	4 days	Thu 3/5/20	Tue 3/10/20	MetLife
5	Send Notice of Sale via 2nd Distribution email	2 days	Wed 3/11/20	Thu 3/12/20	MetLife
6	Establish Implementation Team	4 days	Wed 3/11/20	Mon 3/16/20	MetLife
7	Contact List - (Internal)	4 hrs	Tue 3/17/20	Tue 3/17/20	MetLife
8	Planning Process Group	126 days	Thu 3/5/20	Mon 8/31/20	
9	Establish / Execute Meeting Schedule	5.88 days	Tue 3/17/20	Wed 3/25/20	
10	Set Up Internal Kickoff Meeting	1 hr	Tue 3/17/20	Tue 3/17/20	MetLife
11	Set Up External Kickoff Meeting	1 hr	Tue 3/17/20	Tue 3/17/20	MetLife
12	Set Up Weekly Implementation Calls - Internal	1 hr	Tue 3/17/20	Tue 3/17/20	MetLife
13	Set Up Weekly Implementation Calls - External	1 hr	Wed 3/25/20	Wed 3/25/20	MetLife
14	Project Schedule	8.88 days	Wed 3/11/20	Mon 3/23/20	
15	Draft implementation project schedule	4 days	Wed 3/11/20	Mon 3/16/20	MetLife
16	Confirm all deliverables via Core Team Schedule Walkthrough	1 hr	Tue 3/17/20	Tue 3/17/20	MetLife
17	Update Schedule per Core Team input	2 days	Tue 3/17/20	Thu 3/19/20	MetLife
18	Obtain Core Team Sign off on Schedule	2 days	Thu 3/19/20	Mon 3/23/20	MetLife
19	Implementation Guide	6 days	Tue 3/17/20	Tue 3/24/20	
20	Update Implementation Guide Template	4 days	Tue 3/17/20	Fri 3/20/20	MetLife
21	Incorporate in binder for External Kickoff Meeting	2 days	Mon 3/23/20	Tue 3/24/20	MetLife
22	Livelink	4 days	Thu 3/19/20	Wed 3/25/20	
23	Set-up Customer Folder & Sub-Folders (New Customers)	2 days	Thu 3/19/20	Mon 3/23/20	MetLife
24	Set-up Implementation Sub-Folder	2 days	Thu 3/19/20	Mon 3/23/20	MetLife
25	Grant team members permissions/access to folders, as appropriate	4 days	Thu 3/19/20	Wed 3/25/20	MetLife
26	On-Shore Restrictions	121 days	Thu 3/12/20	Mon 8/31/20	
27	Request copies of the approvals of on-shore restrictions obtained via the RFP process	1 hr	Thu 3/12/20	Thu 3/12/20	MetLife
28	Identify which functions are being restricted	1 hr	Thu 3/12/20	Thu 3/12/20	MetLife
29	Forward NOS to appropriate product distribution list	1 hr	Thu 3/12/20	Thu 3/12/20	MetLife
30	Request Customer Specific Phone Number	1 hr	Thu 3/12/20	Thu 3/12/20	MetLife
31	Update Non-Standard Contract Items data base	1 hr	Thu 3/12/20	Thu 3/12/20	MetLife
32	Email product distribution list to confirm all necessary steps have been completed to ensure processes remain on-shore	1 hr	Mon 7/20/20	Mon 7/20/20	MetLife
33	Email product distribution list to confirm all necessary steps have been completed to ensure processes remain on-shore	1 hr	Mon 8/31/20	Mon 8/31/20	MetLife
34	Confirm all necessary steps have been completed to ensure processes remain on-shore	1 hr	Mon 8/31/20	Mon 8/31/20	MetLife
35	Kick Off Meetings	5.63 days	Tue 3/17/20	Wed 3/25/20	
36	Internal Implementation Kick Off Meeting	1 hr	Tue 3/17/20	Tue 3/17/20	MetLife
37	External Implementation Kick Off Meeting	2 hrs	Wed 3/25/20	Wed 3/25/20	MetLife
38	Product Integration Call	24 days	Tue 3/17/20	Mon 4/20/20	
39	Determine if call is necessary via Product Integration Workbook checklist	2 days	Tue 3/17/20	Thu 3/19/20	MetLife
40	Forward the Notice of Sale to Joe Haran (joseph.haran@metlife.com)	2 days	Thu 3/19/20	Mon 3/23/20	
41	Complete Product Integration Workbook	5 days	Mon 3/23/20	Mon 3/30/20	MetLife
42	Schedule Product Integration Call with required invitees	4 days	Mon 3/30/20	Fri 4/3/20	MetLife
43	Hold Product Integration Call	2 days	Fri 4/3/20	Tue 4/7/20	MetLife
44	Send meeting minutes and open items to team with a link to the completed workbook housed on Livelink	4 days	Tue 4/7/20	Mon 4/13/20	MetLife
45	Schedule follow up discussions at internal implementation meetings or as needed	5 days	Mon 4/13/20	Mon 4/20/20	MetLife
46	CDF Customer Number	2 days	Tue 3/17/20	Thu 3/19/20	
47	Request CDF Customer Number	2 days	Tue 3/17/20	Thu 3/19/20	MetLife
48	Dental Plan Design	42.75 days	Thu 3/5/20	Mon 5/4/20	
49	Obtain RFP plan documentation (prior carrier info, plan compare, SPD) and post to LiveLink Set Up Implementation sub-folder	6 days	Mon 3/23/20	Tue 3/31/20	MetLife
50	Obtain the final sold rate from Underwriting and an Email from the Account Executive signing off on the rates	6 days	Mon 3/23/20	Tue 3/31/20	MetLife
51	Draft Dental Plan, Rate, Services Summary (PRSS) and Account Structure	12 days	Tue 3/31/20	Thu 4/16/20	MetLife
52	CSC Schedules and conducts mandatory Internal PRSS Review with CAC, Contract Analyst and Plan Master (Draft PRSS must be sent 2 business prior to meeting)	6 days	Thu 4/16/20	Fri 4/24/20	
53	Review of Dental Code Grouping	10 days	Thu 3/5/20	Wed 3/18/20	MetLife
54	Update - Dental Plan Design, if applicable	6 days	Fri 4/24/20	Mon 5/4/20	MetLife

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ID	Task Name	Duration	Start Date	Finish Date	Resource Group
55	Executing Process Group	207.75 days	Tue 3/10/20	Fri 1/1/21	
56	Dental - Plan Design and Structure Review	52 days	Mon 5/4/20	Fri 7/17/20	
57	Deliver proposed Structure and PRSS to Customer for review	4 days	Mon 5/4/20	Fri 5/8/20	MetLife
58	Discussion with Customer regarding Plan Design variances and Review of Structure Draft	10 days	Fri 5/8/20	Fri 5/22/20	MetLife, Arizona State Retirement System
59	Contract Analyst, Plan Master & Core Implementation Leader review of Customer requested updates to plan/ PRSS, if applicable	6 days	Fri 5/22/20	Tue 6/2/20	MetLife
60	Identify if a single-case filing is required	4 days	Tue 6/2/20	Mon 6/8/20	MetLife
61	Revise PRSS document, including Structure if applicable	10 days	Mon 6/8/20	Mon 6/22/20	MetLife
62	Submit final Plan Design documentation and Structure to Customer for review/approval	4 days	Mon 6/22/20	Fri 6/26/20	MetLife
63	Final Review / Approval of Customer Plan Design and Structure	10 days	Fri 6/26/20	Mon 7/13/20	Arizona State Retirement System
64	Send Final Structure and Plan Design to MetLife Contacts/Customer	4 days	Mon 7/13/20	Fri 7/17/20	
65	MetLife System Set Up	137.25 days	Wed 3/25/20	Wed 10/7/20	
66	CDF & I-Link Implementation	39.5 days	Mon 7/13/20	Tue 9/8/20	
67	Complete CDF Set Up	4 days	Mon 7/13/20	Fri 7/17/20	MetLife
68	CDF QA	8.75 days	Fri 7/17/20	Thu 7/30/20	
69	Upon CDF completion, complete CDF checklist and notify the Client Services Consultant/Financial Consultant to review CDF	2 hrs	Fri 7/17/20	Fri 7/17/20	MetLife
70	Ensure all CDF screens are complete	2 days	Mon 7/20/20	Tue 7/21/20	MetLife
71	Compare CDF and the PRSS to verify data accuracy	2 days	Wed 7/22/20	Thu 7/23/20	MetLife
72	If no corrections are necessary, notify the assigned Implementation Leader via email that the review is complete and CDF is okay to approve	2 hrs	Fri 7/24/20	Fri 7/24/20	MetLife
73	If corrections are necessary, list corrections in an email to the assigned Implementation Leader	2 hrs	Fri 7/24/20	Fri 7/24/20	MetLife
74	Make necessary corrections to CDF	2 days	Fri 7/24/20	Tue 7/28/20	MetLife
75	If additional review is necessary, notify Client Services Consultant/Financial Consultant that CDF is ready for final review	2 hrs	Tue 7/28/20	Tue 7/28/20	MetLife
76	Review corrections and notify the assigned Implementation Leader that CDF can be approved	2 days	Tue 7/28/20	Thu 7/30/20	MetLife
77	Complete I-Link booklets	8 days	Mon 7/13/20	Thu 7/23/20	MetLife
78	I-Link QA	31.5 days	Thu 7/23/20	Tue 9/8/20	
79	Upon completion of I-Link, run the I-Link edit report(s).	2 hrs	Thu 7/23/20	Thu 7/23/20	MetLife
80	Make any necessary corrections based on the results of the I-link edit report	6 days	Fri 7/24/20	Fri 7/31/20	MetLife
81	Send e-mail to the QA Team	2 hrs	Mon 8/3/20	Mon 8/3/20	MetLife
82	Provide QA feedback via the QUAD database for CAC Review and Updates	2 days	Mon 8/3/20	Wed 8/5/20	MetLife
83	Update I-Link books if applicable	2 days	Wed 8/5/20	Fri 8/7/20	
84	Approve CDF	2 days	Fri 8/7/20	Tue 8/11/20	
85	Feed I-Link and provide link to Final PRSS document(s) to Plan Master	2 days	Thu 9/3/20	Tue 9/8/20	MetLife
86	Plan Master Implementation	60.75 days	Mon 7/13/20	Wed 10/7/20	
87	Provide prior carrier documentation to Plan Master Analyst	2 days	Tue 9/8/20	Thu 9/10/20	MetLife
88	Provide final Plan, Rate, Services Summary document to Plan Master Analyst	2 days	Mon 7/13/20	Wed 7/15/20	MetLife
89	Provide MetLife draft certs to Plan Master Analyst	2 days	Tue 9/8/20	Thu 9/10/20	MetLife
90	Plan Master to review all Dental plan documentation	10 days	Thu 9/10/20	Thu 9/24/20	MetLife
91	Discuss and resolve discrepancies between I-Link feed and plan documentation with Implementation Leader and CSC	10 days	Thu 9/10/20	Thu 9/24/20	MetLife
92	Correct discrepancies in I-Link	5 days	Thu 9/24/20	Thu 10/1/20	MetLife
93	Correct discrepancies in plan documentation (ASA/Certificates)	5 days	Thu 9/24/20	Thu 10/1/20	MetLife
94	Validate & Revise Plans in Plan Master, if applicable	2 days	Thu 10/1/20	Mon 10/5/20	MetLife
95	Plan Master Sign off on Dental plan set up	2 days	Mon 10/5/20	Wed 10/7/20	MetLife
96	Activate Dental plans for use in production	2 days	Mon 10/5/20	Wed 10/7/20	MetLife
97	Plan Master Analyst provides Implementation Leader and CSC with an e-mail confirming the date plans were activated	1 hr	Wed 10/7/20	Wed 10/7/20	MetLife
98	CSC files e-mail from Plan Master Analyst in Livelink folder	1 hr	Wed 10/7/20	Wed 10/7/20	MetLife
99	Castlight	16 days	Wed 3/25/20	Thu 4/16/20	
100	Confirm that the customer has signed the CastLight agreement	4 days	Wed 3/25/20	Tue 3/31/20	MetLife
101	Complete the email template	2 days	Tue 3/31/20	Thu 4/2/20	MetLife
102	Forward the email template to Client Specific via email	2 days	Thu 4/2/20	Mon 4/6/20	MetLife
103	Update the Green Screen and send a screen print	4 days	Mon 4/6/20	Fri 4/10/20	MetLife
104	Notify Plan Master when the Green Screen is loaded	2 days	Fri 4/10/20	Tue 4/14/20	MetLife
105	Forward email to the CAC & CSC that the CastLight request is complete.	2 days	Tue 4/14/20	Thu 4/16/20	MetLife
106	Coverage Agreements/Contracts	163 days	Wed 3/25/20	Thu 11/12/20	
107	Application	39 days	Fri 3/27/20	Thu 5/21/20	
108	Draft Application/Statement of Responsibility	8 days	Fri 3/27/20	Wed 4/8/20	MetLife

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109	Send draft Application/Statement of Responsibility to CSC	2 days	Wed 4/8/20	Fri 4/10/20	MetLife
110	Submit Application/Statement of Responsibility to Customer for review	2 days	Fri 4/10/20	Tue 4/14/20	MetLife
111	Customer review of Application/Statement of Responsibility	10 days	Tue 4/14/20	Tue 4/28/20	Arizona State Retirement System
112	Update Application/Statement of Responsibility based on Customer feedback, if applicable	2 days	Tue 4/28/20	Thu 4/30/20	Arizona State Retirement System, MetLife
113	Provide final Application/Statement of Responsibility to Customer for signature	5 days	Thu 4/30/20	Thu 5/7/20	MetLife
114	Receive Signed Customer Application/Statement of Responsibility	2 days	Thu 5/7/20	Mon 5/11/20	MetLife
115	Application Signed by the Account Executive	8 days	Mon 5/11/20	Thu 5/21/20	Arizona State Retirement System
116	Performance Guarantee Agreement (If Included)	58 days	Mon 5/4/20	Mon 7/27/20	
117	Confirm Performance Guarantees (quoted and documented in proposal)	2 days	Mon 5/4/20	Wed 5/6/20	MetLife
118	Obtain appropriate approvals for any Customer Specific/Nonstandard Performance Guarantees, if applicable	10 days	Wed 5/6/20	Wed 5/20/20	MetLife
119	Develop Metrics and Reporting Method	8 days	Wed 5/20/20	Tue 6/2/20	MetLife
120	Submit Performance Guarantees to Customer (as part of Life PRSS) for review and approval	8 days	Tue 6/2/20	Fri 6/12/20	MetLife
121	Customer review of Performance Guarantees	2 days	Fri 6/12/20	Tue 6/16/20	MetLife
122	Address any updates or additions from Customer on Performance Guarantees and revise in PRSS as applicable (customer specific /nonstandard requests must be approved by the applicable resources)	10 days	Tue 6/16/20	Tue 6/30/20	Arizona State Retirement System
123	Submit Performance Guarantee to Customer for final review/approval	2 days	Tue 6/30/20	Thu 7/2/20	MetLife
124	Final Approval of Performance Guarantees	8 days	Thu 7/2/20	Wed 7/15/20	Arizona State Retirement System
125	Obtain email with final sign off on the Performance Guarantees from the Account Executive (serves as confirmation that Customer, internal partners and AE are in agreement of final PGs)	2 days	Wed 7/15/20	Fri 7/17/20	Arizona State Retirement System
126	Distribute Performance Guarantee confirmation to impacted areas (Product, Claims, Call Center, etc.)	2 days	Fri 7/17/20	Tue 7/21/20	MetLife
127	Provide Performance Guarantees to the Contract Analyst	2 days	Tue 7/21/20	Thu 7/23/20	MetLife
128	Enter Performance Guarantees into the Performance Guarantee Repository	2 days	Thu 7/23/20	Mon 7/27/20	MetLife
129	Administrative Services Agreement (ASA)	64 days	Wed 3/25/20	Wed 6/24/20	
130	Obtain the ASA Checklist from the Contract Analyst	2 days	Wed 3/25/20	Fri 3/27/20	MetLife
131	Complete the ASA Checklist and forward to Contract Analyst	2 days	Fri 3/27/20	Tue 3/31/20	MetLife
132	Draft ASA	10 days	Tue 3/31/20	Tue 4/14/20	MetLife
133	Submit ASA to Client Services Consultant	2 days	Tue 4/14/20	Thu 4/16/20	Arizona State Retirement System
134	Submit ASA to Customer for initial review	2 days	Thu 4/16/20	Mon 4/20/20	Arizona State Retirement System, MetLife
135	Customer Review of ASA	10 days	Mon 4/20/20	Mon 5/4/20	MetLife
136	Customer meeting to discuss ASA, if necessary	2 days	Mon 5/4/20	Wed 5/6/20	MetLife
137	Incorporate customer changes into ASA	8 days	Wed 5/6/20	Mon 5/18/20	MetLife
138	Legal review of ASA Drafts, if applicable	10 days	Mon 5/18/20	Tue 6/2/20	MetLife, Arizona State Retirement System
139	Results of review by Legal Department shared	2 days	Tue 6/2/20	Thu 6/4/20	MetLife
140	Customer follow up meeting on agreement, if needed	2 days	Thu 6/4/20	Mon 6/8/20	Arizona State Retirement System
141	Provide final ASA to Customer for signature (once any and all changes are agreed to, if applicable)	2 days	Mon 6/8/20	Wed 6/10/20	
142	Final review / approval and signature of ASA	10 days	Wed 6/10/20	Wed 6/24/20	
143	Create Fully Insured Certificates and Policy	70 days	Wed 8/5/20	Thu 11/12/20	
144	Draft Certificates/Policy/PG Agreement, if applicable	10 days	Wed 8/5/20	Wed 8/19/20	MetLife
145	Provide Draft Certificates to QA Team	2 days	Wed 8/19/20	Fri 8/21/20	MetLife
146	QA Team Reviews and Provides Comments to Contract Analyst on Contract Documents	5 days	Fri 8/21/20	Fri 8/28/20	MetLife
147	Contract Analyst Reviews and Updates Contract Documents per QA Team Review	4 days	Fri 8/28/20	Thu 9/3/20	MetLife
148	Provide Contract Documents to Plan Master	2 days	Thu 9/3/20	Tue 9/8/20	MetLife
149	Submit Certificates/Policy/PG Agreement to Client Services Consultant	2 days	Thu 9/3/20	Tue 9/8/20	MetLife
150	Submit Certificates/Policy/PG Agreement to Customer for review	2 days	Thu 10/1/20	Mon 10/5/20	MetLife
151	Customer review of draft Certificates/Policy/PG Agreement	10 days	Mon 10/5/20	Mon 10/19/20	Arizona State Retirement System
152	Update Contract Documents, if applicable	8 days	Mon 10/19/20	Thu 10/29/20	MetLife
153	Provide final Certificates/Policy/PG Agreement to Customer for sign off	2 days	Thu 10/29/20	Mon 11/2/20	
154	Final review/approval of Certificates/Policy/PG Agreement/Other Agreements	8 days	Mon 11/2/20	Thu 11/12/20	Arizona State Retirement System
155	Review of Customer Summary Plan Description (SPD)	42 days	Wed 8/19/20	Mon 10/19/20	
156	Customer draft SPD	20 days	Wed 8/19/20	Thu 9/17/20	Arizona State Retirement System
157	MetLife review of Customer draft SPD	8 days	Thu 9/17/20	Tue 9/29/20	MetLife
158	MetLife provide comments to Customer on draft SPD	2 days	Tue 9/29/20	Thu 10/1/20	MetLife
159	Customer revises SPD, if applicable, and distribute to Employees	10 days	Thu 10/1/20	Thu 10/15/20	Arizona State Retirement System
160	Add final version to the Summary Plan Description (SPD) folder located within the Administration folder in LiveLink	2 days	Thu 10/15/20	Mon 10/19/20	MetLife
161	Implementation Credit Amendment, if applicable	36 days	Wed 3/25/20	Thu 5/14/20	
162	Confirm if there are any implementation credits	2 days	Wed 3/25/20	Fri 3/27/20	MetLife

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ID	Task Name	Duration	Start Date	Finish Date	Resource Group
163	Confirm if Implementation Credit Customer Information Letter was sent to the Customer, if not AE to send to Customer	4 days	Fri 3/27/20	Thu 4/2/20	MetLife
164	Gather the necessary information to create the Implementation Credit Amendment and send to the Contract Analyst (see notes)	8 days	Thu 4/2/20	Tue 4/14/20	MetLife
165	Create Implementation Credit Amendment and submit to Client Services Consultant	8 days	Tue 4/14/20	Fri 4/24/20	MetLife
166	Submit Implementation Credit Amendment to Customer for Signature	2 days	Fri 4/24/20	Tue 4/28/20	MetLife
167	Customer signs and returns executed Implementation Credit Amendment	10 days	Tue 4/28/20	Tue 5/12/20	Arizona State Retirement System
168	Return signed Amendment back to Contract Analyst to be placed in Customer Contract Folder	2 days	Tue 5/12/20	Thu 5/14/20	MetLife
169	Banking Arrangements (If ASA & MetLife is cutting checks)	63.5 days	Fri 3/13/20	Thu 6/11/20	
170	Send Notice of Sale to MLMBanking Group	0.5 days	Fri 3/13/20	Fri 3/13/20	MetLife
171	Obtain expected claim dollars from Underwriter	4 days	Fri 3/13/20	Thu 3/19/20	MetLife
172	Calculate imprest balance (required for Customers who fund via Wire or DTC), prefill the Agent Deposit Account Agreement and send banking documents to the Client Service Consultant	4 days	Thu 3/19/20	Wed 3/25/20	MetLife
173	Send Customer Agent Deposit Account Agreement, W9 and request Secretary's Certificate, Certificate of Incumbency, or Corporate Resolution	4 days	Wed 3/25/20	Tue 3/31/20	MetLife
174	If necessary, Conduct Call with Customer to discuss Banking	2 days	Tue 4/14/20	Thu 4/16/20	MetLife
175	Obtain completed Agent Deposit Account Agreement, W9 and Secretary's Certificate, Certificate of Incumbency, or Corporate Resolution from Customer	10 days	Thu 4/16/20	Thu 4/30/20	MetLife
176	Submit Banking documents to Banking Team with a CC to Implementation Leader	2 days	Thu 4/30/20	Mon 5/4/20	MetLife
177	Submit Authorization to open account to Chase with copy to MetLife	2 days	Mon 5/4/20	Wed 5/6/20	MetLife
178	Open bank account and send notification to Banking Team with account information	8 days	Wed 5/6/20	Mon 5/18/20	Chase
179	Send email from Chase to CSC and Implementation Leader confirming bank account has been opened and provides Customer's bank account numbers	2 days	Mon 5/18/20	Wed 5/20/20	MetLife
180	Complete banking screens in CDF and notify Banking Team CDF banking is ready for QA	2 days	Wed 5/20/20	Fri 5/22/20	
181	Audit CDF Banking Screens and Approve CDF Banking	2 days	Fri 5/22/20	Wed 5/27/20	MetLife
182	Notify CAC/CSC that CDF banking QA has been completed, CDF is approved and provide Print Screen from Ecor/Chronic Banking System	2 days	Fri 5/22/20	Wed 5/27/20	MetLife
183	Forward email from Banking team that QA is completed and Bank Account has been set up and provide Print Screen from Ecor/Chronic Banking System to the Plan Master Analyst	2 days	Wed 5/27/20	Fri 5/29/20	
184	Set Up Daily Notice and Bank Statement Distribution with cc to CSC	5 days	Fri 5/29/20	Fri 6/5/20	MetLife
185	Distribute Instructions on how to set up user ID and how to read daily notice and bank statement	2 days	Fri 6/5/20	Tue 6/9/20	MetLife
186	Post all Banking documents and emails to LiveLink (email confirmation from Chase, Ecor/Chronic Banking Screen Shot, email to Plan Master)	2 days	Tue 6/9/20	Thu 6/11/20	MetLife
187	Establish Monthly Premium/Fee Remittance Procedures	26 days	Tue 9/8/20	Wed 10/14/20	
188	Send Monthly Premium/Fee Remittance Procedures	2 days	Tue 9/8/20	Thu 9/10/20	MetLife
189	Review of Monthly Premium/Fee Remittance Procedures	8 days	Thu 9/10/20	Tue 9/22/20	Arizona State Retirement System
190	Revise Monthly Premium/Fee Remittance Procedures, if applicable	4 days	Tue 9/22/20	Mon 9/28/20	MetLife
191	Final review / approval of Monthly Premium/Fee Remittance procedures	8 days	Mon 9/28/20	Thu 10/8/20	Arizona State Retirement System
192	First invoice delivery determined	2 days	Thu 10/8/20	Mon 10/12/20	MetLife
193	For New Customers, Complete the New Customers/Coverage's Notification form for the Remittance Service Center	2 days	Mon 10/12/20	Wed 10/14/20	MetLife
194	Call Center (Customer Solutions Center (CSC))	127.75 days	Tue 3/10/20	Tue 9/8/20	
195	Confirm whether a customer specific 800 # is required	5 days	Tue 3/10/20	Mon 3/16/20	MetLife
196	Notification to Call Center of new Dental customer (distribute PRSS to KnowledgeFeedback@metlifeservice.com)	2 days	Mon 7/13/20	Wed 7/15/20	MetLife
197	Dedicated toll free number & Network Greeting Set up	46 days	Tue 3/17/20	Tue 5/19/20	
198	Obtain Dedicated number, if required	10 days	Tue 3/17/20	Mon 3/30/20	MetLife
199	Provide Generic Script or Develop Customized Network Script with Customer	10 days	Tue 3/31/20	Mon 4/13/20	MetLife
200	Submit Network Scripting via Change Management Process	8 days	Tue 4/14/20	Thu 4/23/20	MetLife
201	Network Planning Team Implements Approved Scripting Greeting and Prompts	10 days	Fri 4/24/20	Thu 5/7/20	MetLife
202	Test Routing plan	8 days	Fri 5/8/20	Tue 5/19/20	MetLife
203	Procedures / Workflow Analysis	30 days	Wed 7/15/20	Wed 8/26/20	
204	Review Plan Design documents and InfoMet form	15 days	Wed 7/15/20	Wed 8/5/20	MetLife
205	Update Knowledge Assist	15 days	Wed 8/5/20	Wed 8/26/20	MetLife
206	Call Center Training	8 days	Wed 8/26/20	Tue 9/8/20	MetLife
207	Claims Processing	92.5 days	Wed 3/25/20	Tue 8/4/20	
208	FSA Administration	87.5 days	Wed 4/1/20	Tue 8/4/20	
209	Provide FSA Administrator contact information	2 days	Wed 4/1/20	Fri 4/3/20	Arizona State Retirement System
210	Confirm FSA administration	5 days	Fri 4/3/20	Fri 4/10/20	MetLife
211	Establish FSA file procedure	8 days	Fri 4/10/20	Wed 4/22/20	MetLife
212	Setup FSA process in PlanMaster	8 days	Thu 7/23/20	Tue 8/4/20	MetLife
213	Claims History Transfer	71.5 days	Wed 3/25/20	Mon 7/6/20	
214	Identify Prior Carrier contact for history transfer	2 days	Wed 3/25/20	Fri 3/27/20	
215	Distribute Claims History letter to Prior Carrier or CSC	2 days	Fri 3/27/20	Tue 3/31/20	MetLife

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ID	Task Name	Duration	Start Date	Finish Date	Resource Group
216	Determine if Hold Harmless Agreement is required	0.5 days	Tue 3/31/20	Tue 3/31/20	Prior Carrier,Arizona State Retirement System
217	Complete and Distribute Hold Harmless Agreement, if applicable	8 days	Tue 3/31/20	Fri 4/10/20	MetLife
218	Claims runout processes reviewed with customer	5 days	Fri 4/10/20	Fri 4/17/20	MetLife
219	Claims runout processes communicated to prior carrier	5 days	Fri 4/17/20	Fri 4/24/20	MetLife
220	Confirm delivery method for the file	5 days	Fri 4/24/20	Fri 5/1/20	MetLife
221	Prior Carrier provides Claims History	10 days	Fri 5/1/20	Fri 5/15/20	Prior Carrier
222	Review of Prior Carrier History (Test File or Production File)	8 days	Fri 5/15/20	Thu 5/28/20	MetLife
223	Test Prior Carrier History	8 days	Thu 5/28/20	Tue 6/9/20	MetLife
224	Review and Approve Prior Carrier History	8 days	Tue 6/9/20	Fri 6/19/20	MetLife
225	Load Claim History into Production	10 days	Fri 6/19/20	Mon 7/6/20	MetLife
226	Communications Materials	103.5 days	Wed 3/25/20	Wed 8/19/20	
227	Forms	103.5 days	Wed 3/25/20	Wed 8/19/20	
228	Dental Claim Form	27 days	Mon 7/13/20	Wed 8/19/20	
229	Submit Dental claim form to Customer for review / sign off	8 days	Mon 7/13/20	Thu 7/23/20	MetLife
230	Submit request for custom claim form, if applicable	2 days	Thu 7/23/20	Mon 7/27/20	MetLife
231	Confirm timeframe the custom claim form will be available and loaded to eForms	15 days	Mon 7/27/20	Mon 8/17/20	MetLife
232	Submit final forms to Customer	2 days	Mon 8/17/20	Wed 8/19/20	MetLife
233	HIPAA Certification Form (FI Cases) if applicable	14 days	Wed 3/25/20	Tue 4/14/20	
234	Submit Dental HIPPA Certification form to the customer for review/Sign off	2 days	Wed 3/25/20	Fri 3/27/20	MetLife
235	Receive Signed HIPPA Certification Form	8 days	Fri 3/27/20	Wed 4/8/20	Arizona State Retirement System
236	Send a copy of the HIPPA Certification to the Contract Analyst and CAC	2 days	Wed 4/8/20	Fri 4/10/20	MetLife
237	Store HIPAA Certification in Live Link	2 days	Fri 4/10/20	Tue 4/14/20	MetLife
238	Open Enrollment / Employee Communication Materials	59 days	Wed 3/25/20	Wed 6/17/20	
239	Establish Communication needs	8 days	Wed 3/25/20	Mon 4/6/20	Arizona State Retirement System
240	Provide sample communication materials to Customer for review	2 days	Mon 4/6/20	Wed 4/8/20	MetLife
241	Develop employee communication materials	10 days	Wed 4/8/20	Wed 4/22/20	Arizona State Retirement System,MetLife
242	Review and provide feedback on draft communication materials	8 days	Wed 4/22/20	Mon 5/4/20	Arizona State Retirement System,MetLife
243	Submit communication materials to Legal for approval, if applicable	2 days	Mon 5/4/20	Wed 5/6/20	MetLife
244	Legal review / approval of communication materials	10 days	Wed 5/6/20	Wed 5/20/20	MetLife
245	Finalize employee communication materials	4 days	Wed 5/20/20	Wed 5/27/20	Arizona State Retirement System,MetLife
246	Deliver employee communication materials to Customer	15 days	Wed 5/27/20	Wed 6/17/20	Arizona State Retirement System,MetLife
247	ID Cards	48 days	Wed 3/25/20	Tue 6/2/20	
248	Determine ID Card requirements	8 days	Wed 3/25/20	Mon 4/6/20	Arizona State Retirement System
249	Generate draft of ID cards	10 days	Mon 4/6/20	Mon 4/20/20	MetLife
250	Distribute ID cards to Customer for review	2 days	Mon 4/20/20	Wed 4/22/20	MetLife
251	Review of ID cards	8 days	Wed 4/22/20	Mon 5/4/20	Arizona State Retirement System
252	Update ID cards based on Customer feedback, if applicable	10 days	Mon 5/4/20	Mon 5/18/20	MetLife
253	Provide updated ID card to Customer for approval	2 days	Mon 5/18/20	Wed 5/20/20	MetLife
254	Final Approval of ID card	8 days	Wed 5/20/20	Tue 6/2/20	Arizona State Retirement System
255	Customer Training	74.5 days	Mon 7/13/20	Tue 10/27/20	
256	Contact List	15 days	Mon 7/13/20	Mon 8/3/20	
257	Provide initial Customer Contact List	8 days	Mon 7/13/20	Thu 7/23/20	Arizona State Retirement System
258	Determine frequency & method of ongoing updates	5 days	Thu 7/23/20	Thu 7/30/20	MetLife,Arizona State Retirement System
259	Determine Distribution (access) within Customer Claim Team	5 days	Thu 7/23/20	Thu 7/30/20	MetLife
260	Customer Contact List provided	2 days	Thu 7/30/20	Mon 8/3/20	Arizona State Retirement System
261	Training - Customer's HR Staff	66.5 days	Thu 7/23/20	Tue 10/27/20	
262	Determine Customer training needs	5 days	Thu 7/23/20	Thu 7/30/20	MetLife
263	Schedule Customer Training	5 days	Thu 7/30/20	Thu 8/6/20	MetLife
264	Develop training materials	5 days	Thu 8/6/20	Thu 8/13/20	MetLife
265	Identify training resources	5 days	Thu 8/13/20	Thu 8/20/20	MetLife
266	Customer Sign Off on Training Materials	5 days	Thu 8/20/20	Thu 8/27/20	Arizona State Retirement System
267	Deliver training	2 days	Fri 10/23/20	Tue 10/27/20	MetLife
268	E-Business Set up (MetLink / MyBenefits)	34 days	Tue 9/8/20	Mon 10/26/20	
269	Set Up MetLink ® Access	33 days	Tue 9/8/20	Fri 10/23/20	
270	Determine Customer MetLink users and access privileges	8 days	Tue 9/8/20	Fri 9/18/20	MetLife
271	Complete and submit Customer Authorization Form	2 days	Fri 9/18/20	Tue 9/22/20	MetLife
272	Request the Customer be added to the web tables for MetLink access	2 days	Tue 9/22/20	Thu 9/24/20	MetLife
273	Complete and submit MetLink® Features User Authorization Form	8 days	Thu 9/24/20	Tue 10/6/20	MetLife
274	Set up user access in the MetLink Admin Tool	5 days	Tue 10/6/20	Tue 10/13/20	MetLife

**Arizona State Retirement System
Sample Dental (PPO) Implementation Schedule
Effective Date January 1, 2021**

ID	Task Name	Duration	Start Date	Finish Date	Resource Group
275	Distribute user temporary ids and passwords	8 days	Tue 10/13/20	Fri 10/23/20	MetLife
276	MyBenefits	34 days	Tue 9/8/20	Mon 10/26/20	
277	Confirm user authentication requirements	8 days	Tue 9/8/20	Fri 9/18/20	MetLife
278	Confirm data elements needed from eligibility file	8 days	Fri 9/18/20	Wed 9/30/20	MetLife
279	Complete and submit the MyBenefits Set Up form	2 days	Wed 9/30/20	Fri 10/2/20	MetLife
280	Set up user access in the MyBenefits Admin Tool	8 days	Fri 10/2/20	Wed 10/14/20	MetLife
281	Test the MyBenefits user experience	2 days	Wed 10/14/20	Fri 10/16/20	MetLife
282	Send confirmation email once set up is complete	2 days	Fri 10/16/20	Tue 10/20/20	MetLife
283	Demonstrate MyBenefits user experience	2 days	Tue 10/20/20	Thu 10/22/20	MetLife
284	Announce MyBenefits to employees - "Go Live"	2 days	Thu 10/22/20	Mon 10/26/20	Arizona State Retirement System
285	Eligibility File Set Up	175.5 days	Wed 4/8/20	Wed 12/16/20	
286	Review the standard eligibility file layout, mapping and transmission (MetLink or PGP) requirements with the Customer/TPA.	2 days	Wed 4/8/20	Fri 4/10/20	MetLife
287	Eligibility data mapping	30 days	Fri 7/17/20	Fri 8/28/20	
288	Send UIS Layout and Structure Document to Customer/TPA	2 days	Fri 7/17/20	Tue 7/21/20	MetLife
289	Conduct Eligibility File Layout/ Structure Mapping Call with Customer/TPA	8 days	Tue 7/21/20	Fri 7/31/20	MetLife,Arizona State Retirement System
290	Revise UIS Layout with customer specific details, if necessary	4 days	Fri 7/31/20	Thu 8/6/20	MetLife
291	Provide final Eligibility Layout to Customer/TPA	2 days	Thu 8/6/20	Mon 8/10/20	MetLife
292	Customer/TPA reviews file and begins mapping	14 days	Mon 8/10/20	Fri 8/28/20	Arizona State Retirement System
293	FTP Transmissions - UIS set up with DET Team	95 days	Fri 7/31/20	Wed 12/16/20	
294	Submit EDT SPRS to Transmissions Group	4 days	Fri 7/31/20	Thu 8/6/20	MetLife
295	Set up connectivity	30 days	Thu 8/6/20	Fri 9/18/20	MetLife
296	Perform connectivity test with empty file	8 days	Fri 9/18/20	Wed 9/30/20	MetLife
297	Eligibility File Testing	50 days	Fri 8/28/20	Mon 11/9/20	
298	Round 1, Level 1 (UIS)	22 days	Fri 8/28/20	Wed 9/30/20	
299	Send populated test file to UIS	6 days	Fri 8/28/20	Tue 9/8/20	Arizona State Retirement System
300	UIS Set Up and Testing of File	10 days	Tue 9/8/20	Tue 9/22/20	MetLife
301	Provide Level 1 (UIS Testing) feedback to Customer/Vendor	6 days	Tue 9/22/20	Wed 9/30/20	MetLife
302	If Applicable - Round 2, Level 1 (UIS)	12 days	Wed 9/30/20	Fri 10/16/20	
303	Resolve issues / errors and send revised test file to UIS	8 days	Wed 9/30/20	Mon 10/12/20	Arizona State Retirement System
304	Test revised file and provide Level 1 (UIS Testing) feedback to Customer/Vendor	4 days	Mon 10/12/20	Fri 10/16/20	MetLife
305	Final, Clean File - Level 1 (UIS)	16 days	Fri 10/16/20	Mon 11/9/20	
306	Resolve issues / errors and send revised test file to UIS	10 days	Fri 10/16/20	Fri 10/30/20	Arizona State Retirement System
307	Test revised file and provide Level 1 (UIS Testing) feedback to Customer/Vendor	6 days	Fri 10/30/20	Mon 11/9/20	MetLife
308	Sign-off of Eligibility File Testing	4 days	Mon 11/9/20	Fri 11/13/20	MetLife,Arizona State Retirement System
309	Production Eligibility File	14 days	Tue 11/24/20	Wed 12/16/20	MetLife
310	Send First Production Eligibility File	4 days	Tue 11/24/20	Wed 12/2/20	Arizona State Retirement System
311	Submit file for audit	6 days	Wed 12/2/20	Thu 12/10/20	MetLife
312	File Moved to Production	4 days	Thu 12/10/20	Wed 12/16/20	MetLife
313	Reporting	28 days	Wed 3/25/20	Mon 5/4/20	
314	Operational / Financial Reports	28 days	Wed 3/25/20	Mon 5/4/20	
315	Provide Customer with samples of MetLife reports	8 days	Wed 3/25/20	Mon 4/6/20	MetLife
316	Review data elements in sample reports	10 days	Mon 4/6/20	Mon 4/20/20	MetLife
317	Determine frequency and delivery requirements	8 days	Mon 4/20/20	Thu 4/30/20	MetLife
318	Finalize reporting package	2 days	Thu 4/30/20	Mon 5/4/20	MetLife
319	Pre Implementation Audit Tasks	195.5 days	Wed 3/25/20	Thu 12/31/20	
320	Prep Work	21 days	Wed 3/25/20	Thu 4/23/20	
321	Confirm what coverages are in-scope for audit	2 days	Wed 3/25/20	Fri 3/27/20	MetLife
322	Confirm if Broker will be providing a Scope/Requirements Document	2 days	Fri 3/27/20	Tue 3/31/20	MetLife
323	Complete Audit Scope/Requirements Document if not provided by broker	6 days	Tue 3/31/20	Wed 4/8/20	MetLife
324	Send Audit Notification and Scope Document to Implementation team, via email	2 days	Wed 4/8/20	Fri 4/10/20	MetLife
325	Confirm Date of Audit, taking into account all dependencies	2 days	Fri 4/3/20	Tue 4/7/20	MetLife
326	Facilitate Meeting to discuss audit scope/requirements and strategy	4 days	Tue 4/7/20	Mon 4/13/20	MetLife
327	Have Evergreen Confidentiality Agreement Signed (so auditor can access testing environment)	8 days	Mon 4/13/20	Thu 4/23/20	MetLife
328	Systest / Integration Set-up	139 days	Fri 4/10/20	Tue 10/27/20	
329	Ensure CDF Account Structure is completed, approved and fed to UIS	4 days	Fri 4/10/20	Thu 4/16/20	MetLife
330	Ensure Plans are loaded and QA'd PlanMaster	4 days	Wed 10/7/20	Tue 10/13/20	MetLife
331	Ensure all plan errors are resolved within PlanMaster prior to the audit	4 days	Tue 10/13/20	Mon 10/19/20	MetLife
332	Requesting Plans to be copied into test region	2 days	Mon 10/19/20	Wed 10/21/20	MetLife

**Arizona State Retirement System
Sample Dental (PPO) Implementation Schedule
Effective Date January 1, 2021**

ID	Task Name	Duration	Start Date	Finish Date	Resource Group
333	Receive notification from Business Consultant that Plans have been copied into test region	2 days	Wed 10/21/20	Fri 10/23/20	MetLife
334	Identify claim staff resources for building test claims	4 days	Wed 10/21/20	Tue 10/27/20	MetLife
335	Complete Internal Claims Testing	8 days	Tue 10/13/20	Fri 10/23/20	MetLife
336	Logistics / Resources	13.5 days	Mon 4/27/20	Thu 5/14/20	
337	ID MetLife Resources who will participate in audit	8 days	Mon 4/27/20	Thu 5/7/20	MetLife
338	Provide names of Customer/Consultant resources who will participate from MetLife	7.5 days	Tue 5/5/20	Thu 5/14/20	Arizona State Retirement System, MetLife
339	Schedule a Room in claims office for audit	2 days	Thu 5/7/20	Mon 5/11/20	MetLife
340	Coordinate travel/lodging for customer and auditors, if required	2 days	Thu 5/7/20	Mon 5/11/20	MetLife
341	Audit Scenarios	149 days	Fri 5/1/20	Thu 12/3/20	
342	Obtain Test Claim Scenarios from auditors and distribute to Implementation Team	2 days	Fri 5/1/20	Tue 5/5/20	MetLife
343	Schedule and Facilitate meeting to review and discuss test claims	5 days	Tue 5/5/20	Tue 5/12/20	MetLife
344	Discuss questions, issues and assumptions with customer/auditor	4 days	Tue 5/5/20	Mon 5/11/20	MetLife
345	Distribute final scenarios, including assumptions, with customer/auditor	8 days	Tue 5/12/20	Fri 5/22/20	MetLife
346	Build Audit Test Claims in System	15 days	Tue 10/27/20	Tue 11/17/20	MetLife
347	Document Claim Test Results	8 days	Thu 11/5/20	Tue 11/17/20	MetLife
348	Build Audit Binder	8 days	Thu 11/5/20	Tue 11/17/20	MetLife
349	QA audit claim scenario results	8 days	Tue 11/17/20	Tue 12/1/20	MetLife
350	Correct Claims and adjust audit binder	2 days	Tue 12/1/20	Thu 12/3/20	MetLife
351	Audit	14.5 days	Thu 12/10/20	Thu 12/31/20	
352	Perform Audit	0.5 days	Thu 12/10/20	Thu 12/10/20	MetLife, Arizona State Retirement System
353	Obtain Audit Results from Customer/Auditor	8 days	Thu 12/10/20	Tue 12/22/20	MetLife
354	Distribute Audit Results to Appropriate Leadership	2 days	Tue 12/22/20	Thu 12/24/20	MetLife
355	Schedule and Facilitate Audit Debrief meetings with customer / auditor, if required	2 days	Thu 12/24/20	Tue 12/29/20	MetLife
356	Determine if additional follow-up audit or debrief meetings are required	2 days	Tue 12/29/20	Thu 12/31/20	MetLife
357	'GO LIVE' - CLAIM PAYMENT EFFECTIVE DATE	0 days	Fri 1/1/21	Fri 1/1/21	
358	MetLife begins processing dental claims	0 days	Fri 1/1/21	Fri 1/1/21	MetLife
359	Automated HIPAA Notices for new enrollees	0 days	Fri 1/1/21	Fri 1/1/21	MetLife