

Implementation Plan (Sample)

The foundation for a long and successful relationship with the State begins with a thorough, efficient, and precise implementation that captures all the specific components of your pharmacy solution. Our expert team of implementation professionals collaborate with the State well before the effective date of your program, using innovative planning tools that capture the full scope of your implementation requirements. This differentiated approach leverages new technology and acts as a shared source of truth for the State and Optum Rx, housing all aspects of your implementation, benefit plan design details, and PDL criteria in a coordinated workflow. The result is a streamlined implementation experience that minimizes disruption and maximizes speed and accuracy.

Implementation Overview

Our team is highly experienced at using implementation strategies that align with the State's custom requirements to create a smooth transition to Optum Rx. At the heart of this success is our cloud-based platform featuring a simplified, intuitive approach to capturing the State's implementation intent, sharing implementation progress, supporting collaborative changes and driving automated data sharing and plan builds for optimal efficiency and quality. By using this tool to collaborate with the State during the planning phase, we position you for a successful transition that meets your exact requirements.

Results-Driven Implementation Platform
27-point increase in overall NPS for clients using the platform since 2021
16% reduction in implementation turnaround time, saving more than 11 business days
100% quality matching approved client intent and near real-time automated plan builds

We use a proven implementation planning methodology that includes regular touchpoints with the State. Your account management team participates during implementation and continues to serve as key points of contact after implementation is finished.

Kick-Off Meeting

Your implementation project manager will schedule an implementation kick-off meeting with the State to introduce the implementation, clinical and account management staff. During this meeting, we confirm the roles of each team member and document the State's approval of operational requirements. We review the implementation process and applicable documentation needed to successfully implement the plan. Additionally, we use our cloud-based platform as the source of truth for your implementation requirements and give you access to the tool so our organizations can collaborate throughout the entire implementation process.

Building the Implementation Pathway

The State's implementation pathway begins with the kick-off meeting and is supported through regular collaborative meetings to monitor and discuss implementation progress. Your Optum Rx implementation team includes the implementation project manager and subject matter experts, which may include the following positions depending on the implementation requirements:

- Eligibility analyst
- Clinical consultant (registered pharmacist)
- Benefit consultant
- Account management team members
- Specialty pharmacy team member
- Data interfaces analyst
- Coordinator

Our team uses their expertise to provide a structured implementation approach with access to progress for the State through the cloud-based platform. The tool provides a customized approach to better support the State with features such as:

- Centralized source of truth capturing your specific implementation requirements
- Foundational input models to drive implementation alignment without the need for expensive customization
- Downstream data streams and standardization for automating plan builds and service readiness, driving accuracy and speed
- Customer and partner access for review, approval and ongoing audit record
- Robust audit capabilities to support internal and external audits
- Full change management capabilities keep the platform as the source of truth throughout implementation and after go-live

Together, we create a customized implementation project plan specific to the State's needs that includes documentation for the detailed requirements of your implementation.

The implementation project manager uses a best-in-class implementation process, milestone tracking and project plan tracking to track progress.

Implementation Process

Our expert team works closely to guide the State through the initial stages of discovery, benefit plan interpretation, benefit plan design structure and testing. To expedite the process, we pre-load the cloud-based platform with your core pharmacy program information from our internal systems and use modular templates to guide planning that help drive faster and more accurate implementations in alignment with your specific requirements.

Your Optum Rx implementation project manager creates a State-specific project plan with delegated tasks and milestones. This project plan outlines all components and

requirements of the implementation and is maintained throughout the implementation process including measurable pre-implementation and post-implementation metrics. Through detailed discussions with your organization and on-going meetings, each task within the project plan is scoped, monitored and documented from start to finish.

Using our platform, the State's teams can navigate to your documentation, approvals, and change request views. We provide a real-time visualization of progress, status and section-by-section indicators of the next onboarding actions and streamlined access to performance guarantees, implementation milestones and client contacts. As a shared source of truth, your teams have insight into progress and can export information for further analysis or review.

Along with the project plan, we provide additional documentation to support the implementation process.

Implementation Documentation
Meeting agendas are provided before each meeting. In addition, comprehensive meeting minutes are issued after each meeting to document the discussion and resulting action items.
A comprehensive tracking and issue log captures and tracks the progress of all risks, issues, action items, decisions and future considerations.
A T-Minus schedule provides an illustrative milestone summary depicting all activities and deliverables that must occur during the end-to-end implementation process.
A Weekly Status Executive Summary Report provides the overall status of the implementation, finished or in progress activities, issues and risks, and a milestone summary.
An Eligibility Configuration Setup details the eligibility files, member data components, and the process of securely feeding that data to Optum Rx.
Data standardization and automation opportunities support quality and efficiency.
Benefit and clinical design templates outline the benefit plan in detail (for example, copayments, drug coverage and exclusion, PA, step therapy, quantity limits, generic substitutions, maintenance medication management and State network pharmacies). These templates used in our platform deliver faster implementations and greater compliance with the State's unique requirements.

Your Optum Rx implementation team collaborates with the State throughout the process, from pre-planning to post-go live, assuring the State has a streamlined and highly satisfactory implementation experience.

History Transfer

We use a process that is customized to the State's needs to transition historical data files. Our technical consulting team scrutinizes claims history and PA files and verifies them for proper formatting, syntax, required fields and consistency. Your Optum Rx implementation team captures your specific information in the cloud-based platform,

ensuring we have visibility into data needs and can track progress. We report issues, questions or recommendations to the State for resolution or verification. As applicable, Optum Rx loads corrected files to verify that loading and processing are finished without errors. Internally, our technical and business implementation team reports and verifies results of the load for accuracy and integrity. We then provide the State with the results for verification and sign-off. This information is captured in the platform with updates and tracking available for the State to view.

Benefit Testing

The benefit process includes claims testing for all benefit plans with scripted claim scenarios that are performed by the benefit review team. A key differentiator with our cloud-based platform is the ability to use plan build functionality with data automation to enhance speed and accuracy of benefit design builds and testing. Plan details are housed in the platform and can be reviewed by our respective teams for accuracy. Upon approval, plan and customer information is transmitted in near real-time to our RxClaim claim platform and tested for accuracy prior to go-live. If requested, the testing results can be shared with the State for review. Our platform houses your benefit design information in a source of truth that is available for your input and review.

Post-Implementation

Following the State's effective date, the implementation team monitors claim and service activity to verify that all claims are processed according to the benefit plan design. The implementation team is also in contact with other stakeholders (for example, member services, PA, specialty pharmacy, and other teams as applicable) to identify and remedy any member or provider disruption through daily conference calls with the State. The implementation project manager provides a daily report that includes status on overall claim processing performance and other key metrics that offer the State a status update on overall go-live activities in the weeks following the effective date. Any changes are captured in our platform to document evolving requirements post-implementation. We offer full change management capabilities through cloud-based platform, enabling new versions of documentation (such as benefit design changes) to be built and promoted post-implementation, sharing data to downstream teams and platforms to support ongoing accuracy against the State's requirements. Our platform stays up-to-date with your information beyond the go-live date making it a valuable tool for the State to leverage with your Optum Rx account management team.

Once the implementation phase is finished, the implementation project manager transitions the State's program to your Optum Rx account management team. While the account management team is actively involved throughout the implementation and attends all implementation meetings, the implementation project manager serves as the primary contact during the implementation. The transition from implementation to account management concludes the implementation phase.

Pharmacy Benefit Administrator Services (PBA) Implementation plan

Version 2.0
State of Georgia

Prepared by OptumRx

Revision log

Version	Primary author(s)	Description of version	Date completed
<Rev XX>	<Author 1, Author2>	<Description>	<MM/DD/YYYY>
<Rev XX>	<Author 1>	<Description>	<MM/DD/YYYY>

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1 Introduction

<In this section: provide full identifying information for the automated system, application, or situation for which the Implementation Plan applies, including as applicable, identifications number(s), title(s)/name(s), abbreviation(s)/acronym(s), part number(s), version number(s), and release number(s). Summarize the purpose of the document, the scope of activities that resulted in its development, the intended audience for the document, and expected evolution of the document. Also describe any security or privacy considerations associated with use of the Implementation Plan.>

2 Overview

<In this section: briefly describe the purpose and context for the system or situation and summarize the history of its development. Include the high-level context diagram(s) for the system and subsystems previously provided in the System Design Document (SDD), updated as necessary to reflect any changes that have been made based on more current information or understanding. If the high-level context diagram has been updated, identify the changes that were made and why.>

2.1.1 System/situation description

<In this section: provide an overview of the processes that the system or situation is intended to support. If applicable, provide a general description of the type of data maintained and the operational sources and uses of those data. Use the System Design Document (SDD) for reference as needed.>

2.2 System/situation organization

<In this section: provide a brief description of the system or situation architecture and the major system/ situation components essential to the implementation. Describe hardware, software, and communications, as appropriate. Include any charts, diagrams, and/or graphics as necessary. Use the System Design Document (SDD) for reference as needed. If charts, diagrams, or graphics are used please follow the approved format and use the approved images.>

3 Assumptions/contraints/risks

3.1 Assumptions

<In this section: describe any assumptions or dependencies regarding the implementation of the system. These may concern such issues as: related software or hardware, operating systems, or end-user characteristics.>

3.2 Constraints

<In this section: describe any limitations or constraints that have a significant impact on the implementation of the system. Such constraints may be imposed by any of the following (the list is not exhaustive) :>

- Hardware or software environment
- End-user environment
- Availability of resources
- Interoperability requirements
- Interface/protocol requirements
- Data repository and distribution requirements

3.3 Risks

<In this section: describe any risks associated with implementation of the system and proposed mitigation strategies.>

4 Implementation overview

<In this section: briefly summarize the implementation effort that is described in detail in the following subordinate sections.>

4.1 Implementation description

<In this section: describe the planned deployment, installation, and implementation approach.>

4.2 Points of contact

<In this section: provide the names of the responsible organization(s), and titles and telephone numbers of the staff who serve as points of contact for the system or situation implementation. These points of contact could include the Business Owner, Project Manager, and/or System Developer, and others with responsibilities relating to the implementation. The site implementation representative for each field installation or implementation site should also be included, if appropriate. Provide identifying and contact information for all managers and staff with whom the implementation must be coordinated.>

Table 1: Implementation Points of Contact

Contact	Organization	Phone	Email	Role	Responsibility
<Enter First and Last Name>	<Organization Name>	<xxx-xxx-xxxx>	<email@email.com>	<Enter Role>	<Enter Responsibility>

4.3 Major tasks

<In this section: provide a brief description of each major task required for the implementation of the system or situation. Add as many subsections as necessary to this section to describe all the major tasks adequately (if you are entering a subsection under this heading please use heading 3 at font size 11). The tasks described in this section are not site-specific, but generic or overall project tasks that are required to install hardware and software, prepare data, and verify the system or situation. Include the following information for the description of each major task, if appropriate:>

- What the task will accomplish
- Resources required to accomplish the task
- Assumptions and constraints associated with the task
- Identified risks and planned mitigations associated with the task
- Reference documents applicable to the task
- Criteria for successful completion of the task
- Miscellaneous notes and comments

Examples of some major tasks to consider include the following:

- Providing overall planning and coordination for the implementation
- Obtaining personnel for the implementation team
- Providing appropriate training for personnel

- Ensuring all documentation applicable to the implementation are available when needed
- Acquiring special hardware, software, or network facilities
- Preparing site and support facilities for implementation
- Installing and configuring the various components of the operational environment
- Providing all needed technical assistance
- Scheduling any special computer processing required for the implementation
- Performing site surveys before implementation
- Performing system or situation transition activities
- Performing data conversion before loading data into the system
- Ensuring that all prerequisites have been fulfilled before the implementation date

4.4 Implementation schedule

<In this section: provide a schedule of activities to be accomplished during implementation. Show the required tasks (described in the section named Major Tasks) in chronological order, with beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.>

Table 2: Implementation schedule

Task #	Task description	Being date	End date	Key person(s) responsible	Dependencies	Milestones
<#>	<Task Description>	<MM/DD/YYYY>	<MM/DD/YYYY>	<Enter First and Last Name>	<Dependencies>	<Milestone>

4.5 Security & privacy

<In this section: reference the appropriate sections of the System Security Plan (SSP) and/or Information Security (IS) Risk Assessment (RA) that address the system security features and requirements that will be applicable to the system or situation during implementation, including the primary security features associated with the system hardware and software. Address security issues specifically related to the implementation effort, if any. If the system is covered by the Privacy Act, describe the privacy concerns. Security and protection of sensitive data and information should be discussed, if applicable. For example, if LAN servers or workstations will be installed at a site with sensitive data preloaded on non-removable hard disk drives, address how security would be provided for the data on these devices during shipment, transport, and installation because theft of the devices could compromise the sensitive data.>

5 Implementation support

<In this section: describe the support equipment, software, facilities, and materials required for the implementation, as well as the personnel requirements and training necessary for the implementation. The information provided in this section is not site-specific. If there are additional support requirements not covered by the subsequent sections, others may be added as needed.>

5.1 Infrastructure & data support

<In this section: identify the support equipment (hardware), software, data, facilities and materials required for the implementation, if any.>

5.1.1 Hardware

<In this section: provide a list of support equipment and include all hardware used for testing the implementation. For example, if a client/server database is implemented on a LAN, a network monitor or “sniffer” might be used, along with test programs, to determine the performance of the database and LAN at high-utilization rates. If the equipment is site-specific, list it in the section named Implementation Requirements/Procedures by Site.>

5.1.2 Software

<In this section: reference the associated Version Description Document (VDD) for a list of software and databases required to support the implementation. Use the content from the Version Description Document to provide content for this section, include; the software by name, acronym, vendor, and configuration item identifier. This section should also include any commercial off-the-shelf (COTS) and/or Government off-the-shelf (GOTS) software, which can be found in the Version Description Document. In addition, identify any software used to facilitate the implementation process, such as software specifically designed for automating the installation process. If the software is site-specific, list it in the section called Implementation Requirements/Procedures by Site.>

5.1.3 Data

<In this section: describe specific data preparation requirements and data that must be available for the system or situation implementation. An example would be the assignment of individual IDs associated with data preparation. Include reference to the Data Conversion Plan, if applicable. If the data and data preparation requirements are site-specific, provide this information in the section called Implementation Requirements/Procedures by Site.>

5.1.4 Facilities

<In this section: identify the physical facilities and accommodations required during implementation. Examples include physical workspace for assembling and testing hardware components, desk space for software installers, and classroom space for training the implementation staff. Specify the hours per day needed, number of days, and anticipated dates. If the facilities needed are site-specific, provide this information in the section named Implementation Requirements/Procedures by Site.>

5.1.5 Materials

<In this section: provide a list of required support materials, such as CD-ROMs, cartridge media, and disk packs.>

5.2 Personnel

<In this section: describe personnel requirements and any known or proposed staffing requirements, if appropriate. Also describe the training, if any, to be provided for the implementation staff.>

5.2.1 Personnel requirements and staffing

<In this section: describe the number of personnel, length of time needed, types of skills, and skill levels for the staff during the implementation period. If staff members have been selected or proposed for the implementation, identify them and their roles in the implementation. The System Developer may have to work with the Office of Information Services (OIS) and/or the IT Infrastructure Implementation Agent or Contractor to complete this section of the Implementation Plan.>

Table 3: Implementation personnel requirements

Skill type	Skill level	# of personnel	Assigned staff	Length of time needed	Role
<Enter Skill Type>	<Enter Skill Level>	<#>	<Enter First and Last Name>	<Enter Role>	<Role>

5.2.2 Personnel training requirements

<In this section: describe the training necessary to prepare support staff for implementing the system. Do not address user, operations and maintenance training, which should be the subject of the Training Plan. If support staff are already knowledgeable and require no training, then identify as such; otherwise, describe the type and amount of training required for each of the following areas, if appropriate:

- System hardware/software installation
- System support
- System maintenance and modification

Present a training curriculum listing the courses that will be provided, a course sequence, and a proposed schedule. If appropriate, identify which courses types of staff should attend by job position description. If training will be provided by one or more commercial vendor(s), identify them, the course name(s), and a brief description of the course content. If the training will be provided by CMS staff, provide the course name(s), and an outline of the content of each course. Identify the resources, support materials, and proposed instructors required to teach the course(s).>

5.3 Performance monitoring

<In this section: if applicable, describe the performance monitoring tool and techniques utilized during implementation, and how they will be used to help determine if the implementation is successful. If this is not applicable, please remove this section.>

5.4 Configuration management

<In this section: describe the configuration management procedures that will be followed and the interactions that will occur for configuration control, change control, and configuration status account reporting.>

6 Implementation support

<In this section: describe specific implementation requirements and procedures for each implementation site. If the requirements and procedures differ by site, repeat the following subsections for each site. If they are the same for each site, or if there is only one implementation site, use these subsections only once.>

6.1 Site identification

<In this section: provide the name or identifying information for the specific site or sites to be discussed in the following subsections.>

6.1.1 Site requirements

<In this section: define the site-specific requirements that must be met for the orderly implementation of the system or situation. Describe the site-specific hardware, software, data, facilities, and materials not previously described in the section named Infrastructure & Data Support.>

6.1.2 Site implementation details

<In this section: address the specifics of the implementation for this site.>

6.1.2.1 Implementation team

<In this section: if an implementation team is required, describe its composition and the tasks to be performed at this site by each team member. If implementation team is not required, please remove this section.>

6.1.2.2 Implementation schedule

<In this section: if site-specific implementation schedules are not included in the section named Implementation Schedule, provide a schedule of activities, including planning and preparation, to be accomplished during implementation at this site. Describe the required tasks in chronological order with the beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.>

6.1.2.3 Implementation procedures

<In this section: provide a sequence of detailed procedures required to accomplish the specific hardware and software implementation at this site. If necessary, other documents may be referenced. For example, the Version Description Document (VDD) should be referenced for the software installation instructions. A checklist of the installation events may be provided to record the results of the process. If the site operations startup is an important factor in the implementation, then address startup procedures in some detail. If the system will replace an already operating system, then address the startup and cutover processes in detail. If there is a period of parallel operations with an existing system, address the startup procedures that include technical and operations support during the parallel cycle and the consistency of data within the databases of the two systems.>

6.1.2.4 Database environment

<In this section: describe the database environment where the system software and database(s), if any, will be installed. Include a description of the different types of database and library environments (e.g., test, training, and production

databases). Include the host computer database operating procedures, database file and library naming conventions, database system generation parameters, and any other information needed to effectively establish the system database environment. Include database administration procedures for testing changes, if any, to the database management system before the system implementation. Refer to the Database Design Document for additional information.>

6.1.2.5 Operations procedures

<In this section: describe operations procedures utilized during implementation. If these operations procedures will continue to be utilized during operations and maintenance activities (e.g., restart and recovery procedures), then they should be described in the Operations & Maintenance (O&M) Manual, and the applicable O&M Manual sections referenced here.>

6.1.3 Site implementation verification

<In this section: describe the process for reviewing the site implementation during and after implementation to ensure adherence to the plan and for deciding if implementation was successful. This information will especially be utilized during the Operational Readiness Review (ORR) for determining if the site is ready for full operational support in the production environment. Describe how any noted discrepancies or issues will be rectified.>

6.1.4 Site rollback plan

<In this section: provide the detailed steps and actions required to restore the site to the original, pre-implementation condition in the event that implementation is unsuccessful. Identify conditions when site rollback is appropriate or not considered an option.>

7 Appendix A: Record of change

<In this section: provide information on how the development and distribution of the Implementation Plan will be controlled and tracked. Use the table below to provide the version number, the date of the version, the author/owner of the version, and a brief description of the reason for creating the revised version.>

Table 4: Record of Changes

Version number	Date	Author/owner	Description of change
<1.0>	<MM/DD/YYYY>	<Owner>	<Description>

8 Appendix B: Acronyms

<In this section: provide a list of acronyms and associated literal translations used within the document. List the acronyms in alphabetical order.>

Table 5: Acronyms

Acronym	Translation
<VDD>	<Version Description Document>

9 Appendix C: Glossary

<In this section: provide clear and concise definitions for terms used in this document that may be unfamiliar to readers of the document. Terms are to be listed in alphabetical order.>

Table 6: Glossary of terms

Term	Acronym	Definition
<Term>	<Acronym>	<Definition>

10 Appendix D: Referenced documents

<In this section: summarize the relationship of this document to other relevant documents. Provide identifying information for all documents used to arrive at and/or referenced within this document (e.g., related and/or companion documents, prerequisite documents, relevant technical documentation, etc.).>

Table 7: Referenced Documents

Document name	Document location and/or URL	Issuance date
<Document Name>	<Document Location and/or URL>	<MM/DD/YYYY>

11 Appendix E: Approvals

The undersigned acknowledge that they have reviewed the Implementation Plan and agree with the information presented within this document. Changes to this Implementation Plan will be coordinated with, and approved by, the undersigned, or their designated representatives.

<In the table below please include; individuals whose signatures are required, and any appropriate stakeholders, (Business Owner, Project Manager, etc.).>

Table 8: Approvals

Name	Title	Company	Signature	Date approved
<Approver Name>	<Title>	<Company Name>	<Sign or provide electronic signature>	<MM/DD/YYYY>

12 Appendix F: Attachments

This section lists the attachments.

<attachment name> at the following location: <URL of attachment>