

Acadia Healthcare - Implementation Timeline



#	Task Name	Owner	Target Completion
1	INFORMATION GATHERING		
2	Request initial implementation documents	ESI	First 3 Days
3	Provide current SPD's and benefit documents	Client	First 4 Days
4	Provide proposed account structure	Client	First 7 Days
5	Provide copay intent	Client	First 7 Days
6	INITIATING IMPLEMENTATION		
7	Kickoff meeting	ESI/Client	First 10 Days
8	Distribute meeting notes and BID from the kickoff meeting	ESI	First 14 Days
9	BENEFIT INTENT		
10	<i>Benefit Design</i>		
11	Review benefit design	ESI/Client	First 17 Days
12	<i>Coordination of Benefits</i>		
	Review coordination of benefits	ESI/Client	Days 9 - 17
13	COB discussion with product team	ESI/Client	Days 9 - 17
14	<i>Copay</i>		
15	Create copay grid	ESI	Days 9 - 17
16	Provide final copay grid for approval	ESI	Days 17 -20
17	Approve final copay grid	Client	Days 20 -26
18	Build copays within ESI system	ESI	Days 26 - 72
19	<i>Group Structure</i>		
20	Create group structure	ESI	Days 9 - 17
21	Provide final account structure for approval	ESI	Days 17 -20
22	Approval final group structure	Client	Days 20 -26
23	Build group structure within ESI system	ESI	Days 26 - 72
24	<i>Welcome Kit Communications</i>		
25	Discuss welcome kit communications	ESI/Client	Days 9 - 17
26	Provide logo for communication materials, if required	Client	Days 17 -25
27	Provide welcome kit proof for review	ESI	Days 25 - 35
28	Approve welcome kits	Client	Days 35 - 41
29	Distribute welcome kits	ESI	Days 102 - 115
30	<i>Client/Vendor Generated ID Cards</i>		
31	Provide ID card proof for review	Client	Days 25 - 35
32	Approve ID card proof	ESI	Days 35 - 41
33	<i>eBusiness Tools (user portal access)</i>		
34	Present eBusiness tools	ESI	Days 10 - 18
35	Provide a list of users and their level of access	Client	Days 18 - 24

Acadia Healthcare - Implementation Timeline



36	Send user IDs and passwords	ESI	Days 74 - 84
37	Send training materials	ESI	Days 104 - 109
38	<i>Claims Files</i>		
39	Discuss claims files intent	ESI/Client	Days 9 - 17
40	<i>Initial Eligibility</i>		
41	Discuss initial eligibility intent	ESI/Client	Days 9 - 17
42	<i>Review and Appeals</i>		
43	Review appeals and conditions of coverage	ESI/Client	Days 9 - 17
44	<i>Transition Strategy</i>		
45	Review transition strategy	ESI/Client	Days 9 - 17
46	Provide finalized Benefit Intent Document	ESI	Days 17 - 20
47	Approve Benefit Intent Document	Client	Days 20 - 26
48	OPEN ENROLLMENT		
49	<i>Plus Open Enrollment</i>		
50	Provide open enrollment client specific URL	ESI	Days 42 - 45
51	Provide open enrollment FAQ	ESI	Days 45 - 53
52	Provide additional PDF's for website, if applicable	ESI/Client	Days 45 - 53
53	Confirm open enrollment is live	ESI	Days 91 - 92
54	<i>Traditional Open Enrollment</i>		
55	Review open enrollment structure grid	ESI	Days 17 - 23
56	Approve open enrollment structure grid	ESI	Days 23 - 26
57	Provide open enrollment website link	ESI	Days 42 - 50
58	Confirm benefit readiness for open enrollment	Client	Days 85 - 89
59	Confirm open enrollment is live	ESI	Days 91 - 92
60	CDH/SHARED ACCUMULATOR INTENT		
61	Conduct CDH call to review shared accumulator intent document	ESI/Client/ Medical Vendor	Days 48 - 52
62	Provide final CDH/shared accumulators BID	ESI	Days 52 - 55
63	Approve final CDH/shared accumulators BID	Client	Days 55 - 57
64	CLINICAL & UTILIZATION MANAGEMENT DECISIONS		
65	Provide clinical implementation document template, if applicable	ESI	Days 10 - 11
66	Return completed clinical implementation document template	Client	Days 12 - 20
67	Provide any additional clinical program and coverage detail	Client	Days 11 - 19

Acadia Healthcare - Implementation Timeline



68	Complete drug coverage mapping	ESI	Days 31 - 37
69	Conduct clinical call to review clinical coverage	ESI	Days 44 - 45
70	Approve drug grid	Client	Days 45- 51
71	Confirm formulary requirements	ESI/Client	Days 45 - 51
72	Approve clinical addendum	Client	Days 45 - 51
73	ELIGIBILITY		
74	Hold eligibility kick off call	ESI/Client	Days 16 - 24
75	Establish eligibility file layout and transmission method	ESI	Days 24 - 25
76	Provide eligibility statement of work (SOW) for approval	ESI	Days 24 - 27
77	Approve eligibility statement of work (SOW)	Client	Days 27 - 30
78	Establish FTP with eligibility vendor	ESI	Days 30 - 65
79	<i>Eligibility Test File</i>		
80	Send eligibility test file	ESI	Days 76 - 79
81	Review eligibility test file results	ESI/Client	Days 80 - 82
82	Approve eligibility test file results	Client	Days 82 - 83
83	<i>Eligibility Re-Test File, if applicable</i>		
84	Send eligibility test file	ESI	Days 82 - 86
85	Review eligibility test file results	ESI/Client	Days 87 - 89
86	Approve eligibility test file results	Client	Days 89 - 90
87	<i>Eligibility Production File</i>		
88	Send eligibility production file	ESI	Days 91 - 92
89	Review eligibility production file results	ESI/Client	Days 93 - 94
90	Approve eligibility production file results	Client	Days 94 - 95
91	Load final production file	ESI	Days 95 - 96
92	Start ongoing production eligibility updates	ESI/Client	Days 97 - 120
93	PHARMACY NETWORK		
94	Confirm pharmacy network requirements	ESI/Client	Days 9 - 10
95	LEGAL DOCUMENTS		
96	Provide PHI disclosure forms	ESI	Days 10 -11
97	Return signed PHI disclosure forms	Client	Days 12 -17
98	Provide ERISA appeals external form	ESI	Days 10 -11
99	Return signed ERISA appeals external form	Client	Days 12 - 17
100	Provide Medicaid subrogation agreement	ESI	Days 10 -11
101	Return signed Medicaid subrogation agreement	Client	Days 12 - 17
102	FILE LOADS: MEMBER DATA TRANSITION		

Acadia Healthcare - Implementation Timeline



103	File transitions call with incumbent	ESI/Client	Days 14 - 19
104	<i>Open Refill Transfer File (ORTF)</i>		
105	Receive Open Refill Transfer Test File from Vendor	ESI	Days 93 - 99
106	Load Open Refill Transfer Test File from Vendor	ESI	Days 99 - 105
107	Receive Open Refill Production File from Vendor	ESI	Days 120 - 124
108	Process Open Refill Production File from Vendor	ESI	Days 124 - 130
109	Receive Open Refill Post-Production File from Vendor	Client	Days 132 - 135
110	Process Open Refill Post-Production File from Vendor	ESI	Days 135 - 141
111	<i>Prior Authorization File (PA)</i>		
112	Receive Prior Authorization Wave 1 File from Vendor	ESI	Days 93 - 99
113	Load Prior Authorization Wave 1 File from Vendor	ESI	Days 99 - 105
114	Receive Prior Authorization Wave 2 File from Vendor	ESI	Days 132 - 135
115	Load Prior Authorization Wave 2 File from Vendor	ESI	Days 135 - 141
116	<i>Claims History File</i>		
117	Receive Claims History Wave 1 File from Vendor	ESI	Days 93 - 99
118	Load Claims History Wave 1 File from Vendor	ESI	Days 99 - 105
119	Receive Claims History Wave 2 File from Vendor	ESI	Days 132 - 135
120	Load Claims History Wave 2 File from Vendor	ESI	Days 135 - 141
121	<i>Additional File Loads (Deductible, CAP, OOP), if applicable</i>		
122	Receive Wave 1 of all additional production files from vendor	ESI	Days 93 - 99
123	Load Wave 1 of all additional production files from vendor	ESI	Days 99 - 105
124	Receive Wave 2 of all additional production files from vendor	ESI	Days 132 - 135
125	Load Wave 2 of all additional production files from vendor	ESI	Days 135 - 141
126	<i>Patient Profile Transfers (PPT), if applicable</i>		
127	Confirm PPT complete	ESI	Days 120 - 124
128	MEMBER COMMUNICATIONS		
129	Discuss initial communications	ESI/Client	Days 9 - 17
130	<i>Targeted Communications, if applicable</i>		
131	Determine member letter requirements	ESI	Days 17 - 25
132	Define communication strategy and timing	ESI/Client	Days 17 - 25
133	Provide targeted mailings for review and approval	ESI	Days 55 - 70
134	Approve targeted mailing	ESI/Client	Days 70 - 78
135	Mail targeted letters	ESI	Days 91 - 99

Acadia Healthcare - Implementation Timeline



136 INVOICING/BILLING			
137	Review Invoicing & Billing document	ESI/Client	Days 16 - 17
138	Send PAD/EFT form, if applicable	ESI	Days 17 - 18
139	Return approved Invoicing & Billing doc, and PAD/EFT form	Client	Days 18 - 22
140	Receive first invoice	Client	Days 127 - 134
141 CUSTOMER SERVICE			
142	Request toll free customer service number	ESI	Days 16 - 19
143	Provide toll free customer service number	ESI	Days 26 - 31
144	Confirm customer service phone line is active	ESI	Days 85 - 86
145 IMPLEMENTATION PERFORMANCE GUARANTEES, IF APPLICABLE			
146	Review implementation PGs	ESI/Client	Days 10 18
147	Select specific PGs	Client	Days 18 - 40
148	Present final PG outcome	ESI	Days 141 - 149
149 PRE-GO-LIVE			
150	Provide Client Service Center Welcome Flyer	ESI	Days 109 - 110
151	Review final documentation	Client	Days 113 - 114
152 POST-GO-LIVE			
153	Monitor claims transactions and provide daily summary	ESI	Days 120 - 136
154	Post-implementation survey	Client	Days 146 - 152
154	Transition to account team	ESI	Days 151 - 152