

Operations & Maintenance Plan (Sample)

The Support and Maintenance Plan defines support expectations and service levels post-warranty period. This plan describes the process for documenting and managing support tickets. The designated Account Manager will maintain oversight of the account and will be the single point of contact between Optum Rx and the State. The Account Manager will be supported by the entire enterprise, ensuring an appropriate number and quality of local and corporate staff to support and meet the State's needs and expectations.

During the implementation and transition phase, a Project Manager will also be available as a liaison to the team to assist in facilitating meetings and coordinating efforts. The State and Optum Rx's staff of subject matter experts and leadership will often meet for status updates and discussions. At the time of operational transition, Optum Rx will have a dedicated staff and management that will communicate with the State staff as needed and in addition to regularly scheduled meetings.

Pharmacy Benefits Management (PBM) Operations and Maintenance Plan

Version XX
State of Georgia

Prepared by Optum Rx

Revision log

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

Upon completion of the State of Georgia Transition Plan to Operations activities, and signoff of project deliverables, a comprehensive list of tasks and activities will be delivered to the <Enter Individual or Role> for ongoing upkeep.

Purpose

The purpose of the State of Georgia Project Transition Plan to Operations is to identify and document the following:

- Schedule of transition activities
- Transfer of documentation, files, and other records
- Operational resource requirements
- Tasks and sub-tasks of the transition process
- Coordination of services including maintaining them throughout the transition process

Scope

<Enter a transitional scope statement pertinent to the targeted project's transition to Operations>

2 Scheduling

All activities will be scheduled using the <Enter target date> target date for inception.

- | | |
|--------------------|--------------|
| • <Enter activity> | <Enter date> |
| • <Enter activity> | <Enter date> |
| • <Enter activity> | <Enter date> |
| • <Enter activity> | <Enter date> |
| • Lessons learned | <Enter date> |

3 Operational resource requirements

Optum Rx – <Enter staff role>

At the time of the transition, the <Enter department, team, or role> will update this Transition Plan to provide named staff members to serve in the following key transition roles:

- <Enter resource name>, <Enter resource title>
- <Enter resource name>, <Enter resource title>
- <Enter resource name>, <Enter resource title>

Resources for the transition plan will be updated as needed

The high-level responsibilities required <Enter summary of future support current project requires (ex. "To maintain the documents")> include:

- <Enter responsibility>
- <Enter responsibility>
- <Enter responsibility>

4 Transition tasks and activities

Deliverables

The remaining deliverables expected for client signoff are as follows:

4.1.1 <Enter deliverable>

Internal

- <Enter deliverable description or "N/A">.
- <Enter deliverable description or "N/A">.

External

- <Enter deliverable description or "N/A">.
- <Enter deliverable description or "N/A">.

4.1.2 Lessons learned

Internal

- A Optum Rx Lessons Learned Session will be conducted and documented on <Enter Date>. During this meeting, feedback captured from the <Enter Project Name> Project will be discussed as a team with the goal of improving <Enter Goal Target>.

External

- N/A

Environments

<Enter Environments>

Project plan

All Project Plan implementation tasks will be marked complete on <Enter Date>.

Operations and maintenance

Ongoing maintenance and update of the <Enter maintenance> will be made by <Enter responsible team>.

4.1.3 CMS certification

<Enter CMS certification content>

4.1.4 Service level agreements

<Enter service level agreement content>

4.1.5 Disaster recovery

<Enter disaster recovery content>

4.1.6 Change requests

Change Requests out of scope for DDI will be submitted through the Account Manager who is responsible for submitting the Service Request Initiation Form for the job task.

4.1.7 Analytics and reporting

<Enter Analytics and reporting content>

4.1.8 Invoices

<Enter invoice content>

4.1.9 Account management summary

<Enter account management content (account manager information and support level to expect>

4.1.10 Client meeting schedule

<Enter client meeting schedule and purpose>

4.1.11 Escalation process

<Enter escalation process content>

4.1.12 Additional support

<Enter Additional support content as needed>

4.1.13 Resource data

<Enter resource information content>

Documentation

The Strategic Initiatives Manager will work with the <Enter Team> to ensure that the documentation is updated beginning <Enter date>.

Project acceptance

The Project Manager and <Enter team> received formal acceptance signoff from internal stakeholders on <Enter Date>.

Summary of transition tasks & sign off

Task	Resource	Transition to	Sign off
<Enter task>	<Enter resource>	<Enter transition to>	
<Enter task>	<Enter resource>	<Enter transition to>	

5 Contract termination transition plan

Introduction

Optum Rx will work with the State of Georgia support staff to provide an orderly, complete, and controlled transition in the event of the selection of another vendor. The Transition of Services Plan will serve as a basis for developing the project plan for new or transitioning services, including:

- Data, documentation, reports, and other operational artifacts that will be transferred to the State of Georgia and/or their subsequent services vendor
- Roles and responsibilities of all affected parties
- Transition timeline
- Identification of services which will be terminated by Optum Rx after the contract termination date

The Transition Plan may be revised as needed to reflect procedural changes, performance requirements, or contract deliverables. Upon notification that Optum Rx's contract with the State of Georgia is being terminated, we will provide a copy of the current Transition Plan to the State of Georgia and, with the permission of the State of Georgia, any other necessary parties.

Transition approach

Optum Rx will work with the State of Georgia and the new vendor to transition in an efficient and transparent manner that maintains the confidentiality, accuracy, and security of Georgia data.

Delivery method

A secure file transfer connection (SFTP) will be established with the subsequent vendor if required to support file or document transfers.

Resource requirements and responsibilities

Prior to the replacement vendor taking over the Georgia contracting services, Optum Rx will deliver all notebooks, plans, working papers, documents, materials, records, data, documentation, other work and items developed and produced under this contract to the Georgia and its new rebate services contractor. The following subsections will outline more specific documents and deliverables that will be transitioned, as well as identify items that are out of scope for the transition.

At a minimum, no less than ninety days prior to the end of this contract, the contractor will provide the following related to the final rebate calendar year negotiated by the contractor:

- Any authorization required for the use of the Georgia web page address of <enter url> or the Georgia specific web page developed during the term of the Contract
- An electronic copy of the last approved version of the contents of each page of the Georgia web page
- A PDF version of the last reports found in section 4.3 of this Transition Plan, titled, Reports.

5.1.1 State of Georgia documentation

Optum Rx will provide copies of the following documentation:

- Current CMS-approved Supplemental Rebate (SR) Agreement templates for each member State
- CMS Approval Letters
- Rebate Calendar Year Solicitation Letters to Manufacturers
- Rebate Calendar Year Bid Schedule
- Georgia Fact Sheet
- Manufacturer Terms of Use
- NDC Offer Acceptance Terms
- Manufacturer Offer Review Disclaimer

5.1.2 Supplemental rebate formulas and offered rate files

All relevant SR Formula and Offered Rate Files will be transitioned to the subsequent vendor, with the following information provided:

- SR Formula types
- Offer Rates (i.e. GNUP, % WAC)

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5.1.3 Reports

Optum Rx will transfer PDF copies of the following scheduled and archived external production reports generated during the duration of the contract agreement to the SSDC.

The reports that will be provided include the following:

- Previous year's Accepted Offer/A&B report including accepted offers for all states
- Georgia Score Sheet template
- CMS Manufacturer contact list
- Current All-States Market Share Reports
- Data Dictionaries
- New Drug Solicitation Report
- No Offer Report
- Offer Review Report

5.1.4 Archived historic data

After contract termination, Optum Rx will securely archive all historic Georgia data sets, maintaining this historic data in our data center until written confirmation is received from the State of Georgia identifying that Optum Rx can purge these records.

Historic data to be archived will include:

- Offer data by NDC, including new offers and diabetic supply offers
- Member state utilization data
- Preferred Drug List (PDL) and State Maximum Allowable Cost (SMAC) data

5.1.5 Website

Optum Rx will transfer ownership of the website domain <enter url>. However, we will not transfer ownership of the Optum Rx proprietary Electronic Rebate Offer Management System (eROMS) and related documentation.

5.1.6 Out of scope for transition

During the transition, the following will not be transitioned due to its being considered *out of scope*:

- Proprietary software developed by Optum Rx or licensed from a third-party vendor
- Algorithms used to develop reporting and analysis
- Any other documentation, data, or software that is proprietary or confidential to Optum Rx

5.1.7 Ongoing support

During the first 12 quarters after the contract transfer, despite our no longer being in possession of offer data and related documentation, Optum Rx will assist the State of Georgia as much as possible in resolving manufacturer disputes related to SR offer rates or contract terms that arise.

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