State of Montana

Implementation Timeline

Effective Date: January 1, 2013

	Responsibility					
	Cigna	State of Montana	Allegiance	Proposed Start Date	Proposed Completion Date	Actual Completion Date
IMPLEMENTATION START						
Notification to Cigna for effective date 01/01/2013		X				
Implementation Meeting: review of administrative summary, structure grid, timeline and benefit summaries	X	X		04/09/12	04/11/12	
Provide updated documents from Implementation Meeting	X			04/23/12	05/01/12	05/01/12
Confirmation/approval of Administrative Summary		X		05/02/12	05/31/12	
Confirmation/approval of Structure Grid		X		04/25/12	05/07/12	
Confirmation/approval of Employer Medical Benefit Summaries		X		04/25/12	05/31/12	
CIGNA WORK ORDER						
Load administrative, structure and benefit plans into Cigna work order database	X			04/27/12	05/11/12	05/11/12
Internal database inspection	X			05/14/12	05/25/12	
Work order database to internal team & Expert Team call	X			05/29/12	06/06/12	
Final downstream of work order database	X			06/06/12	06/08/12	
STRUCTURE						
State of Montana structure in production	X			06/08/12	06/15/12	
PROVIDER EDUCATION						
Initial draft of provider education plan	X			04/12/12	05/18/12	
CLAIM SYSTEM SET UP						
Medical claim system loaded with specific benefits	X			06/15/12	07/20/12	
Medical claim system tested with specific benefits	X			07/20/12	07/31/12	
Validation of benefits review	X			08/01/12	08/24/12	
Claim system ready and released to pay claims	X			01/02/13	01/04/13	
CUSTOMER SERVICE SYSTEM SET UP						
Member service screens built with specific benefits	X			06/15/12	07/13/12	
Member service screens audited for quality	X			07/13/12	08/17/12	
ELIGIBILITY - AUTOMATED SET UP						
Schedule conference call for eligibility file	X			04/16/12	05/04/12	05/10/12
Conference call to discuss automated file specs	X	X		05/10/12	05/17/12	
Send EDT forms	X			05/10/12	05/14/12	05/15/12
Remit EDT forms		X		05/15/12	05/25/12	
Submit test file # 1		X		07/16/12	07/20/12	
Provide test file # 1 results	X			07/17/12	07/24/12	
Submit test file # 2		X		07/25/12	07/27/12	
Provide test file # 2 results	X			07/30/12	07/31/12	
Submit test file # 3 (if necessary)		X		TBD	TBD	
Provide test file # 3 results (if necessary)	X			TBD	TBD	
Remit production file with 1/1/2013 data		X		12/03/12	12/05/12	
Load production data and produce error reports	X			12/06/12	12/12/12	
Finalize 1/1/2013 eligibility data in Central Eligibility Database	X			12/12/12	12/14/12	
COBRA (Allegiance)						
Discuss COBRA process and COBRA administration checklist	X	X	X	04/23/12	05/02/12	
Complete COBRA implementation checklist	X	X	X	05/03/12	05/30/12	

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ID CARDS						
Provide ID card pre-production proof	X			06/25/12	07/06/12	
Approval of ID card pre-production proof		X		07/09/12	07/20/12	
Release ID card feed	X			12/13/12	12/17/12	
Personalized ID cards released to US Mail (Cigna vendor)	X			12/17/12	12/20/12	
BANKING - ASO						
Schedule banking call & provide banking documents for review	X			04/16/12	04/24/12	04/23/12
Banking conference call: discuss banking requirements	X	X		04/23/12	05/11/12	
State of Montana to provide Cigna with banking decisions		X		04/25/12	05/16/12	
Banking forms sent to State of Montana for review and signature	X			05/14/12	05/18/12	05/16/12
Banking forms signed and submitted to Cigna		X		05/21/12	06/01/12	
Bank account set up completed	X			07/02/12	07/20/12	
Bank account funded and claims released	X			01/02/13	01/04/13	
BILLING						
Pre-invoice provided to State of Montana for review	X			12/03/12	12/07/12	
Billing engineering meeting to discuss pre-invoice and billing requirements	X	X		12/10/12	12/21/12	
Produce initial invoice with rates/fees	X			12/24/12	01/04/13	
CERTIFICATES (SPD-S)						
Provide PDF of Summary Plan Description books to State of Montana	X			06/15/12	07/13/12	
IMPLEMENTATION WRAP-UP						
Implementation wrap-up meeting to review project	X	X		01/07/13	01/25/13	

The dates included in this Implementation Timeline are subject to change. If a change is necessary, Cigna will work with you to reach a new agreement that reflects the changes in circumstances.

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